

Runcorn Urgent Treatment Centre

Patient Feedback report – March 2023



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What is an Urgent Treatment Centre?

Urgent Treatment Centres (UTCs) are an alternative to A&E. They are centres which treat minor injuries and illness requiring urgent treatment that cannot be seen by your registered GP.

UTCs work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.

Halton has two Urgent Treatment Centres, located at Halton Hospital in Runcorn, and at the Health Care Resource Centre in Widnes.

Why are we visiting the Urgent Treatment Centre?

During the past seven years we've visited the two local centres on quite a regular basis to ask patients about their experience at the UTC and if they had looked for help or advice elsewhere first before attending the UTC.

In December 2015 we spent a full day at each of the then Urgent Care Centres, speaking with over 200 patients and producing '*A day in the life*' reports on the two centres.

In July 2017 we carried out a further twelve visits across the two centres between July 2017 and January 2018 as part of our planned public engagement.

In 2019 we undertook regular monthly outreach sessions at the centres, between January and July 2019, in part to gather feedback on the services, but also to gather feedback on the wider health services used by people attending the centres.

During the past two years we've been unable to carry out visits to the two centres because of the restrictions in place due to the Covid Pandemic.

Following the easing of restrictions, we decided to restart visits to the two centres as part of our planned public outreach and engagement sessions across the borough.

Copies of all reports can be download from our website - <https://bit.ly/hwhUTC2>

What we did

We visited the Runcorn UTC on the following dates:

- 9 January 2023
- 13 March 2023

Each visit lasted between two and three hours and in total 40 people took part in our survey.

The information in this report gives a snapshot of the experiences of people attending the Runcorn Urgent Treatment Centre during our visits.

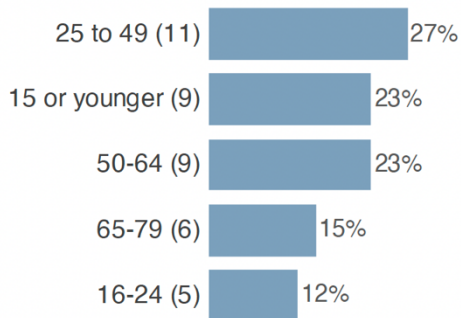
Due to the number of responses received they cannot be considered to be representative of all patients, but it is presented to provide a snapshot of the experiences of those who took part and to highlight areas for consideration by commissioners and providers.

Acknowledgement

We would like to thank all the staff and patients at NHS Runcorn Urgent Treatment Centre for their help and support during our visits.

Results

What age group are you?



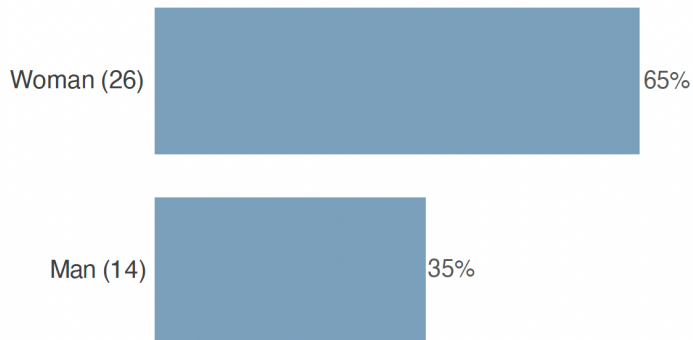
35% of patients (14) were aged under 25.

50% (20) were between the ages of 25 and 64.

15% (6) were aged between 65 and 79.

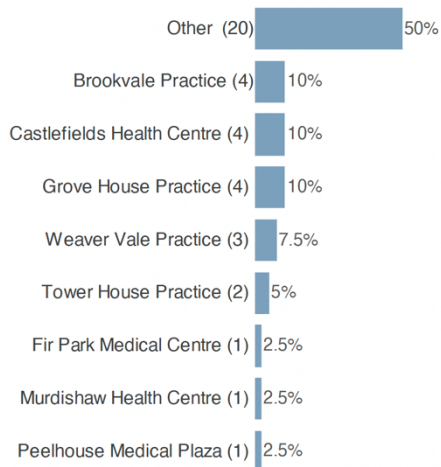
65% (26) of patients were women,

Please tell us which gender you identify with:



Which GP practice are you registered with?

Which GP practice are you registered with?



Half of the patients attending the UTC were registered with GP practices outside Halton.

Two patients told us they had moved to the area recently and hadn't changed GP yet.

Eight patients were registered at GP practices in Warrington, while a further six patients were registered with GP practices in

Frodsham and Helsby.

