

Urgent Treatment Centre- Frequently Asked Questions

Where is the urgent treatment centre located?

The Urgent Treatment Centre (UTC) is located in the Cauldwell Centre on the Bedford Hospital Site, Kempston Road. It is best accessed via Britannia Road or Ampthill Road.

How do I access it?

The service is best accessed via calling NHS 111, as they are able to assess your needs and book you an appointment if necessary or redirect you to the most appropriate place of care. Patients will be able to walk in to the service by reporting to the UTC reception in the A&E, but could wait considerably longer to be seen.

Who is it for?

The UTC handles urgent but not emergency care needs (typically those seen as urgent at your GP). Patients with an urgent need, if unable to get an appointment with their GP should call NHS 111.

Should I go there for urgent needs or my GP?

The UTC has been developed to support the current Urgent Care system and therefore patients should continue to access their current GP or if there is no capacity call NHS 111, both in and out of normal GP opening hours.

What is the difference between the UTC and A&E?

The UTC is for Urgent care needs, the A&E is for accidents and emergencies (life threatening incidents).

How quickly will I be seen?

On arrival at the UTC we aspire for patients to be seen within 15 mins by a senior clinician, who will then determine the most appropriate pathway of treatment.

Who will see me if I attend?

The UTC is staffed by Advanced Nurse Practitioners and GP's, who are supported by streaming nurses and other clinicians.

Do I need to tell my GP I have been?

After being treated at the UTC, your GP will be informed of your visit through an electronic message.

Will they have access to my medical history?

On attending the UTC, the GP or nurse will have access to a summary of the patient's medical record with their consent, which means they will be able to make clinical decisions based on the patient's actual medical history.

Is there anywhere to park?

Patients will be able to park on the main Bedford Hospital site with additional parking on Britannia Rd, follow signage for patient parking.

What time is the UTC open?

The UTC will be open from 11.00 to 23.00. Access during these times should be via NHS 111.

What services are not provided by the UTC?

The UTC does not see broken bones, fractures or severe ligament damage or anything perceived to be an emergency, patients will be redirected to the Accident and Emergency department in these instances. The UTC provides urgent treatment only and does not provide routine appointments, these can be accessed via the patient's own GP.

Who will be running the UTC?

The UTC is run by Bedford Hospital NHS Trust.

Will I use the UTC if I live in Central Bedfordshire?

If patients call NHS 111 and an appointment at a UTC is considered to be appropriate, they will be directed to the closest UTC based on their postcode location. Nationally there are 150 UTC's, therefore the patient may live closer to another service.