

Urgent Treatment Centres: A multi-disciplinary resource for the workforce



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Background

Following a collaborative Health Education England (HEE) and NHS England workshop focusing on Urgent Treatment Centres (UTC), a need was highlighted to continue to support the learning and development of staff seeing and treating patients within UTCs.

Purpose

This UTC educational resource has been developed as a tool for staff to support their professional development. This resource aims to signpost staff to self-directed educational materials such as clinical guidelines, e-learning modules and continued professional development articles to support their continued development and further support the delivery of patient care.

Audience

This is a multi-disciplinary resource, suited for all staff working within an UTC setting. It complements learning for those who are new to this setting or still training and can also serve as a refresher for staff who may have been practicing within this clinical setting for some time. This resource can also be used to guide and support supervisors and those responsible for clinical education.

Access

All the resources listed within this document are free to access for those working within the NHS. To access some of the documents and e-learning modules listed, an e-learning for health (E-LFH) account will be required. An account can be created easily by using an active NHS email address through the [E-LFH website](#).

In addition to an E-LFH account, you may require an open Athens account, all of which can be obtained for free with an NHS account. The resources and links listed within this document are up to date at the time of releasing this document (October 2022).

Using this document

This document was structured around common UTC presentations and therefore divided between minor injuries and minor illnesses. It also includes resources for common procedures carried out within this clinical setting and Paediatric resources.

Each section is broken down into subsections based on individual conditions, under which relevant resources have been attached. Due to the increasing variety and complexity of patients presenting to UTCs, it is not possible to provide an exhaustive list of resources for each presenting complaint.

The document aims to offer a foundation from which to support learning and development and direct staff to available resources. Whilst the documents included in this resource have been reviewed to assess for suitability and context, inclusion within this document is not an endorsement. It is noted that there may be more suitable learning resources available than those linked within this document.

Minor Injuries

Head and Neck	Source	Resource title	Summary
Head injury	1) The National Institute for Health and Care Excellence (NICE) (1) 2) Geeky Medics (2) 3) NICE (3)	1) Overview Head injury: assessment and early management Guidance NICE 2) How to assess a Glasgow Coma Scale 3) Computerised tomography (CT) Head Guidelines	1) This guidance covers the assessment and management of head injury in children and adults 2) Highlights how to accurately assess a Glasgow coma scale 3) NICE flowchart to assess need for CT head imaging in head injuries
Facial Injuries	1) British Medical Journal (BMJ) Best Practice (4) 2) Royal College of Emergency Medicine (RCEM) Learning (5) 3) E-Book (6)	1) Orbital Fractures 2) Mandibular and temporomandibular joint injuries 3) Facial Lacerations Repair (with multiple choice questions (MCQs)).	1) Summarises the assessment, management and follow-up required for those presenting with orbital fractures. 2) Covers the management of mandibular and temporomandibular joint injuries by highlighting examination, management of closed and open fractures in addition to dislocations. 3) Reviews facial anatomy, suture techniques, potential complications of facial wound closure and when to refer to speciality (includes MCQs).

	4) E-Book (7)	4) Management of soft tissue injuries in the maxillofacial region	4) Book chapter which details the classification of facial injuries, injury management and healing.
Eye Injuries	1) RCEM Learning (8) 2) E-learning for health (9) 3) Geeky Medics (10)	1) Initial assessment of the eye 2) Ophthalmology 3) Examination and Vision Assessment	1) E-learning which covers eye anatomy, clinical assessment and common investigations required in the care of patients with eye injuries. 2) A collection of e-learning modules covering initial assessment of the eye including visual acuity assessment. Modules also include details about the management of atraumatic red eyes, corneal injuries and sudden visual loss. 3) Video demonstrating how to perform an eye examination and visual acuity assessment
Dental Injuries	1) Dental Traumatology (11)	1) Guidelines for the management of traumatic dental injuries	1) Highlights approaches to treating patients who present with avulsed permanent teeth.
Neck and Spine	1) BMJ Best Practice (12) 2) NICE Guidelines (13)	1) Assessment of Neck Pain 2) Spinal Injury: Assessment and Initial Treatment	1) Highlights common presentations, urgent considerations, diagnostic approaches, and differential diagnoses. 2) Guideline covers the assessment and early management of spinal column and spinal cord injuries.

