

How do I access this service?

Walk-in route

- If you have sustained a minor injury which is no older than two weeks, you can walk in between the hours of 8am and 9pm.
- or
- If you have a newly presenting minor illness which requires **urgent** attention that you have been unable to see your GP about, then you can walk in between the hours of 8am and 9pm.

Via NHS 111

You may be offered a pre-booked appointment at the Urgent Treatment Centre if you call 111 for advice.

Assessment

We will assess your health needs and determine where you will be treated. You may be signposted to a service which more appropriately meets your need.

Children

We will see patients under 2, although there are some restrictions on tests, investigations and treatments available.

We are located at:

Lymington New Forest Hospital,
Wellworthy Road, Lymington SO41 8QD.

Did you know?

We now treat newly presenting urgent minor illnesses

Alternative NHS support in this area

Advice on the best place to be treated for your care:

● NHS 111

NHS 111 is available 24 hours a day, 365 days a year. You can call 111 when you need medical help fast but it's not a 999 emergency. Call 111 or visit www.nhs.uk/111

● Local pharmacies

Confidential advice and information to help you meet your needs.

● Accident and Emergency – 24 hours

University Hospital Southampton
02380 777222
Royal Bournemouth Hospital
01202 303626

Partnering Health Limited

email enquiries@phlgroup.co.uk
follow us    @PHLGroupUK
www.phlgroup.co.uk

YOUR OPINION REALLY MATTERS TO US

Based on your experience, would you recommend our service to your friends and family?

If you've used our services, we would love you to tell us the answer to this simple but vital question. The NHS Friends and Family Test (FFT) is an important opportunity for you to provide feedback on the care and treatment you receive and for us to improve our services. Please visit our website at www.phlgroup.co.uk/patients/feedback or speak with one of our reception team for more information.

Lymington

Urgent Treatment Centre

- We treat newly presenting urgent minor illness or injury
- Walk-in service with no appointment needed at Lymington New Forest Hospital
- Pre-bookable appointments also available via NHS 111
- 365 days a year access from early in the morning until late at night
- Specialist clinicians on hand to treat you
- Expert diagnostics including x-ray
- Capability to treat children, including under 2s

OPENING HOURS

8am – 9pm
365 days a year

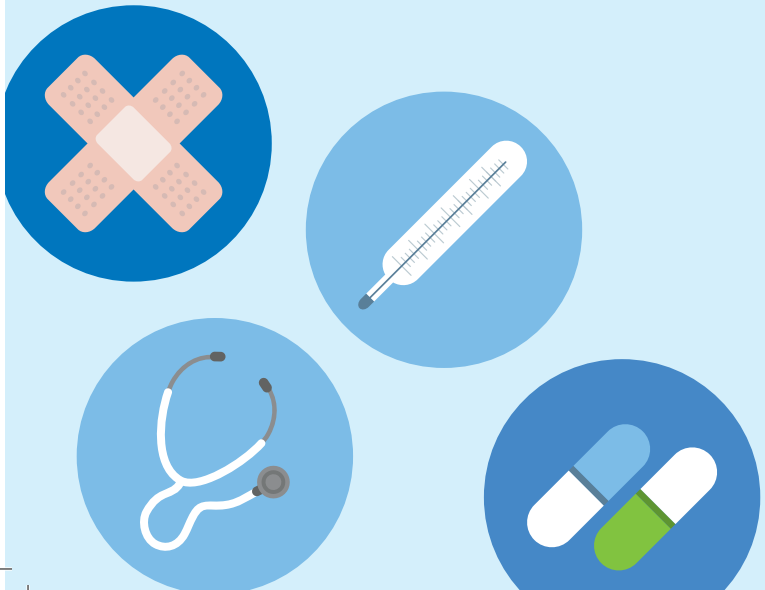
If you have an emergency,
please call 999

What is the Urgent Treatment Centre (UTC)?

The Urgent Treatment Centre was formerly known as the Minor Injury Service at Lymington Hospital.

From 1st July 2019, patients with a newly presenting minor illness or condition which requires **urgent attention, but is not critical or life threatening, can access the service.**

Our service is run by a team of highly skilled staff consisting of doctors, nurses and paramedics, all of whom are experienced at diagnosing and treating minor injuries or illnesses. For example, they can treat sprains, broken bones, bites or stings, as well as assess and treat wounds. Diagnostic facilities, like x-ray, are also available.



How will I be cared for?

1 REGISTER

When you arrive, you will register with a receptionist and a clinical member of the team will see you shortly afterwards.

2 ASSESSMENT

We will assess your health needs and determine where you will be treated. You may be signposted to a service which more appropriately meets your needs.

3 TREATMENT

We will diagnose and treat you, prescribe any necessary medication and provide you with information about your condition. You will be given instructions about any further care that is required before you go home. You may be referred for further treatment or tests. If you are unsure about any aspect of your care, please speak to a member of staff.



What we can treat

WE CAN TREAT

Urgent and newly presenting:

- Sprains and strains
- Musculoskeletal injuries
- Limb fractures
- Dislocations of fingers and toes
- Wounds including cuts and grazes
- Soft tissue injuries and bruising
- Minor burns and scalds
- Insect and animal bites
- Minor eye injuries
- Urinary tract infections
- Stomach pains if not pregnancy related
- Minor illnesses
- Children with minor illnesses
- Minor allergic reactions
- Mental health problems

WE CAN'T TREAT

Ongoing chronic and minor illness under the care of the GP or hospital specialist

- Severe chest pain
- Severe abdominal pain
- Spinal injuries
- Major trauma including falls from over 1 metre
- Penetrating eye injuries
- Breathing difficulties
- Severely unwell children
- Pregnancy related problems
- Injuries sustained longer than 2 weeks previous
- Overdoses
- Alcohol or drug related problems
- Dental problems