



## About *gtd healthcare*

The urgent care centres are provided by *gtd healthcare*, which is a not-for-profit provider of primary care and urgent care services to more than 2.4 million patients across North West England. The organisation has been providing safe and high quality care to patients for more than 20 years and manages a number of GP practices, walk-in centres and urgent care centres on behalf of the NHS.

We pride ourselves on making sure all activity is in-line with the NHS and any additional income generated is reinvested back into our services. Furthermore, we are passionate about providing the best possible healthcare that is of the highest quality for our patients.

## Your feedback

The '**Comments, compliments and complaints**' leaflet provides detailed information on how patients can provide feedback and we welcome comments via this form. *gtd healthcare* takes pride in the services we provide to our patients and so if you prefer to discuss your feedback via telephone, please contact *gtd healthcare*'s engagement manager on 0161 337 2255. Your feedback is extremely valuable and will help us to improve our services.

### Chorley Urgent Care Centre

Chorley Hospital  
Preston Road  
Chorley  
PR7 1PP

### Preston Urgent Care Centre

Royal Preston Hospital  
Sharoe Green Lane North  
Preston  
PR2 9HT



A patient's  
guide to the  
**Urgent Care Centres**



## Welcome

The urgent care centres at Chorley Hospital and Royal Preston Hospital are open 24-hours-a-day, seven-days-a-week.

There are a number of services running at any one time from the urgent care centres at Chorley Hospital and Royal Preston Hospital, including:

- **Urgent care service**
- **Pre-booked appointments via NHS111**
- **Deep Vein Thrombosis service**

Patients may not necessarily be seen in order of arrival as this depends on the service they are accessing and on their clinical needs. However, it is important that patients let the receptionists know if their condition worsens while they are waiting to be seen.

Following an assessment by a doctor or nurse, some patients may be directed to the emergency department for further treatment. Also, patients who arrive via an ambulance but do not require treatment at the emergency department will be transferred to the urgent care centre staff who will manage their condition.

**Please note, the emergency department at Chorley Hospital is open from 8am until 8pm. Patients who require emergency treatment outside of these hours will be directed to Royal Preston Hospital.**

## How can you access the services provided at the urgent care centres?

### Urgent care service

Patients can walk-in to the urgent care centres 24-hours-a-day, seven-days-a-week. All patients who attend the urgent care centres are seen and treated by a range of clinical staff, including a doctor or nurse. You may be seen by an advanced nurse practitioner who, like doctors, are able to prescribe medication

if this is necessary, or urgent care practitioners, who are usually senior nurses or paramedics that have undertaken further training. Self-care advice is available from every member of the clinical team, including pharmacists who are available to provide expert advice on medication.

### Pre-booked appointments via NHS111

The urgent care centres operate an out-of-hours service, Monday – Friday, between 6.30pm and 8am and 24 hours on weekends and bank holidays.

When GP surgeries are closed, patients can access the out-of-hours service via NHS111. Calls are passed to an out-of-hours doctor or healthcare professional for telephone assessment, advice, an appointment at one of the urgent care centres, or a visit to a patient's home.

Patients are seen based on their clinical needs and people will be kept informed of waiting times wherever possible. Timeframes for appointments are approximate.

### Deep vein thrombosis service

This service operates 24-hours-a-day, seven-days-a-week, at both urgent care centres.

Patients are referred by their GP, other healthcare professionals, NHS 111, emergency department or following an assessment at one of the urgent care centres.

Investigations to rule out or confirm a deep vein thrombosis are extremely detailed and can take time. Patients who access this service will be kept informed of the process including how long their expected length of stay at the urgent care centre will be.