Urgent Care At Scale Service (uCATs)

PRACTICE GUIDE: A service for adults and children (5+)

About the service

- Same day urgent activity
- GP supervised

How to book

- Via EMIS and SystmOne - you'll have a dedicated appointment list
- Appointments need to be booked by 1.30pm (for same day)

Monday - Friday
9am - 5pm

Criteria - included

- Acute ear infections (not seen by own GP for the same episode)
- Acute MSK
- Cold sores
- Constipation / diarrhoea (new onset i.e. up to 3 weeks)
- Delaying periods
- Eczema : acute and chronic
- Emergency contraception
- Eye conditions (i.e styes and conjunctivitis)
- Fungal skin
- Gout (flare ups not new cases)
- Hayfever
- Headlice
- Heartburn / acid reflux / indigestion (chest pain not included)
- Nails : In-growing toenails
- Insect bites
- Med3s (including straight forward mental health MED3 requests, ie the patient isn't in crisis and indicating suicidal ideation, and has had a mental health review with their own GP in the last 6 months.)
- Minor Nosebleeds (not on anticoagulants)
- Mouth ulcers
- Olecranon bursitis
- Paronychia
- Rashes including eczema and psoriasis
- Scarlet fever
- Sore throats / tonsillitis
- Sunburn / sunstroke
- Thrush
- URTIs including coughs and colds (new onset i.e. up to 6 weeks)
- UTIs (over 16s only)
- Vomiting
- Worms
- Verrucae / warts (not genital)

Not included

- Abdominal pain (with no clear link to other conditions in the included criteria)
- Asthma / COPD reviews
- Chest pains / shortness of breath
- Children under 5 years old
- Chronic problems and long term conditions
- Diabetes reviews
- Dizziness / vertigo
- Gynaecological problems
- Headaches
- Insomnia
- Medication reviews / repeat prescriptions
- Mental Health problems
- Morning sickness
- Problems already being managed by your GP/UTC
- Requirement for investigations (bloods, ECG)
- Skin moles / lesions
- Snoring
- Swollen legs
- UTIs (under 16s)

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SystmOne: How to book an appointment

Before booking patients into a uCATs appointment:

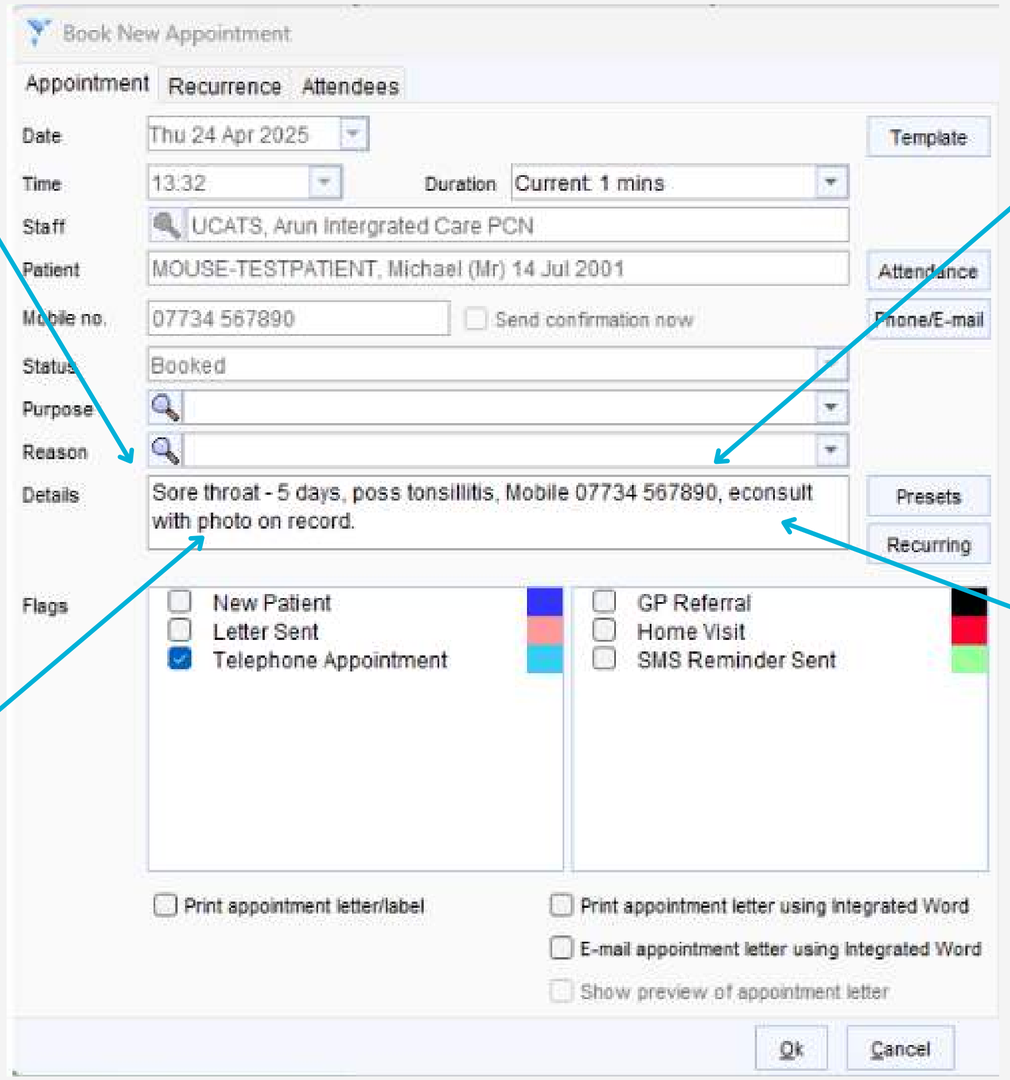
- Check that the patient is over 5 years old
- Check the patient has not been seen previously for the same condition by their GP, UTC or A&E
- Check the condition is included in the uCATs criteria