Did you look for help or advice elsewhere before coming to the UTC?

65% (26) said they had looked elsewhere for help or advice before attending the UTC.

Nineteen people had contacted, or attempted to contact, their GP practice. One person said, **'I called 143 times on the phone and couldn't get through'**, another told us, **'Calls have been going straight to answerphone since Friday and I can't get through.'**

- Five people had also spoken with a pharmacist prior to attending the UTC.
- Four people had also contacted NHS 111.
- Two people had attended local hospitals.
- One patient had contacted their dentist.

Why did you end up coming to the UTC?

People decided to attend the UTC for a variety of reasons.

Eight people came straight to the UTC as they felt that it was **'the most appropriate option'**.

Seven people came to the UTC as they were unable to book an appointment with their GP practice.

Six had been advised by their GP to attend, while a further three said the GP receptionist had advised them to visit the UTC.

Three people had been advised by NHS 111 to visit the UTC.

Two people were advised to attend the UTC by their pharmacy, with one person telling us, **'Five days ago I spoke to a chemist who stated if it had not cleared up in five days to come to UTC, that's why I'm here today.'**

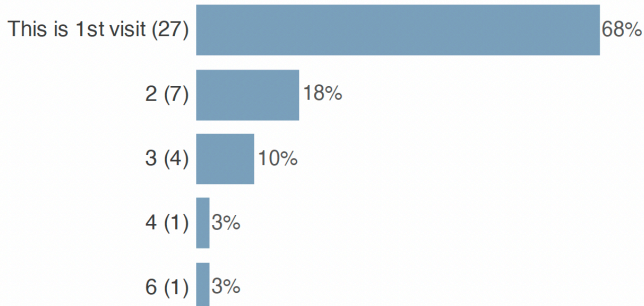
One person was advised to come to the UTC by the Sanderson Suite at St Helens Hospital.

One person said they worked in Halton and had been advised by their GP to go to the nearest UTC.

One person told us they visited the Runcorn UTC as **'There is no UTC option in Warrington.'**

How many times have you visited the UTC in the past year?

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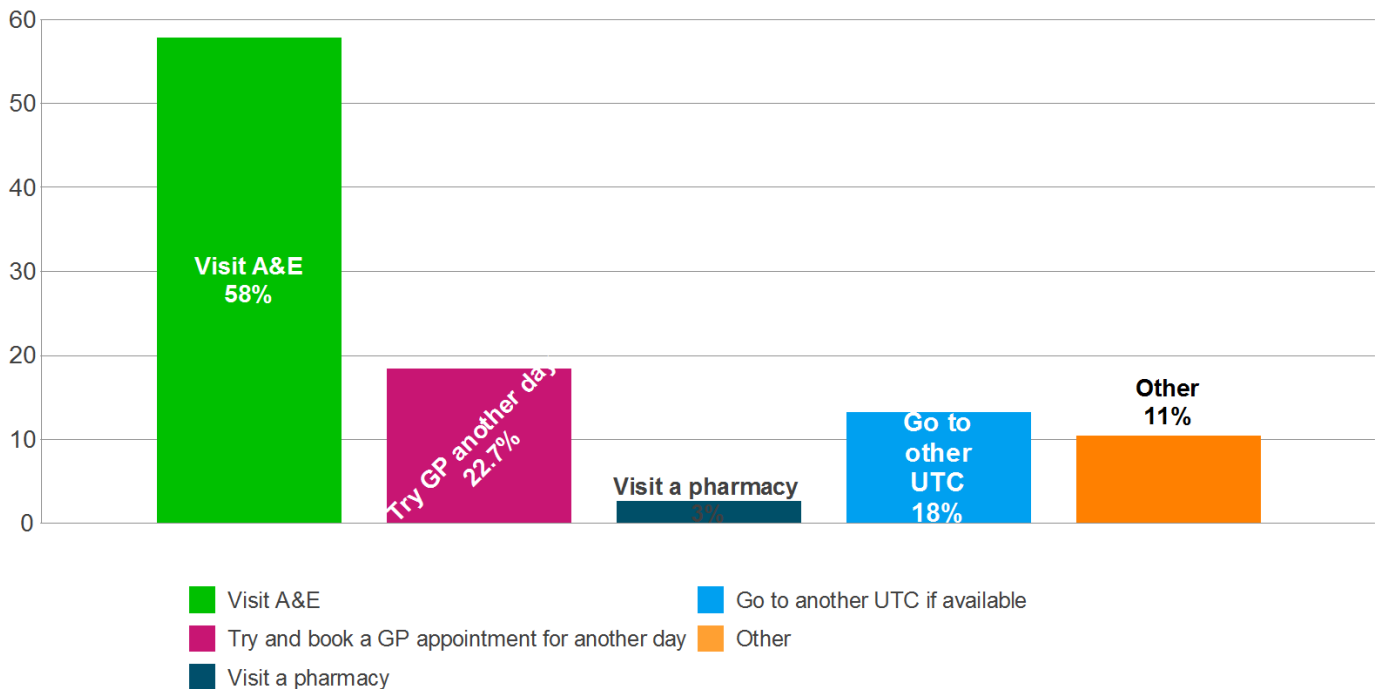
For the majority of patients this was their first trip to the UTC in the past year.

