

Welcome to the Urgent Care Centre at St Mary's Hospital

The new Urgent Care Centre (UCC) will provide the best possible care for patients with non-life threatening injuries and illnesses.

The Urgent Care Centre is located within the Accident and Emergency Department of St Mary's Hospital. It is staffed by experienced general practitioners (GPs) and emergency nurse practitioners.

By locating these services together, patients will receive the right care in the right place at the right time.

Please note: for locally registered patients with a minor illness, or a long-term health problem (diabetes, high blood pressure, or asthma), it is always better to see your own GP. The Urgent Care Centre will however treat patients in the event that they cannot be seen by their own GP.

How does the Urgent Care Centre work?

On arrival at the centre you will be assessed promptly by a GP or an emergency nurse to determine what services are required to treat your condition and who should treat you.

Patients with minor injuries and non-life threatening medical problems will be treated

Opening times

The Urgent Care Centre is open from 10am to 7pm, seven days a week. Outside these hours patients will be treated in Accident and Emergency (A&E).

The Accident and Emergency Department is open 24 hours a day, seven days a week.

by GPs and emergency nurse practitioners in the Urgent Care Centre.

Patients with more serious medical problems will be referred immediately to be assessed and treated in the Accident and Emergency Department.

Is the Urgent Care Centre the right place for me to be seen?

If you have a minor injury (cuts, sprains, bruises) or mild illness (cough, ear infection, sore throat) you will be seen by a GP or emergency nurse practitioner in the Urgent Care Centre. You may be directed to a local pharmacy, dental service, or other community service such as an NHS walk-in centre.

Depending on the problem, patients may be advised to see their own GP. Staff in the Urgent Care Centre will provide information to help patients register with a GP if necessary.

The Accident and Emergency Department is for patients who require immediate medical advice, diagnosis and/or emergency treatment. This will be for serious or life threatening injuries and illnesses.

The *NHS Choose Well* guides can help you decide what level of medical treatment you really need. Choosing well means you will get the best treatment and NHS services can help the people who need them most.

You can find further information on NHS Choose Well at www.choosewell.org.uk



Other local NHS walk-in services include:

■ Victoria walk-in centre

Address: 63 Buckingham Gate, SW1E 6AT

Opening hours: 7am to 7pm, weekdays

Telephone: 020 7340 1190

A GP-led walk-in centre offering health information, advice including emergency contraception, and treatment of minor illnesses and injuries.

■ Soho walk-in centre

Address: 1 Frith Street, W1D 3HZ

Opening times: 8am to 8pm on weekdays and 10am to 8pm on weekends

Telephone: 020 7354 6500

A nurse-led walk-in centre offering health information, advice including emergency contraception, and treatment of minor illnesses and injuries.

■ Malling Health at Westminster

(please note the location of this practice will move to 427-429 Harrow Road in late August 2010)

Address: Woodchester Square, W2 5SU

Opening times: 8am to 8pm, everyday

Telephone: 020 7286 6009

A GP-led NHS centre, offering a free walk-in service for both registered and non-registered patients.

■ St Charles' Centre for Health and Wellbeing

Address: Exmoor Street, W10 6DZ

Opening hours: 9am to 9pm everyday

Telephone: 020 8962 4262

If you live in Westminster or Kensington & Chelsea you can call 020 8969 7777 if you need a GP or nurse outside of normal surgery hours.

If you need urgent health advice you can call NHS Direct on 0845 4647, or in an emergency call 999.

Registering with a GP

Everybody in the UK is entitled to be registered with a GP.

To find details of your nearest GP you can visit www.westminster.nhs.uk, call NHS Westminster's Patient Advice and Liaison Service (PALS) on freephone 0800 587 8818 or speak with staff in the Urgent Care Centre.

Let us know your feedback

We need your feedback so we can continue to improve the Urgent Care Centre and Accident and Emergency Department. After your treatment, please take the time to complete a survey. You can ask at reception for details.

More information is available at www.westminster.nhs.uk and www.imperial.nhs.uk

If you would like this document in large print or another format, please call freephone 0800 587 8818.



Urgent Care Centre at St Mary's Hospital

London Central & West
Unscheduled Care Collaborative

Imperial College Healthcare **NHS**
NHS Trust