Coventry and Warwickshire Integrated Urgent Care

24/7 Urgent Care Access

Access to face-to-face urgent care, 24 hours a day, 7 days a week, close to home.

Urgent care services delivered in local communities, building on the services already available.

Improved Urgent Treatment Centre (UTC) and Minor Injury Unit (MIU) services to better meet the needs of local people.

Single Point of Access

If you contact NHS 111, call 999 or speak to another healthcare professional, you can be referred or booked into the right local service for your needs.

Links with primary care, mental health, community and neighbourhood services

Better joined-up care between urgent care, mental health, community and GP services

If another service is better placed to support you, we will help you access the right care without you having to start again

To make sure the new urgent care model delivers the best possible care and experience, we have identified five outcomes we want to achieve for you and your community:

- Better access to the right care – Making it easier for you to get the right care, at the right time and as close to home as possible.
- More joined-up care – Making sure the health, social care and community services you use work better together, so your care feels seamless.
- Care centred around you – Ensuring your needs, preferences and experiences help shape the care and support you receive.
- Supporting you to stay well – Helping you stay healthier through earlier support, prevention and proactive care.
- Helping you manage your health – Giving you the information, tools and support to feel confident managing your own health and wellbeing, where appropriate.