



Solihull UTC Minor Injury Service

WELCOME

Welcome to Solihull Urgent Treatment Centre (UTC) minor injury service. Our service sees and treats patients with a wide range of minor injuries in both adults and children over 1 year old such as:

- Minor cuts and wounds
- Limb injuries
- Minor head injury
- Minor burns or scalds
- Bites and stings
- Suspected simple fractures (broken bones)
- Simple dislocations of joints
- Eye injuries
- Muscle or joint injuries (e.g. sprains and strains)
- Foreign bodies under skin

The service is open 365 days per year. Whilst the UTC is staffed until 10pm daily, the opening times for patients to attend is 8am to 8pm daily. The service closes to new patients at 8pm daily.

The minor injury service at the UTC is nurse-led and our team comprises of: Healthcare Assistants, Assessment Nurses, and Emergency Practitioners. Our team are here to ensure that all patients attending our service are cared for in a safe and efficient environment.

TRIAGE EXPLAINED

What is Triage?

The UTC minor injury service at Solihull sees patients without an appointment, those who have been allocated a NHS111 booked appointment and some who have been conveyed by ambulance. This can sometimes mean that there may be a wait to see a nurse or emergency practitioner who can treat you. Triage is used in many healthcare services, like Emergency Departments, to help keep patients safe while they wait to be seen. Triage enables staff to organise patients into an order of priority based on a range of clinical need. Patients are seen in order of priority, not order of arrival. All our patients are important to us; however, some may need treatment more quickly than others.

What happens after registration?

Patients presenting with an injury can experience pain. We aim to ensure that our patients are not waiting in pain. Our experienced Healthcare Assistants provide a 'meet and greet' service when you will be offered the opportunity to have your vital signs taken and asked about your pain score.

Your Pain Matters

Why do we do this?

Pain can affect your vital signs; it can cause your blood pressure to be high along with your pulse and respiration rate. Our Healthcare Assistants will inform our nursing team and emergency practitioners, and pain relief will be offered and prescribed for you while you wait for your triage. We aim to triage within 15 mins; however, we can't always guarantee this, especially if multiple patients arrive at the same time, or if staff are dealing with an emergency.

What happens at triage?

An Assessment nurse will complete your triage; this is to assess your condition and decide if the UTC is the most appropriate place for you to be seen and how quickly you need to be seen. The triage nurse will ask you some questions about your injury or reason for attending. They will reassess your pain score and review your vital signs. This is to ensure that the pain relief you have been prescribed is appropriate and has helped with the pain, or they may be able to offer further pain relief if required. This information is used by the nurse to assign you a triage category. This category is used to prioritise how quickly patients need to be seen in order of clinical need.

What happens after triage?

The triage nurse may advise that you would be better seeking advice elsewhere. This could include:

- Attending an Emergency Department.
- Making an appointment to be seen at your GP surgery.
- Being seen by a pharmacist or;
- Being seen by a dentist.

Some injuries may seem minor to you; however other factors such as medical conditions and medications can have an impact on your injury and may require further assessment and investigations by specialist teams in other settings. Our assessment nurse may ask more questions and take a more detailed history of your needs to ensure we are redirecting you to the most appropriate health care provider safely.

If your treatment can be managed at the UTC, you will be advised to take a seat in our waiting area and one of our Emergency Practitioners will call you when it is your turn to be seen.

Emergency Practitioner (EP's):

EP's are senior nurses and paramedics with a background in accident & emergency care, who have undertaken additional training in minor injuries/illness to enable them to provide treatment for minor injuries. The EP will assess your injury in more detail and carry out a clinical examination. While EP's can request X-rays at the UTC if they are indicated for your injury, other investigations such as CT's and MRI scans are not available at the UTC and will need to be undertaken via an A & E facility. The EP will devise a treatment plan and discharge you once your care has been completed. However, some injuries may need further input from other specialities, such as trauma and orthopaedics, hand specialists, burns etc. If it has been identified that further input is required, the EP will make the referral and the treatment plan will be discussed with you. Our staff work within predetermined guidelines.

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