



Runcorn Urgent Treatment Centre

Patient Feedback report November / December 2022

Contents

Contents.....	1
What is an Urgent Treatment Centre?	2
Why are we visiting?	2
Results	4
Summary.....	10

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, one located at Halton Hospital in Runcorn, and another based at the Health Care Resource Centre in Widnes.

Why are we visiting?

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 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>

This report covers visits to the Runcorn UTC on the following dates:

- 9 November 2022
- 7 December 2022

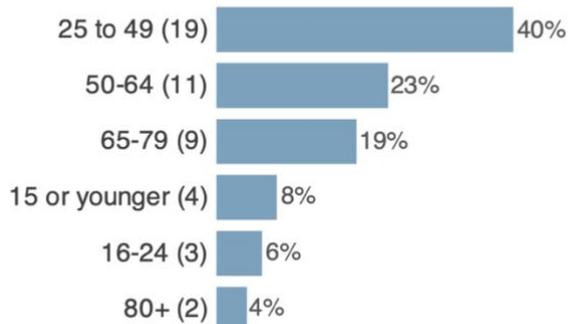
The information we have gathered is presented to provide a snapshot of the experiences of those who took part, and to highlight areas for consideration by commissioners and providers. Due to the number of responses received they cannot be considered representative of all patients who attend the UTC.

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? (Age of respondent)



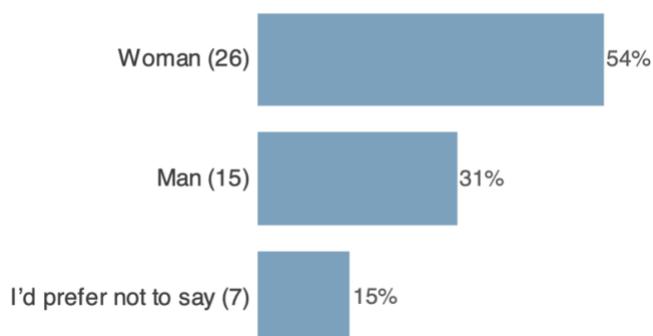
In total we spoke with 48 patients during the two visits.

They ranged in age from under sixteen to over 80 years of age.

The majority, 63%, were in the 25 to 64 age group.

Under 25's accounted for 14% of patients we spoke with, while a further 23% of people were aged 65 or older.

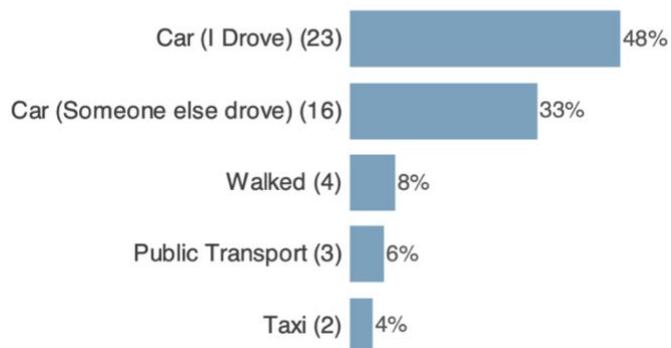
Please tell us which gender you identify with:



We heard from 26 women and 15 men. Seven people preferred not to give their gender.

When asked how they arrived at the UTC, 39 people (81%) had arrived by car, of those, 23 (48%) drove themselves, with 16 (33%) saying they'd been given a lift to the UTC been given a lift by a friend or family member. Three people (6%) had come by public transport.

How did you get here today?



Four people, (8%), told us they had walked to the centre, while two people had arrived by Taxi.

Almost 40% of people we spoke to lived outside Halton. Mainly from the

Warrington area, with some people coming to the UTC from Frodsham and Helsby.

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

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Four in Ten (38%) patients said they hadn't looked for help or advice anywhere else before attending the UTC. These figures were broadly similar to those in our previous report in September 2022.

We asked those who had looked for help before coming to the UTC which service(s) they had contacted.

The most common response was GP Practice, with 77% (23) saying they had tried their GP practice first.

- *'Our GP always tell us to come to the UTC for my young daughter but also for my elderly Father.'*
- *'My GP practice wouldn't see my Granddaughter, who is only a baby, because of covid. She was unwell so they said we had to come to the UTC in case it was Covid.'*
- *'I can't get a GP appointment. I have been there 37 years. You can't book in advance. I was on hold for nearly 2 hours this morning and it charges me for this. When I got through the appointments are gone. The receptionist suggested coming to the reception at 8.00am but this cost me £5 on the bus and there is no guarantee. If I do get an appointment, I would have to pay for the bus again. Something different needs to be put in place for GP's.'*

Why did you end up coming to the UTC?

