



Nottingham and  
Nottinghamshire



# Newark Hospital Urgent Treatment Centre Opening Hours

September 2023

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## Introduction

We are NHS Nottingham and Nottinghamshire Integrated Care Board (ICB), an NHS organisation which is responsible for planning, developing and buying health services for our area.



Together with Sherwood Forest Hospitals NHS Foundation Trust – who are responsible for running Newark Hospital, King's Mill Hospital and Mansfield Community Hospital – we want to know what people think of the current opening hours of the Urgent Treatment Centre (UTC) at Newark Hospital. We also want to hear about people's experiences when they need urgent care overnight in and around the Newark area.

**We are committed to maintaining a safe, sustainable Urgent Treatment Centre at Newark Hospital. We will also ensure that the UTC continues to operate at least 12 hours per day in line with the national specification for Urgent Treatment Centres.**

The Urgent Treatment Centre continues to be an important service offered within the Newark Hospital site. We are also fully committed to ensuring the Hospital continues to be an important and vital part of the health and care landscape in Newark. The Hospital has already benefited from a considerable expansion of services offered in recent years, including a £5.6m investment in new operating theatres and we expect this ongoing development to continue to bring in a wider range of services to the people of Newark.

**We want to hear your views** on the current UTC opening hours and your experience of accessing urgent care overnight. We would be grateful if you could take some time to read this document which contains relevant information about local services and let us know what you think.





A portrait of a young woman with long brown hair and blue eyes, smiling warmly. She is wearing a white lab coat over blue scrubs. A stethoscope is visible around her neck. She is holding a dark grey clipboard in her left hand. The background is a bright, out-of-focus clinical setting.

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your views on  
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“Services will continue to be extended as a result of a recent £5.6 million investment. This investment will provide an extra 2,600 operations and procedures locally each year”



## Investing In Newark Hospital

**Newark Hospital is an important and vital part of the health and care landscape in the Newark area. We know that local residents really value being able to get access to the care they need close to where they live.**



The ICB is committed to providing high quality sustainable services to the Newark population and supporting Sherwood Forest Hospitals NHS Foundation Trust's vision that Newark Hospital is a valued and vibrant community asset for Newark.

Over recent years, Newark Hospital has continued to expand the range of services and procedures available to residents. Under the "Ask for Newark" initiative, many more people are already able to access diagnostics, operations, treatments and planned care at Newark Hospital.

Services will continue to be extended as a result of a recent **£5.6 million investment**. This investment will provide an extra **2,600 operations** and procedures locally each year with the creation of a new theatre and recovery area, as well as the development of two minor operations suites.

The investment and expansion of Newark Hospital has already included:

- Introduction of a Breast Cancer Pathway One Stop Service.
- Additional car parking with works underway for 80 extra parking spaces for patients, visitors and staff.
- Implementation of an additional operating theatre and upgrades to existing minor operations facilities.
- Introduction of gynaecology procedures.
- A new state-of-the-art soundproof hearing booth to help conduct more accurate hearing tests including for those who are referred to the hospital for support with their hearing aids.
- A refurbished endoscopy unit and a CT scanning unit to identify illnesses such as cancer in the bowel, bladder, stomach, oesophagus, brain and bones.
- Site upgrades to improve experience for patients and staff including changing rooms, further storage to support theatres and a rolling painting and decorating schedule.
- Development of a wider Health and Wellbeing offer working within the Mid Nottinghamshire area. This involves working with partners within the education sector, the District Council, the YMCA and volunteers to build the hospital site as a valuable community asset.

Over the next five years, the development of Newark Hospital will continue with a wider range of procedures and operations being available. This will include using technology which will improve the availability of blood tests on site, and working with partners to deliver a wide range of health and wellbeing offers for the local community. The hospital's range of therapeutic support and interventions will also be extended in response to the National Discharge Policy and a 'Home First' approach.

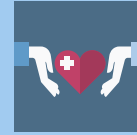
**This investment in facilities and care at Newark Hospital demonstrates our commitment to the hospital now and for the future.**



## What is urgent care?

**Urgent care involves any non-life-threatening illness or injury needing urgent attention.**

These are usually dealt with by phone or online consultation to NHS 111, pharmacy advice, out-of-hours or 'same day' GP appointments, and/or referral to an Urgent Treatment Centre (UTC). Urgent care is different to emergency care which involves life-threatening illnesses or accidents which require immediate treatment from the ambulance service (via 999) and A&E.