Eleven people had visited the UTC two or three times in the past year

One person told us it was their fourth visit to the UTC, while another person said it was their sixth visit.

What would you have done today if there wasn't an Urgent Treatment Centre locally?

What would you have done today if this UTC wasn't available

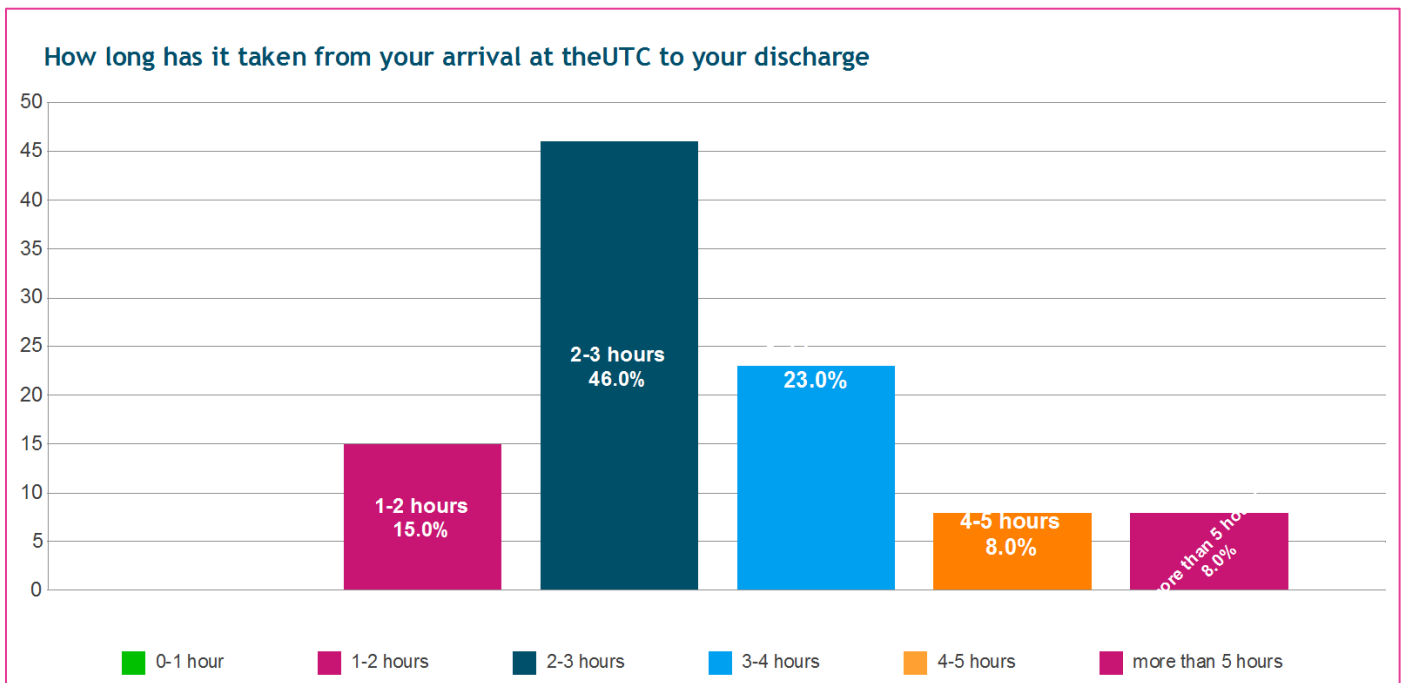


Over half, 58%, told us they would have visited A&E if there hadn't been the option of an Urgent Treatment Centre.

Seven people said they would try and get an appointment with their GP on another day, while a further five would have looked for a UTC in another local area to attend. Two people told us they would have visited a pharmacy instead. Three people said they wouldn't have looked for help / treatment anywhere else.