People had decided to come the UTC for a variety of reasons. One in four people (26%) visited the UTC as they were unable to book an appointment with their GP practice.

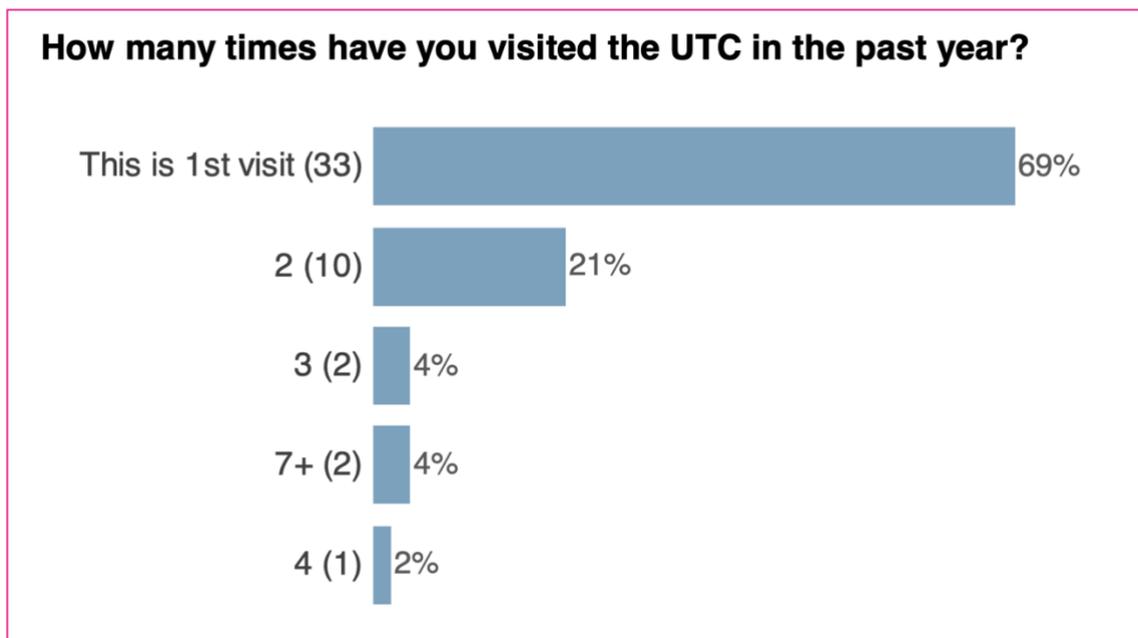
One in five people had spoken with their GP practice and been advised to visit the UTC.

Two people had contacted NHS111 and been advised to go the UTC.

Some people had decided it was the most appropriate place to visit

- *'I know I can get seen here.'*

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

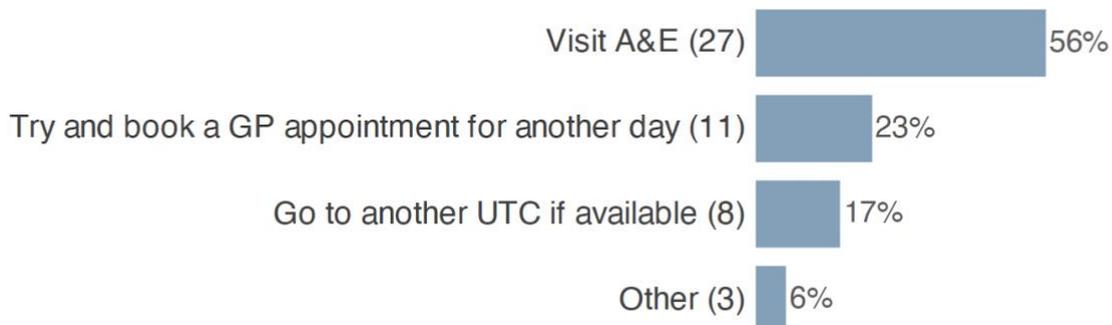


Most people, 90% (43), had only visited once or twice in the past 12 months.

Two people had visited the UTC more than six times in the past year. Both had brought children for treatment as they had been unable to get appointments with their GP practices.

