

Use the Right Service

It can be confusing to know which service to use in an emergency or if you are feeling unwell. Use the image below to find out which is the right service to use. More information can also be found at <https://usetherightservice.com/>

Use the Right Service



 Self Care Care for yourself at home Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 Pharmacy Local expert advice Minor illnesses Headaches Stomach upsets Bites & stings	 NHS 111 Non-emergency help Feeling unwell? Unsure? Anxious? Need help?	 GP Advice Out of hours: Call 111 Persistent symptoms Chronic pain Long term conditions New prescriptions	 UTCs Urgent Treatment Centres Breaks & sprains X-rays Cuts & grazes Fever & rashes	 A&E or 999 For emergencies only Choking Chest pain Blacking out Serious blood loss
---	---	--	--	---	---

Lymington Urgent Treatment Centre

How do I access this service?

Walk-in route

- If you have sustained a minor injury which is less than two weeks old
- or
- If you have an urgent minor illness that is less than a couple of days old, that cannot be dealt with by your local pharmacist or GP Practice.

Via NHS 111

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

Is this the right service for me?

We will initially assess your health needs to determine if we can treat you in the UTC. The team will signpost you to a service more appropriate to your needs, if this is required.

Children

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

Partnering Health Limited

email enquiries@phlgroup.co.uk

[t](#) [f](#) [@](#) @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.



Use the Right Service

	A&E or 999 For emergencies only	Choking Chest pain Bleeding out Serious blood loss
	UTCs Urgent Treatment Centres	Brakes & sprains X-ray & ultrasound Cuts & grazes Fever & rashes
	GP Advice Out-of-hours: Call 111	Persistent symptoms Chronic pain Long term conditions New prescriptions
	NHS 111 Non-emergency help	Feeling unwell? Unsure? Anxious? Need help?
	Pharmacy Local expert advice	Minor illnesses Headaches Stomach upsets Bites & stings
	Self Care Care for yourself at home	Minor cuts & grazes Minor bruises Minor sprains Coughs and colic



Lymington

Urgent Treatment Centre

- We can assess you if you have an **urgent** minor injury or **urgent** minor illness that is less than 2 weeks old that cannot be dealt with by your local pharmacist or GP Practice.
- If you are unsure whether to attend, please call NHS 111.
- If you have a life-threatening condition, please dial 999 or visit your nearest A&E.

OPENING HOURS

8am – 9pm
365 days a year

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

What is the Urgent Treatment Centre (UTC)?

Patients who are suddenly unwell, or who have a 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, 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.

Please note that the UTC is unable to see ongoing routine, or chronic conditions which are already being investigated by your GP. If you are unsure whether to attend, please call NHS 111.

If you have a life-threatening condition, please dial 999 or visit your nearest A&E.

How will I be cared for?

Upon Arrival

The receptionist will register you if you have walked in, or record your arrival if you have been sent to the UTC by 111.

Assessment

Soon after, you will be assessed by a clinical member of the team who will consider you for further care in the UTC or signpost you to a service which more appropriately meets your needs.

If you are unsure about any aspect of your care, speak to a member of the team.

What we can treat

WE CAN TREAT

Urgent minor illness or urgent minor injury which are less than 2 weeks old

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

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

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
Salisbury District Hospital
01722 336262

