

**Your Request:**

**For all places in Cheshire and Merseyside excluding St Helens**

**For each standalone UTC or WIC in your place please answer each question**

**1) Name of provider**

**Our Response:**

1) Please find listed below the information held by NHS Cheshire & Merseyside ICB in relation to the commissioned providers of Urgent Treatment Centres (UTC) and Walk-in-Centres (WIC).

**Cheshire**

WIC and Minor Injuries Units (MIU) commissioned from the below listed providers. Information not held specifically detailing where/which organisations provide WIC and/or MIU:

- *Mid Cheshire Hospitals NHS Foundation Trust*
- *Countess of Chester Hospital NHS Foundation Trust*
- *East Cheshire NHS Trust*
- *Wirral Community Health and Care NHS Foundation Trust*

**Halton**

Runcorn UTC commissioned from Warrington & Halton Teaching Hospitals NHS Foundation Trust. Widnes UTC commissioned from Bridgewater Community Healthcare NHS Foundation Trust.

**Knowsley**

WIC commissioned from Mersey Care NHS Foundation Trust.

**Liverpool**

WIC commissioned from Mersey Care NHS Foundation Trust.

**Sefton/Southport & Formby**

UTC commissioned from Mersey Care NHS Foundation Trust.

**Warrington**

No UTC or WIC commissioned in the Warrington area.

**Wirral**

Arrowe Park UTC, Victoria Central Hospital WIC and Eastham WIC commissioned from Wirral Community NHS Foundation Trust. Miriam Minor Injuries Unit commissioned from Miriam Primary Care Group.

**Your Request:**

- 2) Opening hours - if different for weekends and Bank Hols please state
- 3) What IT system is used?
- 4) Is it a UTC or a WIC - if WIC skip to question 6
- 5) Please describe in a few sentences what makes the site GP Led? what hours of GP cover do you have, who employs GP, How many GPs, does GP provide clinical leadership etc?
- 6) Describe your shift patterns; does it comprise of earlies, lates and crossover shifts, long days etc what times are the shifts?
- 7) What is your overall number of WTE staff and provide a description of the staffing structure – include banding and WTE please
- 8) What skill mix/ staff bands do you aim for per shift including HCAS
- 9) Is the shift coordinator counted in the actual shift numbers or left supernumerary to coordinate the shift?
- 10) How many attendances did you have in the whole of November 2022?

**Our Response:**

Please find listed below the information held by NHS Cheshire & Merseyside ICB in relation to the information requested regarding the commissioned UTCs and WICs:

**Cheshire**

2 - 10) Information requested in these questions not held. You may wish to redirect your request for this information to the commissioned providers of WICs and MIUs in Cheshire, who are listed below, along with their contact details for Freedom of Information requests:

- *Mid Cheshire Hospitals NHS Foundation Trust*  
[foi.foi@mcht.nhs.uk](mailto:foi.foi@mcht.nhs.uk)
- *Countess of Chester Hospital NHS Foundation Trust*  
[foi.enquiries@coch.nhs.uk](mailto:foi.enquiries@coch.nhs.uk)
- *East Cheshire NHS Trust*  
[ecn-tr.foirequests@nhs.net](mailto:ecn-tr.foirequests@nhs.net)
- *Wirral Community Health and Care NHS Foundation Trust*  
[wih-tr.AccessToInformationOffice@nhs.net](mailto:wih-tr.AccessToInformationOffice@nhs.net)

## **Halton**

- 2) UTCs open between 8.00am and 9.00pm.
- 3) EMIS.
- 4) Both UTCs.
- 5) There is a GP presence between 12.00pm and 6.00pm.
- 6 – 10) Information requested in these questions not held. You may wish to redirect your request for this information to the commissioned providers of UTCs in Halton, who are listed below, along with their contact details for Freedom of Information requests:

- *Bridgewater Community Healthcare NHS Foundation Trust*  
[bchft.foi@nhs.net](mailto:bchft.foi@nhs.net)

- *Warrington & Halton Teaching Hospitals NHS Foundation Trust*  
[WHH.FOI@nhs.net](mailto:WHH.FOI@nhs.net)

## **Knowsley**

- 2) All WICs in Knowsley are open between 8.00am and 8.00pm, with the exception of the Halewood WIC, which is open between 10.00am and 6.00pm.
- 3 - 10) Information requested in these questions not held. You may wish to redirect your request for this information to Mersey Care NHS Foundation Trust, as the commissioned provider of the WICs operating in Knowsley, who can be contacted for Freedom of Information Requests via the following email address:  
[FOI@merseycare.nhs.uk](mailto:FOI@merseycare.nhs.uk)

## **Liverpool**

- 2 - 10) Information requested in these questions not held. You may wish to redirect your request for this information to Mersey Care NHS Foundation Trust, as the commissioned provider of the WIC operating in Liverpool, who can be contacted for Freedom of Information Requests via the following email address:  
[FOI@merseycare.nhs.uk](mailto:FOI@merseycare.nhs.uk)

## **Sefton/Southport & Formby**

- 2) UTC open between 8.00am and 8.00pm everyday.
- 3) EMIS and Adastra.
- 4 - 10) Information requested in these questions not held. You may wish to redirect your request for this information to Mersey Care NHS Foundation Trust, as the commissioned provider of the UTC operating in Sefton/Southport & Formby, who can be contacted for Freedom of Information Requests via the following email address: [FOI@merseycare.nhs.uk](mailto:FOI@merseycare.nhs.uk)

## **Warrington**

No UTC or WIC commissioned in the Warrington area.

## **Wirral**

- 2) Arrowe Park UTC open Monday to Sunday between 8.00am and 10.00pm (inc bank holidays). Victoria Central Hospital WIC open Monday to Sunday

between 8.00am and 8.00pm (inc bank holidays). Eastham WIC open Monday to Sunday between 12.00pm and 8.00pm (inc bank holidays). Miriam Minor Injuries Unit open Monday to Friday between 8.00am and 8.00pm and Saturday/Sunday between 8.00am and 8.00pm.

3) Arrowe Park UTC use SystemOne. Victoria Central Hospital WIC use SystemOne. Eastham WIC use SystemOne. Miriam Minor Injuries Unit use EMIS.

4) Arrow Park is a UTC. Victoria Central Hospital is a WIC and MIU. Eastham is a WIC. Miriam Minor Injuries Unit is a WIC (designated as a Minor Injuries and Illness Service).

5) Arrowe Park UTC is provided by GP cover by One Wirral CIC UTC, Monday to Friday 8.00am to 6.30pm. The core provision is 2 GPs however, due to current pressures additional funding has been allocated to provide an additional GP each day. Outside of these hours, on site GP provision is through GP Out of Hours (provided by Wirral Community Health & Care NHS Foundation Trust). GP Clinical Leadership within the UTC is provided by Wirral Community Health and Care NHS Foundation Trust. Victoria Central Hospital WIC is not GP led. Eastham WIC is not GP led. Miriam Minor Injuries Unit is not GP led.

6 - 9) Information not held in response to these questions. You may wish to redirect your request for this information to Wirral Community NHS Foundation Trust who can be contacted for Freedom of Information requests via [wcnt.foi@nhs.net](mailto:wcnt.foi@nhs.net) and Miriam Primary Care Group via <https://www.miriamprimarycaregroup.co.uk/contact/>.

10) During November 2022, Arrowe Park UTC had 6,858 attendances; Victoria Central Hospital WIC had 2,366 attendances for WIC and 1,1178 for MIU; Eastham WIC had 1,395 attendances; Miriam Minor Injuries Unit had 1,872 attendance.