Condition:
Give a brief explanation of patient's condition

If the appointment is for a MED3, give a brief explanation for the MED3 request and dates. Dates should not overlap with the dates of an existing MED3.

Photo:
Note if a photo is available on eConsult or record

If not, and the patient has provided a phone number, the uCATs team will text the patient directly to request one (if appropriate).



Contact phone number:
Include the patient's preferred phone number

The uCATs team will text the patient to expect a call between 9am - 5pm and advise the call will be from a withheld number.

eConsult or questionnaire:
State on the appointment

If the patient has completed an eConsult or questionnaire, state on the appointment. Check this is on the patient's record and ensure data sharing is on.
If not (and appropriate), the uCATs team will send a Florey to the patient directly via text.

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EMIS: How to book an appointment

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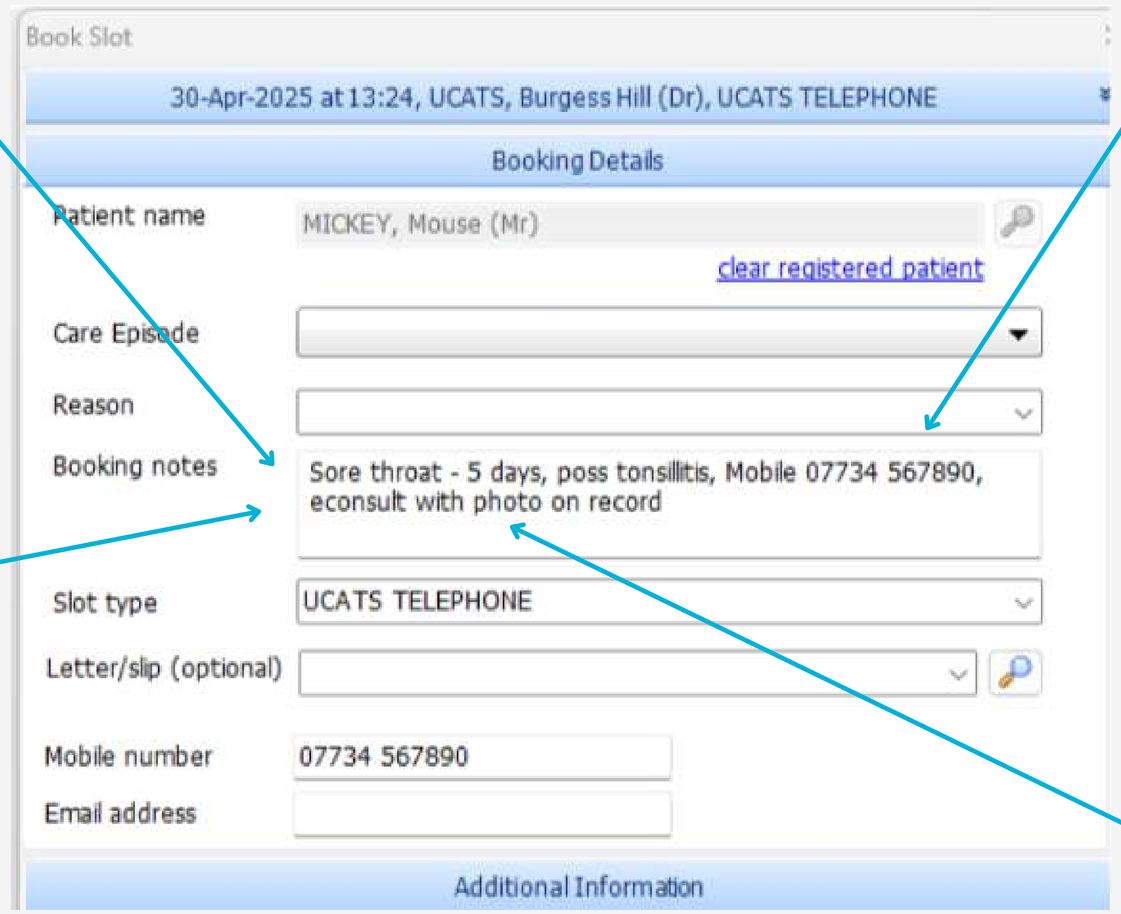

