



How to receive Urgent or Emergency care in the Kendal area

The newly renamed **Urgent Treatment Centre** (previously the Primary Care Assessment Service) at Westmorland General Hospital can help you with your minor injuries and conditions.

Your local **Urgent Treatment Centre (UTC)**

Your local Urgent Treatment Centre (UTC)

When are we open?

Although the name is different, our GP-led service has not changed and continues to be open between 8am and 11pm, 365 days a year.

From 6.30pm to 8.00am, there is an out of hours' appointment only service run by Cumbria Health on Call (CHOC). Appointments for this service must be made by contacting NHS 111.

What can we help you with?

- Strains and sprains
- Suspected broken limbs
- Minor head injuries
- Cuts and grazes
- Bites and stings
- Minor scalds and burns
- Ear and throat infections
- Skin infections and rashes
- Eye problems
- Feverish illness in adults
- Feverish illness in children
- Abdominal pain

Call 111

...when you have an urgent healthcare need. It directs you to the right local service, first time. It is available across the whole of England making it easier for you to access urgent healthcare services when you need medical help fast. It is available 24 hours a day, 365 days a year.

Call 999

...in a medical emergency. **This is when someone is seriously ill or injured and their life is at risk.**

Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that aren't stopping
- chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- severe allergic reactions
- burns or scalds

Call 999 immediately if you or someone else is having a heart attack or stroke. Every second counts with these conditions.



If you're feeling unwell, ask the pharmacy team

Pharmacists are experts in medicines who can help you with minor health concerns.

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP.

Many pharmacies are open until late and at weekends. You don't need an appointment – you can just walk in.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

Ask your GP

If you have an illness or injury that won't go away, make an appointment with your GP.

They provide a range of services by appointment, and when absolutely essential, can make home visits. If you need to see a GP outside of the surgery's normal opening hours, telephone the surgery and your call will be forwarded to the GP out-of-hours service.

Evening and weekend appointments are now available with GPs, practice nurses and other healthcare professionals for routine pre-booked services.

For more information on your local UTC, please visit

www.uhmb.nhs.uk/our-services/community-services/urgent-treatment-centre

For more information please visit

www.nhs.uk

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www.nhs.uk

When should I go to A&E?

An A&E department (also known as emergency department or casualty) deals with life-threatening and very serious emergencies, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds
- Stroke
- Major trauma such as a road traffic accident



**The nearest A&E's are at
Royal Lancaster Infirmary and
Furness General Hospital**

University Hospitals of Morecambe Bay NHS Foundation Trust
Urgent Treatment Centre
Westmorland General Hospital
Burton Road
Kendal
LA9 7RG

Web www.uhmb.nhs.uk
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