## What is an Urgent Treatment Centre?

An Urgent Treatment Centre sees patients with an urgent injury or illness.

Common conditions that can be treated are:

- Cuts and grazes
- Sprains and strains
- Simple broken bones
- Wound and wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Minor back injuries
- Minor illnesses

The national NHS guidance for Urgent Treatment Centres is that they: **are open for at least 12 hours a day, offering a GP-led service, staffed by GPs, nurses and other clinicians with access to simple diagnostics, eg analysis of urine samples, Electrocardiograms (known as ECGs for checking heart conditions), and in some cases X-rays.**



“Urgent care is different to emergency care which involves life-threatening illnesses or accidents which require immediate treatment from the ambulance service (via 999) and A&E”



## Urgent Care in and around Newark

**We are committed to high quality, safe and sustainable urgent care services for Newark and its surrounding areas.**



The Urgent Treatment Centre at Newark Hospital is and will continue to be a key element of urgent and emergency care available to local people – alongside NHS 111, community pharmacies, out of hours and 'same day' GP appointments, 999 and A&E. It delivers everything that the national NHS specification for UTCs requires.

Over the last few years, a lot has been done to improve services and provide more care closer to home for the local population in and around Newark. This work is in line with our ambition for people to live longer, healthier lives. These improvements can be seen across all parts of the urgent care system from pharmacy, GP practices and NHS 111.

### Pharmacies

Many pharmacies across Nottinghamshire are now offering clinical advice and treatment directly from community pharmacists instead of their GP. Already, seven pharmacies in and around Newark have signed up to offer this extended service, which covers a variety of minor illnesses including urinary tract infections (UTIs or water infections) and some skin infections.



Information about which pharmacies are signed up to the extended care scheme and what they offer can be found here: <https://www.england.nhs.uk/midlands/nhs-england-and-nhs-improvement-midlands-work/community-pharmacy-extended-care-services/pharmacies-providing-service-2022-2023/>



The majority of pharmacies involved in the service are able to treat women aged between 16 and 65 with simple water infections as well as children aged from three months to two years who present with acute bacterial conjunctivitis. Pharmacists can also treat skin infections including impetigo, infected eczema and infected insect bites. Some pharmacists can now also treat otitis media in children aged from three months to 16 years. This is an infection in the middle ear and particularly common in young children.

Pharmacists can supply medicines to treat the conditions or recommend the purchase of over the counter medicines. If people are exempt from paying for prescriptions, they won't have to pay for medicines that would normally be prescribed by the GP.

Additional services will also be available from pharmacies in the coming months and years as part of a wider national scheme to improve access to care closer to home.





## GPs

The number of GP appointments has increased and is continuing to do so in Newark. The total monthly appointments in general practice for Newark and Sherwood have increased by **3.8%** since 2019. On the day appointments have increased by **7%**, which is **1,620 per month**, and pre-booked appointments by **2%**. We are now working with practices to improve appointment systems and phone lines as necessary. Newark residents also have access to out-of-hours GP care where needed.

## NHS 111

We have also seen a considerable increase in the use of NHS 111, both online and over the phone, enabling people to access urgent care appointments and advice. NHS 111 has expanded in recent years and can provide clinical advice in some circumstances. The NHS 111 service may arrange a call back from a nurse or doctor, refer you to other urgent care services with an appointment slot or give advice about which local services you need.



Using NHS 111 has become a common way for local people to access urgent care advice and treatment. In Newark, monthly calls have risen by more than **52%** on average from 2019 levels. This increase is in line with the wider Nottingham and Nottinghamshire area, where call numbers have also risen by just over **50%**. Now, an average of **2,219** calls are made to NHS 111 each month from the Newark area.

Nationally, satisfaction with NHS 111 is high. Based on national Healthwatch England research, more than three out of four people who had used the service and got through to an advisor (79%) felt they had got the help they needed. Almost three quarters (72%) of those that have used the service agreed that they generally had positive experiences when they called NHS 111.

“NHS 111 has expanded in recent years and can provide clinical advice in some circumstances.”