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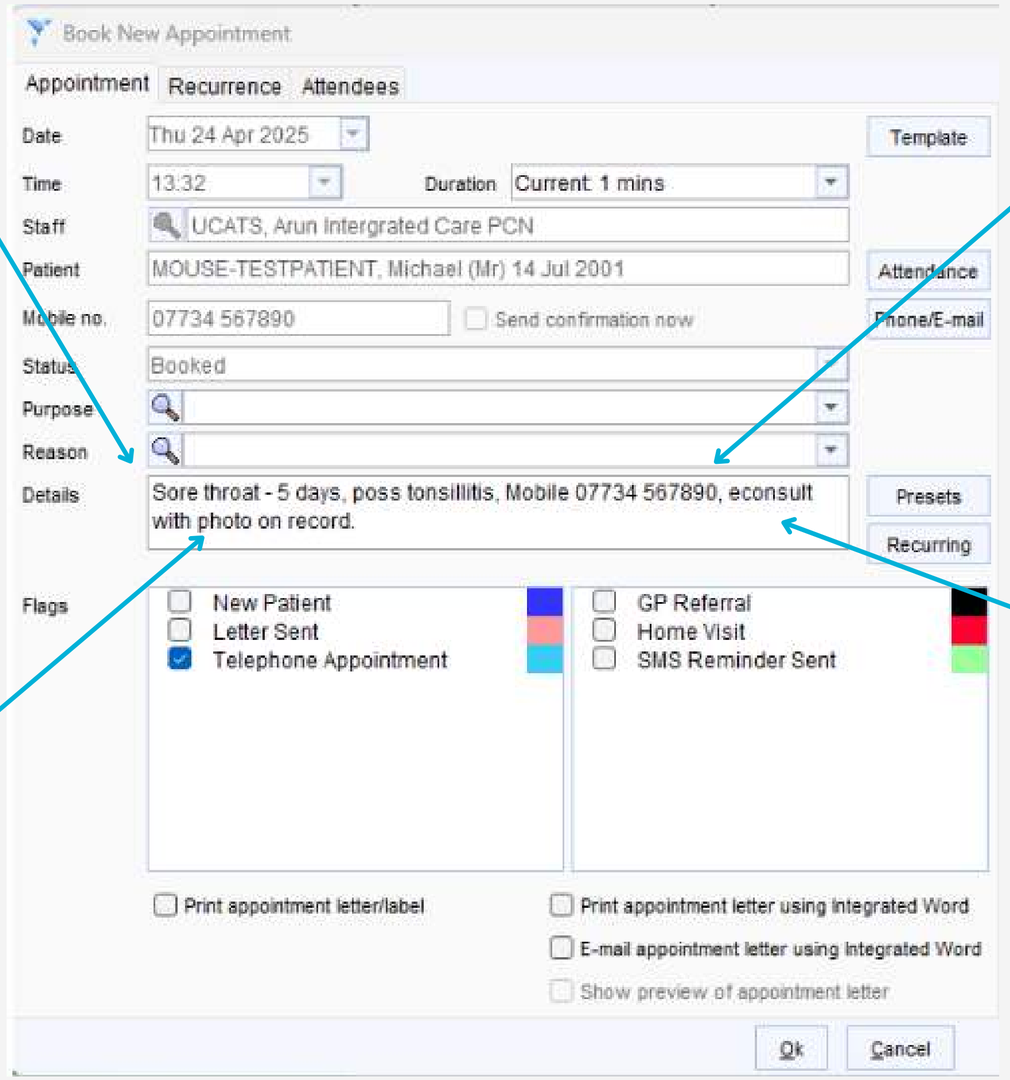

