

UTCs newsletter, website and social media toolkit

Website / Newsletter copy

Opening hours confirmed for Bridlington and Goole Urgent Treatment Centres

Following our recent public engagement, opening hours for Urgent Treatment Centres (UTCs) in Bridlington and Goole have been confirmed as 7am to 8pm. These centres provide care for a wide range of urgent but non-life-threatening conditions, helping people access treatment quickly and locally.

Evidence has consistently shown that demand for services at our UTCs after 8pm is very low, and the confirmed hours ensure staff are available when demand is highest, helping patients to be seen more quickly.

What local people said

Feedback from local communities highlighted concerns about access to services, particularly in the evenings, as well as transport and understanding of where to go for care. In response, work is ongoing across local NHS organisations and partners to:

- Improve public information about urgent care services
- Make it clearer when to use a UTC, NHS 111 or A&E
- Strengthen links between services so care is more joined-up
- Explore ways to improve access, including transport options

Here is a quick guide to help you find the right care, in the right place, at the right time.

Getting the right care

If you need urgent care, there are a number of options available:

- Visit your local pharmacy for advice and treatment for minor illnesses (such as coughs, colds, sore throats, rashes and aches) – no appointment needed, and many conditions can be treated without seeing a GP.
- Contact NHS 111 (online or by phone, 24/7) for advice and to be directed to the most appropriate service
- Visit a UTC for minor injuries and illnesses – you can walk in or be referred via NHS 111
- Use GP Out-of-Hours services in the evenings, overnight and at weekends – access is through NHS 111
- Attend A&E (Emergency Department) for life-threatening emergencies

Getting the right care helps you to be seen faster and ensures emergency services are available for those who need them most.

Understanding the difference: UTC or A&E?

Urgent Treatment Centres (UTCs):

UTCs provide same-day help for urgent but non-life-threatening needs. These include:

- Minor injuries (sprains, suspected fractures, cuts and bruises)
 - Minor illnesses (infections, fever, stomach issues, breathing concerns)
 - X-ray for certain injuries
 - Treatment for children with minor injuries or illnesses
- They are staffed by clinicians such as nurses, paramedics, doctors, and ACPs. You can walk in, or be given an appointment via NHS 111

A&E (Emergency Departments)

Go to A&E or call 999 for serious or life-threatening emergencies, such as:

- Chest pain or suspected stroke
- Severe breathing difficulties
- Major injuries or heavy bleeding

For more information about urgent care services and what to do, call 111 or visit <https://111.nhs.uk/>

Social media

Orange graphic



If you've got a minor injury, NHS 111 is there to help.

A quick call can direct you to the most appropriate service – whether that's an urgent treatment centre or another option.

It saves you time and helps teams care for those who need urgent attention most.

Call 111 or visit 111.nhs.uk. Get the right care, first time. ❤️



#UrgentCare #NHS111

Teal graphic



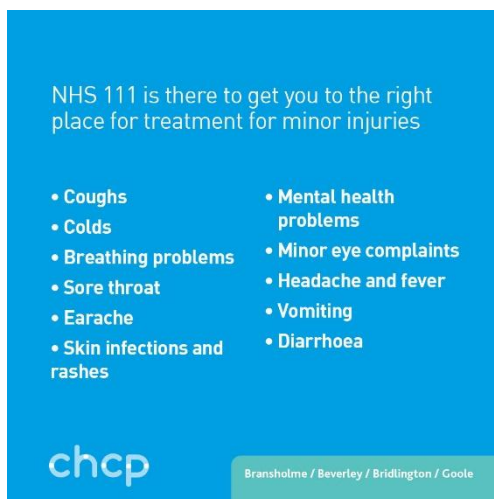
Not every injury needs A&E.

If you have a minor injury, calling NHS 111 or visiting 111.nhs.uk first can help you get fast advice and be directed to the most appropriate service, including an urgent treatment centre.

 111
 111.nhs.uk

#UrgentTreatmentCentre #NHS111
#RightCare


Blue graphic



If you've got a minor injury, Urgent Treatment Centres (UTCs) are here to help.

We can see and treat adults and children who have minor injuries or illness. You don't need an appointment, just walk in.

If you are not sure whether a UTC is right for you, a quick call to NHS 111 can help direct you to the most appropriate service and you may even be given a specific appointment time.

Call 111 or visit 111.nhs.uk.
Get the right care, first time. 
#UrgentCare #NHS111

Red graphic



Not sure where to go for a minor injury? Urgent Treatment Centres (UTCs) are here to help.

We can see and treat adults and children who have minor injuries or illness. You don't need an appointment, just walk in.

- ✓ Broken bones and sprains
- ✓ Injuries, cuts and bruises
- ✓ Bites and stings
- ✓ Minor burns and scalds
- ✓ Minor head bumps (no loss of consciousness)
- ✓ Skin infections and rashes

Unsure? Call 111 or visit [111.nhs.uk](https://www.nhs.uk/111).

Get the right care, first time. ❤️

#NHS111 #RightCare #MinorInjuries