



## **Solihull Urgent Treatment Centre minor injury service: Triage and advice only service explained**

**Building healthier lives**

# 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 one 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 runs 365 days a year. It is open to patients from 08:00–20:00 daily, with staff on-site in the UTC until 22:00. The service closes to new patients at 20:00 each day.

The minor injury service at UTC is a nurse-led unit. Our team comprises of healthcare assistants, advanced 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.

## What is triage?

The UTC minor injury service at Solihull sees both patients without an appointment and those who have been allocated a **NHS 111** booked appointment. 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, urgent treatment centres, and walk-in centres, to help keep patients safe while they wait to be seen. Triage enables staff to sort patients into an order of priority based on a range of clinical needs. 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 with injuries may experience pain. We aim to ensure that our patients are not waiting in pain. Our experienced healthcare assistants provide a meet and greet soon after registration. 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, pulse and respiration rate to be high. Our healthcare assistants will inform our nursing team and emergency practitioners of any request for pain relief or of anyone that is in severe pain. Our nursing team aim to provide triage within 15 minutes; however, we can't always guarantee this, especially if multiple patients arrive at the same time or if staff are dealing with an emergency.

# Triage explained

## What happens at triage?

An advanced assessment nurse will complete your triage to assess your condition, decide if the UTC is the most appropriate place for you to be seen, and determine 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 ensures that the prescribed pain relief is effective and appropriate, and if needed, further pain relief options may be offered. 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
- 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 healthcare 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.

# Advice only triage explained

## What happens when we cannot see you?

Our aim is to see and treat all patients who attend the service requiring our care. However, there may be occasions when we are unable to do so. This could be due to several reasons, including:

- Waiting times and patient volume exceeding our opening hours
- Multiple patients with higher triage priority requiring ongoing care
- Staff managing an emergency within the unit

All patients who attend and register with the UTC minor injury service (during opening times) will have a triage completed; you will not be redirected to another service without an **advice only triage**.

An **advice only triage** will provide you with advice on what you can do next, ensuring you have the appropriate information to get your injury seen and managed within a suitable timeframe. This advice could include:

- Self-care advice and what to do if things are not improving or getting worse
- Seeing your GP
- Returning to the UTC on the following day
- Contacting **111** or an out-of-hours GP
- Attending an emergency department

Please use the space below to write down any questions you may have and bring this with you to your next appointment.



## How did we do?

If you have recently used our services we'd love to hear about your experience. Please scan the QR code or follow the link to share your feedback to help us improve our services. **Thank you.**

[www.uhb.nhs.uk/fft](http://www.uhb.nhs.uk/fft)



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