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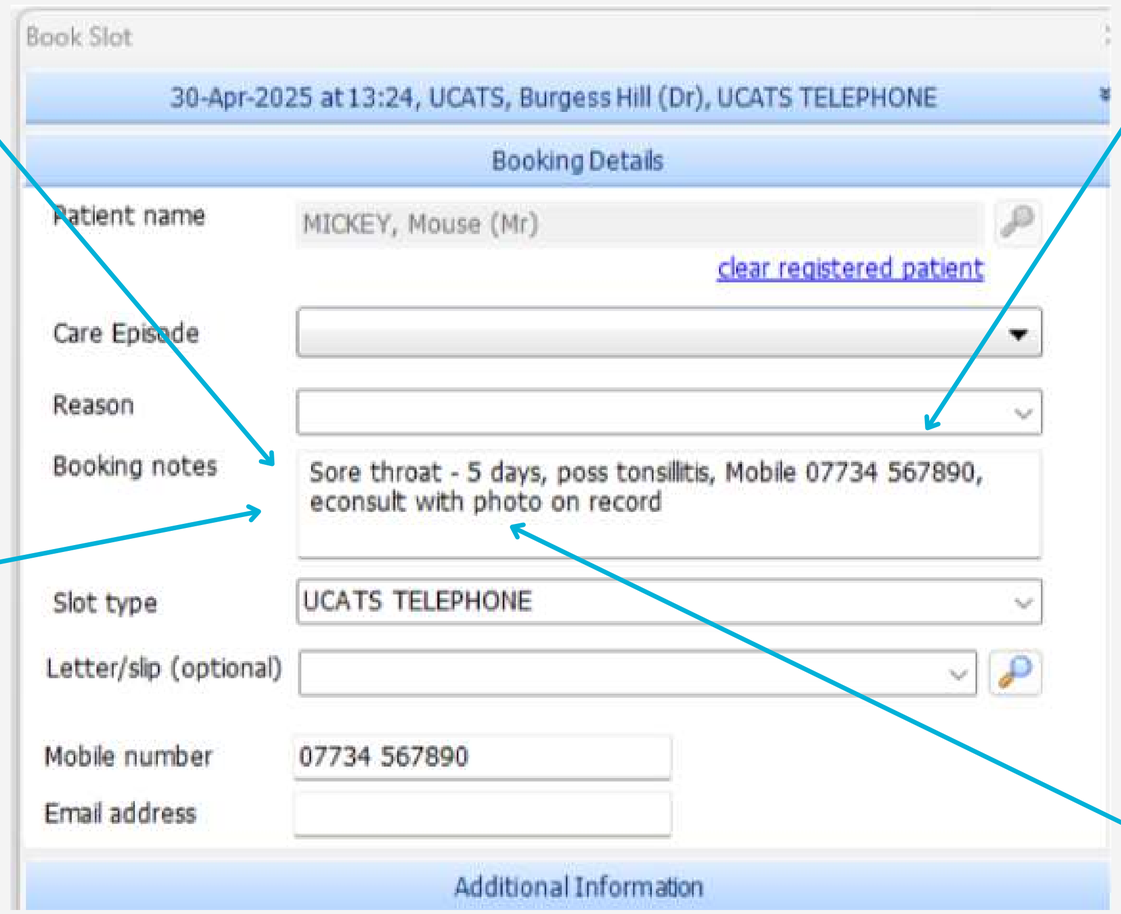

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