



**University
Hospitals Sussex**
NHS Foundation Trust

Urgent Treatment Centre (UTC)

Booked appointments

Patient information

What is this information about?

This leaflet explains why you are being redirected from the Emergency Department (ED) today and what care and advice is being offered instead.

It includes guidance on:

- Why your condition does not need emergency treatment right now.
- Where and when you will be seen next.
- How to look after yourself while you wait.
- When and how to seek help if your condition gets worse.

Why have I been given this information?

- You have been seen by an experienced Emergency Department doctor or nurse, and it has been assessed that you do not currently require emergency treatment.
- You have been safely evaluated using clear clinical criteria and have been offered an alternative appointment for review.
- This helps us to prioritise patients with life-threatening emergencies while still ensuring that you receive timely and appropriate care.

What is an Emergency Department redirection?

Emergency Department redirection means that you will be offered care at a more suitable service outside of A&E. This may include:

- A same day appointment at a **GP Clinic**.
- A same day appointment with an **Emergency Nurse Practitioner (ENP)**.
- A next day appointment at a GP clinic.
- A next day appointment with an Emergency Nurse Practitioner.

Why am I being offered an appointment tomorrow instead of being treated now?

By safely redirecting patients whose condition is not an emergency, we can:

- Reduce long waiting times.
- Allow you to rest at home.
- Improve safety for all patients in the Emergency Department.
- You will be seen the next day in a clinical setting appropriate to your needs, with a shorter waiting time than if you stayed in the ED today.

Where will my appointment take place?

Your appointment will be at the Urgent Treatment Centre, in either a GP or ENP-led clinic. Full details of your appointment location and time will be given before you leave.

Your appointment date is: _____

Your appointment time is: _____

What should I do while I wait for my appointment?

While you wait, you may manage your symptoms with the following self-care tips:

- **Take simple pain relief** like paracetamol or ibuprofen if needed.
- **Rest any injuries** to avoid strain.
- **Drink plenty of fluids** and eat as normally as you can.
- **Get adequate sleep and rest.**
- **Use warm drinks or linctus** if you have a cough or cold.

If you have a long-term condition, we encourage you to arrange a review with your GP practice.

If your symptoms improve and you no longer need the appointment, please let us know.

When should I seek urgent or emergency help?

If your condition gets worse or you develop any of the following symptoms, **return to the Emergency Department or call 999 immediately:**

- Chest pain.
- Shortness of breath.
- Severe or uncontrollable pain.
- Severe headache.
- Numbness or weakness in your limbs.
- Collapse or fainting.
- Confusion.
- New or heavy bleeding.
- Loss of vision.

For non-urgent worsening symptoms, call **NHS 111**.

IN EMERGENCY: Call 999 and ask for AMBULANCE

Can I still access my GP or a pharmacy for advice or treatment?

Yes. Many common illnesses or symptoms can be assessed by your GP or a Pharmacy First service. Pharmacists can offer advice and treatment without the need for an appointment.

Where can I find further help or contact details if I need to reschedule?

If you are unable to attend your appointment or need to reschedule, please contact us as soon as possible.

Royal Sussex County Hospital, Emergency Department,
Eastern Road, Brighton BN2 5BE

01273 696955 Ext.

(Please note: No medical advice is given on this number)

NHS 111

NHS Website www.nhs.uk/

This leaflet is intended for patients receiving care in Brighton and Hove.

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