How long has it taken from your arrival at the Urgent Treatment Centre to being treated and discharged?

We asked people to complete a second part of the questionnaire once they'd been seen and treated at the UTC. As our visits to the UTC are generally less than four hours in length, we ask for the second part of the questionnaire to be handed in to the UTC reception and forms are then posted on to us. Not everyone completes and returns this form. Thirteen 'part 2' forms were returned.

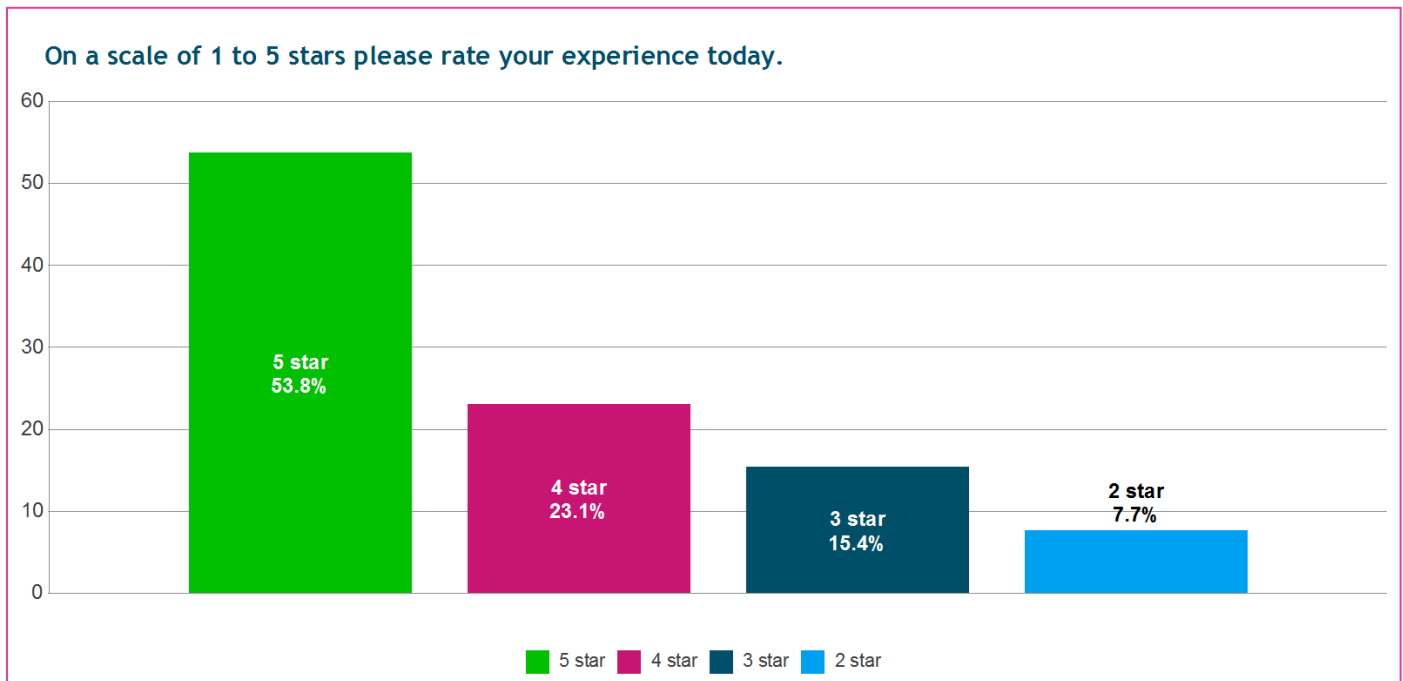


The UTC was busy during our two visits although the majority of people, 11, were treated and discharged within four hours.

One patient who had a wait of over five hours said, 'I know I had to wait 5 hours before being seen but I really do appreciate how hard the nurses and doctors are trying to get to each patient even though they are struggling under the pressures of lack of help for the NHS. Please, please sort out the NHS before

giving more money to rail services, teachers etc. Give doctors and nurses the help and pay they deserve.'

On a scale of 1 to 5 stars (1 being poor and 5 being excellent), please rate your experience today.