## The Future Opening Hours of the Urgent Treatment Centre

We are committed to maintaining a safe, sustainable Urgent Treatment Centre at Newark Hospital that continues to operate in line with the national specification for urgent treatment centres.



### What is the current situation?

The Urgent Treatment Centre within Newark Hospital is currently open between 9.00am-10.00pm. These opening hours have been in place on a temporary basis since March 2020, when the impact of the Covid-19 pandemic made issues with safely and sustainably staffing the Centre worse than they had previously been. We recognise that continued

temporary arrangements do not provide the certainty that Newark residents expect and we are now considering what the future permanent arrangements should be.



Even before the pandemic, it was very difficult to recruit staff to work overnight at the Centre and retain these staff on a sustainable basis. There were nights when the service had to be closed at very short notice due to a lack of staff. The pandemic intensified these issues but the underlying challenges remain. We believe that recruiting the staff needed to safely and sustainably run the UTC overnight would continue to be very difficult and would not make the best use of our highly skilled practitioners.

Over the past four years, there have been more than 100,000 visits to the UTC at Newark Hospital (data from April 2019 - May 2023). Of these visits, more than 70% are from the Newark area and, on average, this equates to **1,448** attendances each month from patients registered with Newark GPs.

During the time the UTC has been closed overnight we haven't seen a significant increase in people from Newark attending other out of hours urgent care services or A&E overnight. In fact more people – on average **500** per month – are choosing to use the UTC within daytime hours and especially in the first hour of opening between 9am-10am. Even with this increased activity, the UTC also continues to perform well within the national 4 hour target.

The daytime hours have always been the busiest time for the UTC, even when it was open overnight - we would see, on average, one person an hour during the overnight hours in contrast to seeing between 4-6 every hour in daytime hours.

“We recognise that continued temporary arrangements do not provide the certainty that Newark residents expect.”



## What might happen next?

Based on our experience of the current opening times since March 2020, along with the wide range of alternatives for urgent care that are now available and the way that local people are now accessing these services, we believe that continuing the current arrangements **would provide a safe, sustainable and effective service**, whilst making the best use of our staffing and financial resources that have been allocated to the NHS locally.



**Evidence suggests that no-one has come to any harm due to the UTC being closed overnight for the past three and a half years.** Our expert doctors and nurses believe that the current hours are safe and sustainable. We will be taking further independent clinical advice of the best model for Urgent Care provision to the population of Newark from the East Midlands Clinical Senate, and this will further inform our thinking.

The national specification from NHS England for Urgent Treatment Centres is for them to be open for at least 12 hours a day, which the Newark UTC currently exceeds.

**For the above reasons, we do not propose to re-open the UTC overnight.**

However, before making a decision on permanent arrangements, **we want to hear from local residents about their experience of using the UTC** – in particular whether the current opening hours are suitable or if there could be a different way to spread the opening hours over the day.

**We also want to check that the other ways to access urgent care overnight are working as we expect them to so that we can best serve the local population's need.**



## Contact our Engagement Team

To request this information in another language or format please contact the Engagement Team at: [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) or call or text if texting or 07385360071 leaving a message, please provide your contact details and a member of the team will get back to you.

**Urdu:** ایم ٹی جی ایم ایف ای نایز روا یرک وک تامول عم ن  
لیڈ مچرڈنم سے میٹ یرامہ یریل کے یرک لصاح  
یرک مطبار سے سوریط  
[nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) لی می ای  
ٹ 07385360071 سکیٹ ای نو  
ینپا تقو یرٹوہچ ماخیپ ای ٹسکیٹ ینابرحم یرئرب  
سے پآ نکر اک میٹ مکات یرک مگآ سے تالیصفت  
سے کس رک مطبار

**Arabic:** رخ لکش وای رخ ا غلب قمول عمل هذه بلطل  
Engagement Team لصاوتل قیرف عم لصاوتل ااجرل  
و اولصتا و [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) یل  
مئل سرا 07385360071 اذا . یل ع یصن قلاسر اولسرا  
مکتان ایب لثرت وجرأ قلاسر مکتارت و یصن قلاسر  
مکتالی عوچرلاب قیرفل نم وضع موقی سو قلاصفل

