

Urgent and Emergency care
Upgrade Programme

UECUP



Wirral University
Teaching Hospital
NHS Foundation Trust

...Transforming Emergency Care for the
people of the Wirral

Newsletter November 2025



Building Works Update

The final phase of major structural refurbishment has now started. Building work is now underway in the old waiting area, Children's Department and Minors area.

This phase focuses on completing the internal fit-out of new clinical spaces that will be shared by the Emergency Department and Urgent Treatment Centre. Two larger waiting areas for adults and children are also being created, alongside external landscaping around the new facility.

These developments mark a major milestone, bringing us closer to the opening of an improved Urgent Care and Emergency facility at Arrowe Park Hospital in 2026.



Enhancing Staff Facilities



All new staff areas within the upgraded Urgent Care and Emergency facility are now complete, providing a modern, comfortable environment that supports wellbeing and teamwork.

The staff spaces include a dedicated staff room, training room, and new changing and shower facilities — designed to help staff recharge, connect, and learn.

This new environment reflects our commitment to patient dignity and safety, while ensuring staff have the facilities they need to continue delivering high-quality care.



Temporary Entrance Update

A new temporary entrance is now in place for patients walking into the Emergency Department and Urgent Treatment Centre at Arrowe Park Hospital.

From 8th July, the entrance moved to what was the original physiotherapy entrance, located to the left-hand side of the hospital site.

Clear signage is in place once you enter the site to guide patients to the new entrance.

Patients requiring access to the Urgent Treatment Centre (UTC) or Emergency Department are advised to park in Car Park A, located at the top left of the site. For those using the drop-off zone at the front of the hospital, signage will direct people to the temporary entrance.



There is also a drop-off zone in front of the new temporary entrance

People are reminded to only attend the Emergency Department if they have a life-threatening emergency. The Urgent Treatment Centre should be used for urgent, but not life-threatening health issues.

Relocation of Children's Emergency Department

The Children's Emergency Department continues to operate from its temporary location on the ground floor (old CDU).

This move allows construction work on the new combined Urgent Care and Emergency facility to progress safely and efficiently.

Paediatric patients will return to a purpose-built environment once redevelopment is complete — a calm, family-friendly space offering enhanced privacy and comfort.

Supporting Patients with Mental Health Needs

The new facility has been designed with dedicated spaces for mental health assessment and support.

This includes private interview rooms and closer collaboration with community mental health teams to ensure timely, compassionate care for patients in crisis.



Think UTC! Campaign

Did you know that every day, more than 50 people who visit the Emergency Department could instead be seen safely at the Urgent Treatment Centre?

Think UTC! is a new campaign encouraging people to access the right care in the right place.

In a [short video](#), Farzana, Lead Nurse, explains how the UTC supports patients with urgent but non-emergency health concerns.

People are seen based on how urgent their medical needs are, and the team may advise a more suitable service — for example, a GP or pharmacist who can help with coughs, colds, sore throats, ear or urine infections, and more.



The UTC is open 7 days a week, 8am to 10pm (including bank holidays).

When it's urgent – but not an emergency – Think UTC!

Building for a Greener Future

Sustainability has been built into the UECUP programme from the start.

The new facility is targeting a BREEAM — an industry standard for measuring a building's environmental performance — **‘Very Good’** rating, supporting the NHS commitment to reach **Net Zero Carbon by 2040**.

Key features include:

- Air Source Heat Pumps providing efficient heating and cooling.
- LED lighting and smart controls reducing energy use.
- Improved insulation and glazing to cut carbon emissions.

Together, these measures deliver a building that is modern, efficient, and environmentally responsible — reducing energy costs and supporting



Improving Care and Flow

The reconfiguration of the new facility allows for closer collaboration between clinical teams and more efficient patient pathways.

This supports faster handovers between ambulance crews and clinical staff and helps teams focus on the most urgent and life-threatening cases.



Spotlight on Our People:

Jan Edmonds, Healthcare Assistant

With more than 12 years of service at Wirral University Teaching Hospital, Jan Edmonds has seen first-hand the difference improved facilities make — not only for patients but also for staff.

Jan works in the Mental Health Unit (MHU), supporting patients with mental-health needs, and says the new environment has transformed the way care is delivered.

She said: “The new facilities are much more secure and provide real privacy for patients, each mental-health room now has its own television, which helps calm and distract people during what can be a very distressing time. It’s also much quieter, and patients no longer feel exposed — that makes a big difference to how safe everyone feels.”

Previously, shared areas and a lack of privacy could make patients uncomfortable. Now, with thoughtfully designed spaces, staff can provide care in a setting that better supports dignity and wellbeing.

Jan finds her work deeply rewarding and takes pride in seeing patients continue their recovery in the community with the Home Treatment Team.

“She said: It’s lovely to see people getting the right help and feeling supported after leaving hospital.”

Her compassion and dedication shine through, and she’s excited to continue her career in the new MHU environment, where patient safety and comfort are at the heart of care.



Working Together

As we move forward, thank you to all our staff, partners and stakeholders for your continued support.

Please continue to encourage patients to use community services as their first port of call for non-emergency needs.

This helps ensure our Emergency Department can focus on those who need us most.


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Where can I go for help?

 Pharmacy	 GP	 111	 Urgent Treatment Centre	
Minor illnesses Headaches Stomach upsets Bites and stings	Persistent symptoms Long term conditions Chronic pain New prescriptions	Feeling unwell? Unsure where to go? Anxious? Need help?	Breaks and sprains X-rays Cuts and grazes Fever and rashes	Choking Chest pain Black outs Serious blood loss Stroke
↓	↓	↓	↓	↓
Visit your local pharmacy	See your GP	Dial 111 or visit 111.nhs.uk for advice	Attend an Urgent Treatment or Walk In Centre	Dial 999 or go to A&E