



**Call 111 for advice at any time.**

**If you need face-to-face help for minor injuries and illnesses, Urgent Treatment Centres have replaced your local Walk-in Centre and Minor Injuries Units.**

**Opening hours**

(from October 2019)

**Clacton Hospital:**

**8am - 8pm**

**Colchester Hospital:**

**24 hours a day**

**Fryatt Hospital**

**Harwich:**

(minor injuries only)

**9am - 5pm**



**URGENT TREATMENT CENTRES**

Clacton Hospital, Tower Road CO15 1LH | Colchester Hospital, Turner Road CO4 5JL

Fryatt Hospital Harwich, 419 Main Road CO12 4EX

# Frequently asked questions

## Why have NHS services changed in north east Essex?

People told us that the range of alternatives when you need medical help urgently can be confusing. They suggested having one place to go. The Walk-in Centre has been replaced by the Urgent Treatment Centre, next to the Emergency Department at Colchester Hospital. The Minor Injuries Unit at Clacton Hospital has become an Urgent Treatment Centre. These treat urgent minor injuries and illnesses. There is also an Urgent Treatment Centre (Minor Injuries Only) at Fryatt Hospital, Harwich.

## What sort of minor injuries and illnesses?

Minor injuries include suspected broken limbs, strains and sprains, cuts and grazes, bites and stings, scalds and burns, and minor head injuries, while minor illnesses include ear, throat or skin infections and the exacerbation of long-term conditions.

## How can patients access the Urgent Treatment Centres?

Patients can get advice about which service is best for their needs by calling 111. Patients who walk in to Urgent Treatment Centres will be assessed by a clinician for treatment within the centre which, in some cases, may result in being redirected to other services such as the pharmacy, GP practice (including extended opening hours), out of hours GP service or the Emergency Department.

## What if a patient needs treatment outside opening hours in Clacton and Harwich?

**Call 111** first and you will be guided to the right service for your needs.

## What if it's an emergency?

**Call 999** if someone needs urgent care and their condition is serious or life-threatening.

[www.neessexccg.nhs.uk/uts](http://www.neessexccg.nhs.uk/uts)



**CALL  
111**