Lower Limb	Source	Resource title	Summary
Hip	1) Geeky Medics (14)	1) Hip Examination	1) Video highlighting how to perform a thorough hip assessment (with notes).
Knee, ankle and foot	1) NICE (15)	1) Sprains and strains	1) Provides detailed guidance on how to assess a suspected sprain or strain, differential diagnoses, and management of such presentations.
	2) Teach me surgery (16)	2) The Knee	2) Highlights the clinical features, assessment and management of 8 common knee presentations including patella and tibial plateau fractures, meniscal tears etc.
	3) Teach Me Surgery (17)	3) The Ankle and Foot	3) Covers the clinical features, assessment and management of 8 common ankle and foot presentations including ankle fractures, calcaneal fractures and Lisfranc injuries.
Joint dislocation	1) BMJ Best Practice (18)	1) Joint Dislocation	1) Learning resource which supports the assessment, diagnosis, treatment and management of joint dislocation (upper and lower limb)

Upper Limb	Source	Resource title	Summary
Shoulder Injuries	1) BMJ (19)	1) Rotator Cuff Injuries	1) Provides a detailed summary of rotator cuff injuries, the causes, examination approaches, differentials and ongoing treatment options.
	2) RCEM learning (20)	2) Shoulder and brachial plexus injury	2) Learning resource which highlights the anatomy and biomechanics of the shoulder. Details on how to perform a thorough assessment, how to assess, investigate and treat shoulder and brachial plexus injuries.
	3) Patient (21)	3) Shoulder pain – Causes, Assessment and Treatment	3) Provides an insight into the common causes of shoulder pain and clinical presentations. Guide for assessment, treatment and management.
	4) Geeky Medics (21)	4) Performing a shoulder examination	4) Video demonstrating a step-by-step guide to performing a shoulder examination (with notes).
Elbow injuries	1) E-Learning for Health (22)	1) Traumatic Injuries to the Elbow	1) E-Learning module covering the assessment and management of common elbow injuries.
Wrist and Hand injuries	1) Geeky Medics (23)	1) Hand and Wrist Examination	1) Video highlighting how to perform a thorough hand and wrist examination (with notes).
	2) British Orthopaedic Association (24)	2) Hand and wrist fractures	2) Demonstrates a systematic approach to interpreting hand and wrist x-rays.

	3) Geeky Medics (25)	3) Fractures of the distal radius (wrist fractures)	3) Highlights the aetiology, risk factors, features, assessment, and treatment of wrist fractures.
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Wounds	Source	Resource title	Summary
Wound Assessment	1) Royal College of Nursing (RCN) (26) 2) RCEM (27) 3) E-Learning for health (28)	1) Elements of Wound Assessment 2) Soft Tissue and Skin Injury Descriptions in the Emergency department 3) Wound Care Education for the Health and Care Workforce	1) Continuing Professional Development (CPD) which highlights the need for holistic assessments. Covers the difference between chronic and acute wounds, wound healing stages and wound assessment. 2) An overview of common soft tissue and skin injury presentations seen in ED/UTC's (Haematomas, lacerations, bites, bruises) and the management of these. 3) A collection of e-learning resources covering the essentials of wound care, wound assessment, leg ulcers and prevention of pressure areas
Burns	1) Application 2) London and South East of England Burn Network (29)	1) Mersey Burns (available for mobile download) 2) Initial management of burn wounds	1) An application that calculates percentage area of the body affected by burns and calculates requirements for fluid resuscitation. 2) Highlights initial management required for burns: first aid, severity and depth assessment, dressings and follow up guidance.
Needlestick Injuries	1) RCEM Learning (30)	1) Needlestick Injuries	1) Details how to assess risk and manage health professionals and members of the community who present with a needlestick injury.