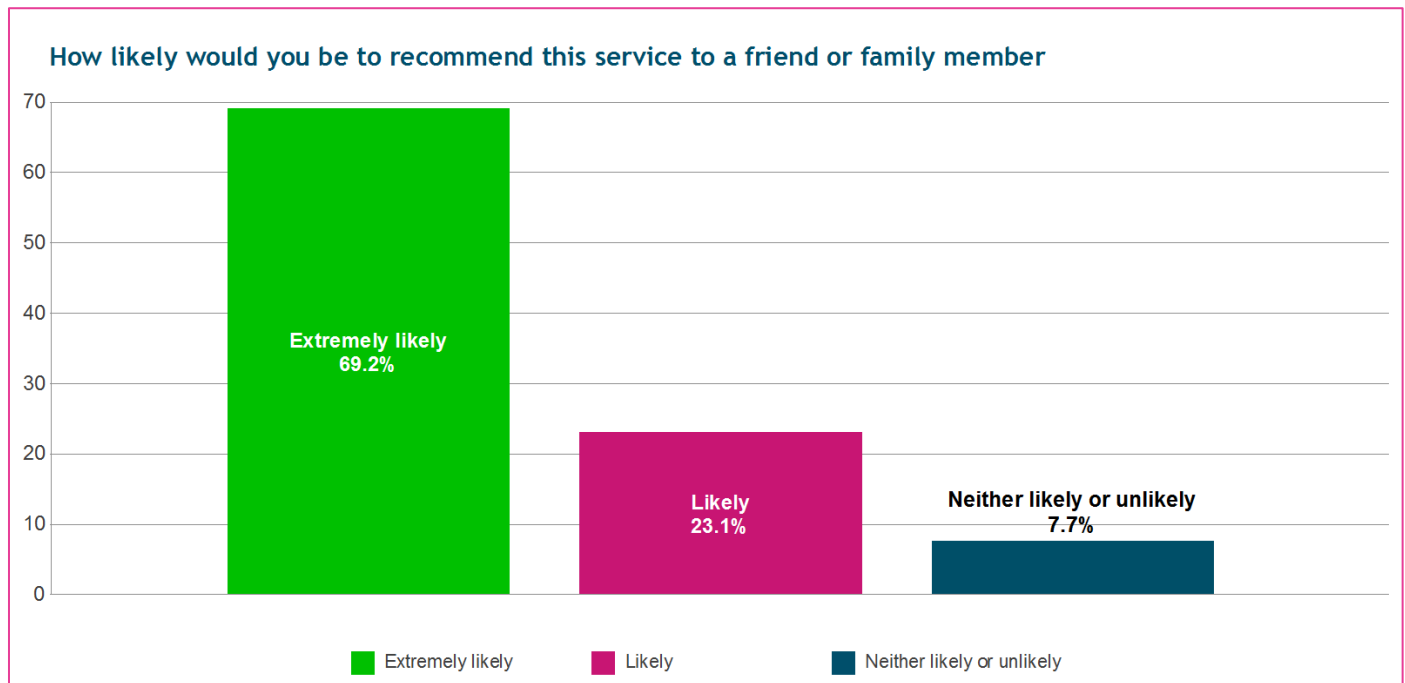


54% of people rated their experience at the UTC as five star, with another 23% rating it as four star.

- *'I was seen by musculoskeletal specialist who is writing to my doctor to advise an MRI scan.'*
- *'It's such a pity that the GP service is telling their patients to go here. I came out of desperation due to GP failure. Good job you are here, but shouldn't need to use it. Only wanted antibiotics. A five-minute job for a GP.'*
- *'Felt I had no choice but to visit urgent care today as was not able to contact my GP. My visit was satisfactory I was triaged really quickly but had a bit of a wait to see the doctor. Treated quickly by the doctor who explained everything and was very pleasant and respectful.'*
- *'Excessive waiting time to see clinician, triage brilliant.'*
- *'Only gave 3 stars due to long wait time, but otherwise I thought it was a good set-up and staff were helpful and polite.'*

- *'I have used this service many times in the past and although today's waiting times are long, in the past I have had better experience and shorter waiting times. Staff are always kind and very helpful.'*
- *'Friendly staff and a nice environment.'*

How likely would you be to recommend this service to a friend or family member if they needed similar care or treatment



92% said they would be *'likely'* or *'very likely'* to recommend the service.

8% gave a neutral *'neither likely or unlikely'* rating

- *'Wonderful staff! Especially JA, a wonderful compassionate, caring, considerate professional lady. A true credit to the NHS and Halton Hospital.'*
- *'Very helpful and cheerful staff. I'm more than happy with my treatment.'*

Summary

During our visits, the UTC appeared busier than we'd previously noted with patients having to wait longer for treatment than on our previous visits.

We observed staff at the UTC to be helpful and courteous to patients, which is reflected the comments we collected.



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