



## Appendix – St Georges UTC: Case Studies

### Case Study 1

Sarah a 24 year old female attended St Georges Urgent Treatment Centre (UTC) with worsening symptoms of sore throat and high fevers. Sarah had rung NHS 111 to find out where she could attend with her symptoms that day, as she was unable to get a same day appointment at her own GP practice. Sarah was given an appointment time to attend at the UTC by NHS 111.

On arrival the receptionist booked the patient in and directed them to the triaging clinician. The patient's observations were taken and noted that she was scoring on the NEWS with a high temperature. The patient was sent round to the Advanced Nurse Practitioner (ANP) on duty within 15 minutes of arrival time.

The ANP took a full clinical history and noted that the patient had worsening sore throat symptoms with a fever of 39 degrees, absence of a cough and enlarged lymph nodes. The Ears, Nose and Throat examination showed that the patient was scoring on the Centor criteria, which determines if an infection is bacterial. The patient therefore required antibiotics to treat this straight away.

The ANP prescribed giving worsening symptom advice and safety netted appropriately that if any changes the patient should ring 111 for an assessment. The patient was triaged within 15 minutes of arrival, seen immediately by the ANP and received a full episode of care in under 30 minutes.

#### Key points:

- The patient had followed the “Talk Before you Walk “NHS 111 pathway and gained information of where she could be treated with her urgent care need.
- A direct booked appointment time was given to the patient rather than her attending as a walk –in and waiting to be seen.
- The patient's presenting condition could have been treated at her own GP surgery however she was unable to gain an appointment that day
- The decision to prescribe and the bacterial infection findings however did result in the patient receiving the correct treatment in a timely manner and therefore this is a valid presentation for the UTC.



## Case Study 2

Brian a 54 year old male attended as a walk -in patient to St Georges Urgent Treatment Centre (UTC) at 11am. Brian had tried to get in with his own GP but was told there were no appointments left, hence why he then chose to attend the UTC. He booked in at Reception with a presenting complaint of right musculoskeletal (MSK) pain. The Receptionist took the patient details and directed him to the triaging clinician.

The patient gave a history of an on going MSK pain to his right knee. He worked as a decorator and was self employed.

The patient had been seen previously 6 months earlier by his own GP and referred to Physiotherapy which he had attended several appointments and the pain had reduced.

The patient had pain management medications which were on repeat prescription however the knee pain had exacerbated over the weekend and he wanted to gain another physio referral.

The triaging clinician ruled out any medical red flags and noted that there had been no acute injury involved; they therefore streamed the patient to the Advanced Nurse Practitioner (ANP).

The ANP conducted a full examination of the knee and discussed with the patient that a referral into physio therapy had to come from his own GP. The patient had not previously been made aware of this and was just actively trying to get a referral as quickly as possible as he was aware of waiting times.

The ANP rang the patients GP surgery and managed to gain him an appointment for later in the week in the extended hour's service which also ran out of St Georges UTC. The patient was advised how they could use the NHS 111 service by the ANP and that this would have promptly directed them to their own GP – saving them from attending the UTC with what was essentially a chronic complaint better managed through their GP.

### Key points:

- UTC team supporting patients about how to get the best from the system
- Promoting the left shift “talk before you walk” principle
- Close liaison between UTC team and GP practice
- Most importantly, responsive to the patients needs – ANP supporting the patient to get the right outcome not just telling the patient to go elsewhere
- Service is planning future development of direct referral to Physiotherapy via the UTC using the Leeds Care Pathways via SystemOne.
- Also the development of having NHS 111 pathways online at the front end of the UTC before the Reception desk which may have prevented the patient from booking in and here and directed him to his own practice thus receiving the right care in the right place at the right time.