

PLEASE RETAIN FOR YOUR REFERENCE

## NHS Health Provider Information – URGENT CARE

There are times when going to A&E may be the most appropriate action to take due to the nature of your (your child's) illness or injury, however sometimes it may not.

Below is a list of alternative services that may be more efficient at providing the necessary care you require and make better use of the NHS resources:

- **Sunny Meed (plus Goldsworth Park & Greenfield branch surgeries)** has 'on the day' appointments for more urgent clinical problems.
- **A Duty Doctor** is available at the surgery to speak to if you call before 0930hrs to give clinical advice, book appointments, arrange prescriptions or onward referrals as required.
- **Messages** can be taken by reception throughout 'core' working hours of 8am until 6:30pm Monday to Friday and passed onto the Duty Doctor to action.
- **111 Service** is available 24 hours a day, 365 days a year.

On dialling 111, trained advisors (supported by experience nurses and paramedics) will give health care advice or direct you to the most appropriate local service, including dental care  
Further information:

[www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices](http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices)

- **Woking Walk in Centre (WIC)** is located in the Woking Community Hospital, Heathside Road and deals with minor illness and injury without an appointment (children should be 2 years and over).

Opening hours: 7am-8pm Monday to Friday and 9am-7pm weekends and bank holidays.

Facilities include: request X-Rays between the hours of 9am-4pm Monday to Friday, make direct referrals to A&E or physio if needed

Tel: 01483 846209

Website: [www.virginicare.co.uk/vc-providers/surrey-woking-walk-in-centre/](http://www.virginicare.co.uk/vc-providers/surrey-woking-walk-in-centre/)

*Other WICs include Weybridge and Walton (details available online)*

- **Local Pharmacists** can also provide excellent medical advice, opening hours are variable, eg Boots Peacocks Shopping Centre in Woking Town Centre is open until 8pm and Boots Guildford Road is open until 9pm.

**As a new patient to this Practice it is important that you have a New Patient Health Check with the Practice Nurse. Your health queries can be answered at this time. Please contact the surgery to arrange an appointment ASAP.**