

How to get to the UTC

Urgent Treatment Centre, Based in Clinic 1,
Ground Floor, South Tower (Cavell Entrance)
The Royal London Hospital, Whitechapel Road,
London, E1 1FR



What you need to know about the Tower Hamlets Urgent Treatment Centre



Information for patients, carers and relatives

- Quick and easy access to expert medical care
- Open 24 hours / 7 days a week / 365 days a year
- For when it's urgent care, but not life-threatening
- Appointments available by calling 111



1 Urgent Treatment Centre Based in Clinic 1 South Tower (Cavell Entrance)

7am to 10pm >>>
10pm to 7am >

2 A&E Emergency Dept



Feedback, Compliments and Complaints

The UTC service is provided by Tower Hamlets GP Care Group and we welcome your feedback. If you are unhappy with any aspect of your visit please speak to a member of the team who may be able to resolve your complaint immediately.

Share your feedback using the cards which are available in the reception area. Alternatively if you wish to give a compliment or make a complaint please email us on thgpcg.complaintsandfeedback@nhs.net

Or write to us at: Feedback & Complaints, Tower Hamlets GP Care Group, 1st Floor Beaumont House, Mile End Hospital, Bancroft Road, London, E1 4DG

Tweet us: @THGPCaregroup

Urgent Treatment Centres (UTCs) are a new 24hr, 7 day a week GP-led resource in the community which are equipped to diagnose and deal with many of the most common ailments people attend A&E for, when they don't need to.

UTCs are an upgrade to the previous urgent care provisions in the community. They were created to help ease the pressure on hospitals, so that they can get on with treating the most serious medical cases.

Why have I been sent to the UTC?

If life is in danger, patients should call 999 or go to A&E – nothing has changed in that respect. But for ailments that need urgent treatment such as strains and sprains, fevers, eye problems etc, an Urgent Treatment Centre is much more appropriate.

Below are some conditions suitable for treatment at a UTC:

Strains and sprains | Minor head injuries | Cuts and graze | Bites and stings | Minor scalds and burns | Ear and throat infections | Skin infections and rashes | Eye problems | Coughs and colds | Feverish illness in adults | Feverish illness in children | Abdominal pain | Vomiting and diarrhoea | Emergency contraception



How do I access the UTC?

You can access the service by telephoning 111 (from mobile phones too). You will be directed to the most appropriate service following an initial assessment over the telephone.

For when it's not an emergency

There are a range of options when it comes to accessing medical help in Tower Hamlets, from Extended Access Hubs, GP Out of Hours, pharmacies, your GP, and now the Urgent Treatment Centre, to name a few. A&E is only meant for life threatening circumstances. All of these can be accessed by calling NHS 111.

Who will I see and how will they help me?

On arrival at the UTC you will see an appropriate health professional, this may be a doctor, nurse practitioner, paramedic, pharmacist. Following the treatment, patients may also be seen by a 'Care Navigator' in the UTC. The care navigators role is to help patients to follow up on their care.

Waiting Times

We aim to see everyone within four hours and waiting times will vary depending on the number of patients in the UTC. All patients are broadly seen in order of arrival. Sometimes you may see someone who arrives after you being seen before you, either because the clinician that is needed to treat your condition has a longer queue than other healthcare professionals or the person has an urgent condition. The UTC also shares a location with the GP Out of Hours services.

Chaperones

If you would like someone to be with you whilst you are being examined please let the receptionist or healthcare professional know.

Your Personal Information

We collect and hold your personal information in line with current laws and regulations. For more information please visit: [bit.ly/2ZiRxeN](#) or ask the receptionist for a copy of our privacy notice.

What if I'm not registered with a GP?

It's quick and easy to register with a GP in Tower Hamlets. GPs and other practice health professionals can help keep you well or will see you quickly if you are unwell. Your records are updated each time you access medical help, which means you get the best care and treatment.

To register with a GP, visit a practice near your home and ask about becoming a patient. You can also visit www.nhs.uk for more information.

Self-care

NHS 111

Pharmacy

GP Surgery

Urgent
Treatment
Centre

Emergency
Department