**Czech:** Chcete-li tyto informace v jiném jazyce  
nebo formátu, kontaktujte prosím zákaznický tým  
na adrese: [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) nebo  
zavolejte nebo napište na číslo . Pokud pošlete  
07385360071 e textovou zprávu nebo zanecháte  
vzkaz, uvedte své kontaktní údaje a člen týmu se  
s vámi spojí

**Latvian:** Lai saņemtu šo informāciju citā valodā  
vai formātā, lūdzu, sazinieties ar Attiecību  
veidošanas nodaļu (Engagement Team) pa  
e-pastu: [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) vai  
zvaniet vai sūtiet īsziņu uz tālruni . Ja jūs sūtāt  
07385360071 sziņu vai atstājat balss ziņojumu,  
lūdzu, norādiet savu kontaktinformāciju, un  
nodaļas darbinieks sazināsies ar jums.

**Lithuanian:** Jei norėtumėte gauti šią informaciją  
kita kalba ar formatu, susisiekit su Kontaktine grupe  
(Engagement Team): [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net)  
arba skambinkite ar siųskite tekstą,  
telefono numeriu: . Jei siųsite te 07385360071 kstu  
ar paliksite žinutę, nurodykite savo kontaktinius  
duomenis ir šios grupės atstovas su jumis susisieks.

**Polish:** Aby uzyskać tę informację w innym języku  
lub formacie, proszę skontaktować się z Zespołem  
ds. Zlecenia (Engagement Team) pod: [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net)  
lub zadzwonić, czy wysłać  
SMS pod numer. 07385360071 Jeżeli wysyłają  
Państwo wiadomość tekstową lub zostawiają  
wiadomość, proszę podać swoje dane kontaktowe,  
aby członek naszego zespołu mógł do Państwa  
oddzwonić.

### Punjabi:

ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਇੰਗੇਜਮੈਂਟ ਟੀਮ ਨਾਲ [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ 07818580719 'ਤੇ ਫੋਨ ਜਾਂ ਟੈਕਸਟ ਕਰੋ। ਜੇ ਟੈਕਸਟ ਕਰ ਰਹੇ ਹੋ ਜਾਂ ਸੁਨੇਹਾ ਛੱਡ ਰਹੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸੰਪਰਕ ਵੇਰਵੇ ਮੁਹੱਈਆ ਕਰੋ ਅਤੇ ਟੀਮ ਦਾ ਇੱਕ ਮੈਂਬਰ ਤੁਹਾਡੇ ਨਾਲ ਮੁੜ ਸੰਪਰਕ ਕਰੇਗਾ।

**Romanian:** Dacă doriți să cereți această informație  
în altă limbă sau într-un alt format, vă rugăm  
contactați Echipa de Angajament (Engagement  
Team) la: [nnicb-nn.engagement@nhs.net](mailto:nnicb-nn.engagement@nhs.net) sau  
sunăți sau trimiteți mesaj la numărul 07385360071.  
Dacă trimiteți mesaj sau lăsați un mesaj, vă rugăm  
să furnizați detaliile d-voastră de contact și un  
membru al echipei vă va contacta înapoi.

## How To Get Involved

We are now gathering and reviewing a range of evidence from patients, the public and healthcare professionals which will help to shape the discussions about the best permanent opening hours for the Urgent Treatment Centre at Newark Hospital.

This includes discussions with clinicians locally as well as the gathering of independent clinical input and working with NHS England.

You can get involved by **completing our survey** (scan QR code below) or by **attending any of the following events:**

- **Tuesday 19 September 2023 - 2.30pm to 3.30pm**  
Holy Trinity Community and Partnership Centre,  
Boundary Road, Newark, NG24 4AU
- **Tuesday 26 September 2023 - 10am to 11am**  
Farndon Village Hall, Farndon Memorial Hall,  
Marsh Lane, Farndon, Newark, NG24 3SZ
- **Wednesday 4 October 2023 - 6.30pm to 7.30pm**  
Online Session via MS Teams Live Event  
(register via QR code below)

- **Thursday 12 October 2023 - 11am to 12noon**  
North Muskham Community Centre, Nelson Lane,  
Newark, NG23 6HL
- **Saturday 14 October 2023 - 10am to 11am**  
Online Session via MS Teams Live Event  
(register via QR code below)

All of the above information and more is on our website: <https://notts.icb.nhs.uk/get-involved/current-and-previous-engagement-consultations/> - scan QR code >>



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