

# Virtual Listening Event

## The Urgent Treatment Centre & NHS 111 first

3<sup>rd</sup> December, 2020

Report produced by the  
Healthwatch St Helens Support Team

Who Can  
Help Me?





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## How it looked on the day

“Who can  
help me?”

#WhoCanHelpMe



Virtual Listening event -

### *The St Helens Urgent Treatment Centre & NHS 111 First*

3<sup>rd</sup> December, 2020

- Welcome and introductions  
Paul Steele, Engagement Lead, St Helens CCG
- Background and recap of previous events  
Jayne Parkinson-Loftus, Healthwatch St Helens Manager
- Presentation - the Urgent Treatment Centre  
Paul Steele, Engagement Lead, St Helens CCG
- Questions and comments about the presentation - all
- Presentation - NHS 111 First  
Carrie Woods, Senior Commissioning & Transformation Manager,  
St Helens CCG
- Questions and comments about the presentation - all
- Update on the Tier system and what it means for St Helens.  
Paul Steele, Engagement Lead, St Helens CCG
- Close

**Thank you for joining us.  
We look forward to seeing you next time.**

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## Background

For some time now, Healthwatch St Helens and St Helens CCG have worked together to help people understand the range of services available to them, to meet their healthcare needs and to help them make the right choices in where to get the treatment and advice they need.

Over time we've held events and designed surveys, all about helping you make the right choices and get the best, most appropriate advice and treatment, as quickly as possible.

In 2019 we introduced a series of events under the heading of, 'Who Can Help Me?' The first one focused on what services your local pharmacy can offer, with presentations from our colleague from St Helens CCG Medicines Management and the opportunity to ask questions.

The next was all about self-care and how having a basic medicine kit at home can help you treat minor illness and injuries quickly and cheaply. We also played an interactive game, where the object was to guess what the cost was to the NHS of basic medication like paracetamol and antihistamines.

When the situation with COVID-19 happened, we had to put our listening events on hold, to keep people safe. When it became clear that we weren't going to be able to return to our old ways of working for quite some time, that's when we talked with our CCG colleagues about reinventing the 'Who Can Help Me?' series, but virtually, on Zoom.

We chose to focus on the Urgent Treatment Centre so that people were clear on what services are on offer there, and NHS 111 First, which launched in November.

The event went well with some excellent presentations and some really good conversations and questions asked. Lynn Swift from the Urgent Treatment Centre was unable to join us due to work commitments but Paul Steele delivered her presentation and Carrie Woods was able to help out by answering some of the questions asked.

There was an opportunity to ask questions after each presentation.

We ended the event with an update on the situation with COVID-19 and an overview of Tier 3, which St Helens had been placed in. Paul Steele explained what that meant for St Helens residents and what they can and can't do during the time they are in Tier 3.

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## Questions and Answers

### The Urgent Treatment Centre

Q. Are the treatment rooms still running for things like having dressing changed?

A. Treatment rooms are running daily at the UTC.

Q. Is there a GP provision at the Urgent Treatment Centre?

A. Yes, there is a GP on site from 11am to 8pm. Patients will need to be triaged as they might not need to see a GP.

Q. Are phlebotomy service available at the Urgent Treatment Centre?

A. Yes. Phlebotomy services are available at a number of places across St Helens. It's best to check the website to find the closest one.

### NHS 111 First

Q. Is work being done to identify how many people are triaged and have an appointment made for them at A&E but don't arrive?

A. The CCG will be able to develop a better understanding of these figures going forward.

Q. What happens if an appointment is made for me at a hospital I can't get to? Sometimes Whiston Hospital is not the easiest to get to, depending on where you live in the borough.

A. You can explain to the call handler that another hospital is closer and more accessible. Where you are made an appointment might depend on how quickly you want to be seen.

### Some good points made

- Talking to people about where to go for treatment confuses many people, and it may be useful to use case studies to illustrate where to go and when.  
(It was confirmed that last year the CCG had resources that were visual and many people identified with this way of accepting information.)
  - Alcohol related incidents are high and it is good that the UTC is available as a safe place for treatment rather than A&E.
  - People are afraid to go into populated places due to Covid and we need to give people the confidence to start to use services again.
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- Cheshire Police piloted a scheme where a nurse attended callouts with the Police. This led to less admissions in A&E, arrests were down and Merseyside Police were very impressed with this scheme. St Helens doesn't have a facility that specialises in mental health issues.

(Speakers were able to clarify that there is a 'Core 24' service at Whiston Hospital, which means that a mental health professional is available at all times, if someone presents at A&E in crisis.)

- Some people don't know the difference between the symptoms of a cold and COVID-19.

(The Healthwatch Team have included an infographic of the difference between symptoms of COVID-19, a cold and flu, in one of our monthly newsletters. We will include it in the December newsletter as well, as a reminder.)

All slides and information featured are available on request by emailing us at: [info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk) or calling us on: 0300 111 0007.

We aim to hold more listening events in the New Year. Follow us on Twitter, Facebook and sign up to receive our monthly newsletter for more information.

## Acknowledgements

**We would like to offer our thanks to:**

- ❖ Everyone who joined the event
- ❖ Paul Steele and Debbie Rigby from St Helens CCG
- ❖ Carrie Woods for her presentation
- ❖ Lynn Swift for the Urgent Treatment Centre for providing all the latest information.

**This report will be published on our website, with paper copies available on request.**

### Disclaimer

Please note that the information contained in this report does not reflect the opinions of staff or volunteers from Healthwatch St Helens.

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## Contact us

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Please note that the Healthwatch St Helens Support Team are currently working from home but we can still be contacted by telephone, email or through our website.

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