Minor Illnesses

Cardiovascular and respiratory	Source	Resource title	Summary
Breathlessness	1) E-learning for health (31)	1) Asthma	1) E-learning package with modules covering introductions to asthma, routine monitoring of asthma patients and how to manage exacerbations.
	2) RCN (32)	2) Effective Management of adult patients with asthma	2) A CPD article highlighting the pathophysiology of asthma, assessment, diagnosis, management and advice on patient education.
	3) Geeky Medics (33)	3) Respiratory Examination	3) Video highlighting how to conduct a thorough respiratory assessment (with notes).
Chest pain and palpitations	1) RCEM Learning (34)	1) Chest Pain Syndromes	1) Learning which covers common chest pain presentations, highlighting which presentations are non-urgent, urgent and potentially life threatening. It highlights diagnostic approaches as well as approaches to assessment and management.
	2) Future Learn (35)	2) Electrocardiogram (ECG) assessment and introduction for health providers	2) Introduction to ECG assessment. An e-learning module which covers how to record an ECG, how to recognise normal sinus rhythm and introduces arrhythmias.

Hypertension	1) E-learning for health (36)	1) Hypertension	1) E-learning module which incorporates up-to-date guidelines and evidence-based aims to support staff diagnosing and managing hypertension and cardiovascular disease (Includes MCQ).
Deep vein thrombosis	1) NICE guidelines (37)	1) Venous thromboembolic diseases: diagnosis, management and thrombophilia testing	1) Clinical guidelines which support in diagnosis and treatment for patients presenting with deep vein thrombi (DVT) or pulmonary embolism (PE).

Gastrointestinal	Source	Resource title and link	Summary
Abdominal Pain	1) RCEM Learning (38)	1) Abdominal Pain without Shock	1) E-learning which covers the pathophysiology of pain, how to perform a thorough abdominal assessment. In addition, it details the assessment, management and non-surgical causes of abdominal pain.
	2) Patient (39)	2) Abdominal Examination	2) Provides a comprehensive guide on how to perform a detailed abdominal assessment, including examination of specific abdominal organs.
	3) Geeky Medics (40)	3) Abdominal Examination: Office of Child Support Enforcement (OCSE) Guide	3) A video demonstrating abdominal examination
Nausea and vomiting	1) Royal College of Obstetricians and Gynaecologists (41)	1) Hyperemesis	1) Clinical guidelines for hyperemesis. Highlights how to assess patients with symptoms and highlights treatment options depending on severity of symptoms.

	2) BMJ Best Practice (42)	2) Assessment of nausea and vomiting, adults	2) Resource which highlights common causes of nausea and vomiting in adults, treatment approaches and differentials.
Gastro-oesophageal reflux disease (GORD)	1) BMJ Best Practice (43)	1) GORD	1) Offers a summary of GORD, clinical features, examination approach, differentials and treatment algorithm

Ear Nose Throat	Source	Resource title and link	Summary
Painful Ears/ Ear, Nose, and Throat (ENT)	1) NICE Guidelines (44)	1) Tinnitus: assessment and management	1) This guideline covers the assessment, investigation and management of tinnitus in primary, community and secondary care.
	2) NICE Guidelines (45)	2) Hearing loss in adults: assessment and management	2) These guidelines cover the aspects of assessing and managing hearing loss.
Epistaxis	1) NICE guidelines (46)	1) Epistaxis treatment and management	1) NICE guidelines which discuss the management of patients presenting with epistaxis
	2) RCEM Learning (47)	2) Acute Epistaxis	2) E-learning module which covers the pathophysiology of epistaxis, clinical assessment including initial first aid, nasal packing and nasal cautery.
Sore Throat	1) ENT UK (48)	1) Adult acute severe sore throat management guidelines	1) Clinical guidelines for the treatment of acute throat presentations (tonsillitis, quinsy and supraglottitis).

Ophthalmology	Source	Resource title and link	Summary
Eye Presentations	1) Moorfields (49)	1) Common Eye Condition Management	1) Guidance which covers common eye conditions, presenting symptoms and offers guidance for assessment and treatment
Orbital and peri-orbital cellulitis	1) Geeky medics (50)	1) Orbital and peri-orbital cellulitis	1) A learning guide illustrating the causes of orbital cellulitis, the methods of assessment and treatment.

Neurological	Source	Resource title and link	Summary
Headache	1) British Association for the study of headaches (51)	1) National headache management system for adults	1) Provides guidance on how to provide a safe standardised approach to managing common headache conditions.
Dizziness and vertigo	1) Patient (52) 2) RCEM Learning (53)	1) Vertigo 2) Vertigo in the Emergency Department (ED)	1) Offers guidance on the signs, causes and treatment of vertigo. 2) E-learning module that will explore peripheral and central causes of vertigo explores likely diagnoses and treatment options.