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

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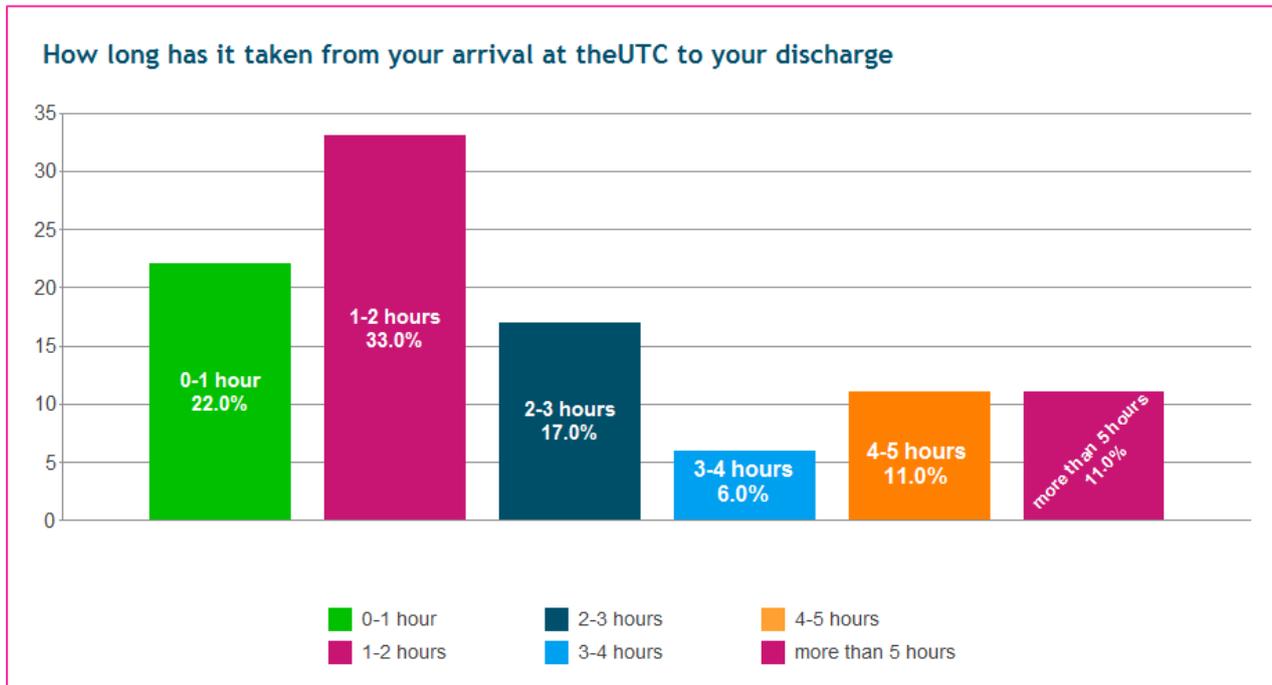
Over half, 56% (27), told us they would have attended A&E.

- *'Dressing clinics in our area are full so we would have gone to A&E every day for dressings!'*

23% (11) said they would try and get an appointment with their GP on another day, while a further 17% (8) would have looked for another UTC to go to.

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.



Just over one in five patients (22%) were 'in and out' of the service within one hour of arrival.

A further 33% were treated and discharged within two hours of arrival, while 17% were treated and discharged between two and three hours after arrival.

In total, 78% of patients were treated and discharged in less than four hours. While still a high percentage, this was a drop of 19% compared to our report in September.

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

Despite the increase in waiting times for many people, satisfaction with the service is still high with 88% of those who completed part two of the survey rating their experience of the UTC as five stars, while 6% rated it as four star, with another 6% rating it as a three out of five-star experience.



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

When asked if they would recommend the UTC to friends or family, a similarly high percentage, 93%, said they would be *'likely'* or *'very likely'* to recommend the service.

The remaining 7% gave a neutral *'neither likely or unlikely'* rating.

- 'Halton is accessible from where I live and the same travel time as Warrington. Halton is always spotlessly clean, amazing friendly staff. Really helpful, always checking patients waiting to be seen are ok and always asking of everyone is ok. They explain we can help ourselves to water and let us know if name called if we need to go to the toilet. I have accessed Halton and been an inpatient for the last 12-13 years and recommend them 100%. Halton is an amazing hospital and excellent staff and service, and they know how to clean, I've never ever seen Halton Hospital dirty, ever! Shorter waiting times than Warrington Hospital and treat you like a person, NOT A number.'*

Summary

As with previous visits to the Runcorn UTC, we observed staff to be always helpful and courteous to patients, which is reflected in the public feedback received.

The average waiting time for patients to be triaged and treated has risen compared to our previous visits, but it continues to be overwhelmingly positive despite this.

There were many compliments, particularly for staff:

- *'They took the baby straight through to be checked. Couldn't help me enough. Thanks!'*
- *'Excellent treatment. Friendly staff.'*
- *'The staff are pleasant and courteous.'*
- *'The staff are all lovely and very helpful, but so overstretched / over worked. I think the service is being misused by GP's which only adds to the pressure they are all under.'*



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