

## A GUIDE FOR PATIENTS AND CARERS OF THE SURGERY

### 999- WHEN IT IS A GENUINE EMERGENCY

The time to call 999 is when you feel that someone is seriously ill or injured and there is risk to their life or your life.

Examples of such a situation can be seen below:

- Chest pain
- Difficulty with breathing
- Unconsciousness
- Heavy bleeding
- Choking
- Having fits or blackouts
- Broken bones

### WHAT TO DO IF IT IS NOT AN EMERGENCY

**The number to remember here is always 111.**

NHS 111 is a free call from the mobile or the landline and it's a 24 hours service operating 365 days a year.

#### **When do you think you should call NHS 111?**

NHS 111 should be the number to call if the situation you are in requires urgent medical attention BUT is NOT life threatening in any way.

*NHS 11 should be called if:*

- You think you need to go to A&E or need another NHS urgent care service
- You are not sure who to call and the GP is not available to speak to
- You need health information or advice about what to do
- You need access to emergency dental care
- You have an emergency or crisis about your mental health

When you have contacted NHS 111 and the advisers think you need an ambulance, they will send one to you.

## **GET FAMILIAR WITH THE BEDFORD PARK SURGERY APPOINTMENTS SYSTEM.**

The surgery offers a wide range of appointments and you should make yourself familiar with these so you are aware of ease of access to your own local practice.

We have a very diverse choice of appointments and before you as a patient, decide to go to A&E, please have a look at the options we provide or speak to the receptionist who will help you further.

**Same day emergency slots** - These are appointments offered for patients to be seen on the same day they phone for medical emergencies. Call us in the morning and we will try and fit you in morning or afternoon.

**48 hour slots** – these are appointments that are released on a 48 hours basis and patients can call and be offered an appointment which is non-urgent, in 48 hours from the time they phone. For example if you call on a Monday you can be offered an appointment on the Tuesday or the Wednesday and so on.

**Advance booking** – these are appointments that can be booked in advance up to 6 weeks ahead with the GP. These appointments are also available to book online.

**Telephone appointments** – in case there is an emergency and you cannot be given an emergency appointment for the day, you can request the receptionist to offer you a telephone appointment where the GP may be able to speak to you on the phone. This is the more preferred method for parents with small children or elderly patients.

**Home visits** – these are when you are not physically able to come into the surgery and the GP will be able to see you at home. These are only applicable to patients who are housebound or are too ill to move.

**Email Consults** – We now have the opportunity for patients to email us with queries which are non-urgent e.g. referrals, results etc. and the patient will be allocated a timed Email consult slot during the week to deal with this. Please note that these are for non urgent issues only and have a weeks turnaround time.

## **WHAT TO DO WHEN YOUR GP IS CLOSED- YOUR CHOICES AVAILABLE FOR ACCESS**

This is the most important information that you, the patient, need to know. What to do when we are closed and what services are accessible.

### **GP Out of hours services**

When you call the surgery and the phones are off, you will need to follow some instructions on the message where you will be asked to phone NHS 111 first and foremost. This is going to be used if you know the situation is not life threatening. NHS 111 will then direct your situation appropriately to the relevant party that can manage your care

### **Local Pharmacy**

The local pharmacy is able to offer many services when the GP surgery is closed. Your local pharmacist can help you with some of the following problems:

- Skin conditions such as mild acne and mild eczema
- Coughs and cold including nasal congestion and sore throat
- Minor cuts and bruises
- Constipation and hemorrhoids
- Hay fever and allergies
- Aches and pains such as headaches, earache and back pain
- Indigestion, diarrhea and threadworms
- Period pain and thrush
- Warts and verruca's, mouth ulcers and cold sores
- Athletes foot
- Nappy rash and teething

### **Some local pharmacies in the area are as follows:**

Alisha Pharmacy - 257 Acton Lane W4 5DG  
Zahra Pharmacy - 72 High Street W3 6LE  
Dillons Chemist - 17 Church Road Acton W3 8PU  
Boots - 332 Chiswick High Road W4 5TA  
Lloyds Pharmacy - 1 Crown Street Acton W3 8SA  
Pyramid Pharmacy - 446 Chiswick High Rd W4 5TT  
Bedford Park Pharmacy - - 5 Bedford Park Corner W4  
Campbells Chemist - 300 – 302 Chiswick High Rd  
Churchills Pharmacy - 202 Chiswick High Road W4

**Some pharmacies that are open late are:**

Zahra pharmacy 72 High street W3 - open until 10.30pm Monday to Friday and 8am – 8pm on the Saturday and 9 – 6pm on a Sunday.

There is a **24 hour** pharmacy in London called Zafash Pharmacy  
233 – 235 Old Brompton Road London SW5 0EA in case of real emergencies  
<http://www.zafashpharmacy.co.uk/>

<b>Urgent Care Centres</b>
----------------------------

An Urgent Care Centre is a place that provides a walk in service for patients attending the A&E department with non-life threatening minor illnesses and injuries that require immediate attention. It is staffed by GPs and experienced nurses. If they feel that you need to be seen by your own GP they will redirect you back to your practice. You can go directly to an Urgent Care Centre but usually you will be directed by NHS 111 and they will advise you which one to attend in your locality.

**Adults and children can use the UCC for:**

- Sprains and strains for ankles, wrists and knees
- Minor burns of small areas
- Cuts including those that need stitches
- Minor infections e.g. ear nose and throat
- X-rays
- Bites and stings
- Stomach pains
- Minor eye conditions / infections

**These are some of the more local UCCs that we have in our locality:**

Hammersmith Hospital 150 Du Cane Road W12 0HS  
Open 24 hours a day, seven days a week

Central Middx Hospital Acton Lane London NW10 7NS  
Open 24 hours a day, seven days a week.

West Middx Hospital Hounslow UCC Twickenham Road Islington TW7 6AF  
Open 24 hours a day, seven days a week

Childrens Ambulatory Unit at Hammersmith Hospital D block Ground Floor W12  
For children only to be used if you cannot get an appointment with the GP  
OPEN 9- 5 Monday to Friday only

### A & E departments

Where is your nearest A&E hospital?

**Northwick Park Hospital** Watford Road Harrow Middx HA1 3UJ

**St Marys Hospital** Praed Street Paddington London W2 1NY

**Charing Cross Hospital** Fulham Palace Road London W6 8RF

**Ealing Hospital** Uxbridge Road Southall Middlesex UB1 3HW

**Chelsea and Wesminster Hospital** 369 Fulham Road London SW10 9NH

**West Middlesex Hospital** Twickenham Road Isleworth TW7 6AF

**Hillingdon Hospital** Pield Heath Road Uxbridge UB8 3NN

### NHS CHOICES

NHS choices is a one stop service on the website which offers you an encyclopedia of information related to your health and wellbeing. There are various care and support networks available, current health news and an A-Z health tool which talks to you about various conditions and treatments that you may need more information about.

The website is <http://www.nhs.uk>

If you have access to the website please do try and go on this website to get an insight into various NHS services, and health related information at any time.