Dermatology	Source	Resource title and link	Summary
Skin presentations	1) Skin Deep (54)	1) Dermatology	1) A website that supports the diagnosis of dermatology presentations. Website has extensive range of skin pictures allowing clinical staff to search by description, diagnosis or body part.
Cellulitis (And other skin presentations)	1) E-learning for health (55)	1) Cellulitis and other skin conditions	1) Online learning which covers cause, features, treatment and management of cellulitis, impetigo, erysipelas and necrotising fasciitis.
Scabies	1) Patient (56)	1) Scabies	1) Professional article which highlights the risk factors for scabies, treatment options and advice for patients.
Allergy	1) Patient (57)	1) Urticaria	1) Clinical article highlighting the appearance and treatment of urticaria including clinical classifications.

Genitourinary	Source	Resource title and link	Summary
Pelvic pain in women	1) BMJ Best Practice (58)	1) Chronic Pelvic Pain in Women	1) Highlights the common causes of pelvic pain in women. Details symptoms of these complaints and addresses the assessment, diagnostic and treatment of patients with these conditions.
Testicular Pain	1) Geeky Medics (59)	1) A Patient with testicular pain	1) Case study highlighting the process of assessing and treating a patient presenting with testicular pain, likely torsion.
Sexual Health	1) E-learning for Health (60) 2) The Faculty of Sexual and Reproductive Healthcare (61)	1) Sexual and reproductive health (e-SRH) 2) Emergency Contraception	1) E-learning – large selection of modules covering emergency contraception, early pregnancy, sexually transmitted infections (STIs), safeguarding and cervical screening 2) Clinical guidelines for emergency contraception. Includes decision making algorithm to assist in prescribing emergency contraception.

Procedures	Source	Resource title and link	Summary
Blood gas analysis	1) E-learning for health (62)	1) Arterial blood gas (ABG) interpretation	1) E-learning module covering blood gas sampling and interpretation in addition to blood gas analysis of respiratory disorders.
	2) Geeky medics (63)	2) ABG quiz	2) 10 patient scenarios to test your knowledge of blood gases.
Catheter Care	1) Swansea Bay NHS (64)	1) How to flush a catheter	1) Highlights how to safety flush a catheter.
Slings	1) St Johns Ambulance (65)	1) Application of slings	1) Video demonstrating how to apply a broad-arm and high arm sling.
	2) Fracture Info (66)	2) Application of a collar and cuff	2) Video demonstrating how to apply a collar and cuff.
Strapping	1) Fracture Info (67)	1) Neighbour Strapping – Metacarpal Fractures	1) Demonstrates how to neighbour strap a metacarpal fracture.
Aircast boots	1) Fracture Info (68)	1) AirCast walking boot application	1) Video demonstrates how to apply an AirCast boot safety.
De-roofing a burn	1) London and South East of England Burn Network (69)	1) Burn blister deroofing guidelines	1) Guidelines on how to appropriately deroof a burn.

Additional Resources	Source	Resources and links	Summary
Mental Health	1) E-learning for health (70)	1) Mental Health Awareness for GPs	1) Three e-learning sessions which cover: 1) Depression in adults 2) Medication in mental health and 3) Managing enduring psychosis in Primary care.
Paediatrics	1) Health Education England	1) Paediatrics in Urgent and Emergency Care (see Paeds in UEC learning resource)	1) A large selection of learning resources which help to support staff seeing and treating paediatric patients within an urgent and emergency care setting.
Culture informed practice	1) E-learning for health (72)	1) Cultural competence	1) The Cultural Competence e-learning tool is designed to support clinicians to gain a deeper knowledge and understanding of the issues around culture and health and how this might influence healthcare outcomes.
LGBTQI+ Care	1) Future Learn (73)	1) Transgender Healthcare: Caring for Trans Patients	1) This course allows practitioners to gain a deeper understanding of trans people and the common challenges they face when accessing healthcare. It highlights trans issues, including information on terminology and trans rights in the UK.

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