

Accident & Emergency & 999

Accident & Emergency Departments should only be used in a critical or life threatening situation. These departments provide immediate emergency care for people who show the symptoms of **serious illness or who may be badly injured**.

Please think of using the services detailed within this leaflet if your condition, illness or injury is not life threatening and if you are able to telephone one of those services for advice first.

Dialing 999 and stating you have a medical emergency will result in a response vehicle and clinician being sent to your location. This should only be used when medically and urgently necessary.

The most local A&E Departments are situated at:

Basildon Hospital, Nethermayne, Basildon

Telephone: 0845 155 3111

Southend Hospital, Prittlewell Chase, Westcliff

Telephone: 01702 435555

Broomfield Hospital, Court Road, Chelmsford

Telephone: 01245 362000

Telephone Numbers in Summary

Western Road Surgery – 01277 658117

NHS Walk In Centres

Grays – 01375 898700

Southend – 01702 611505

Chelmsford – 0300 1233 366

Harold Wood – 01708 792000

Minor Injury Unit @ Orsett Hospital

01268 592300

Accident & Emergency Departments

Basildon 0845 1553 111

Southend 01702 435555

Broomfield 01245 362000

NHS 111

If you need medical help fast but it is not a 999 emergency you can now call **111**.

Calls to this number are free and the service is available 24 hours a day, 7 days a week.

NHS 111 will assess you over the telephone and provide advice and direct you straight to the most appropriate local service for your needs



CHOOSE WELL

What Services to use when the Surgery is closed

Signposting Out of Hours Services

The Practice wants to ensure that you are able to receive the right type of care, at the right time and in the right place. This leaflet is aimed to inform you of the help that is available to you for your medical needs.

Western Road Surgery

41 Western Road Billericay

Essex CM12 9DX

01277 658117

THE GP

Your GP Surgery is open from 8 am – 6.30 pm Monday to Friday and 8 am to 10.30 am on Saturdays. Outside of these times the Practice still provides a service; see below.

You can contact a receptionist during these times by either visiting the Surgery or by telephoning 01277 658117.

The Surgery has clinics for both the Doctors and Nurses during the hours stated above. Appointments with the Doctor can be booked up to two weeks in advance and Nurse appointments can be booked up to two months in advance. In addition we also train GP Registrars to become General Practitioners so we have additional appointments available for you to access.

All appointments can be booked by telephone and Doctors' appointments can also be booked on-line once you have registered for on-line services.

The Practice encourages all patients to contact the Surgery whenever they require medical attention as we are best placed to signpost you to any other service if appropriate. Even when the Surgery is closed, the telephone service will direct you to the team of GP's that cover the Practice and, again, they will either advise and/or treat you or, alternatively, direct you to the most appropriate service.

However, we understand that many of you will wish to self-care or are happy to see the local pharmacist or, in more urgent circumstances, will require attendance at an Accident & Emergency Department. Please read on for information to all other services.

NHS WALK IN CENTRES

Walk-In Centre's treat minor illnesses and injuries that do not need a visit to an Accident and Emergency Department. You do not need an appointment and will be seen by an experienced Nurse or Doctor.

Local NHS Walk-In Centres:

Thurrock Health Centre, 55-57 High St, Grays.

Telephone: 01375 898700

St Lukes Health Centre, Pantile Avenue,

Southend. Telephone: 01702 611505

Healthcare Centre, Sainsburys, White Hart Lane,

Chelmsford. Telephone: 0300 1233 366

Harold Wood Polyclinic, Gubbins Lane, Harold

Wood. Telephone: 01708 792000

YOUR PHARMACIST

Pharmacies offer more than prescriptions. They can advise on bugs and viruses, coughs and colds, aches and pains, tummy upsets and allergies. Many pharmacies offer private rooms if you want to speak confidentially and you don't need an appointment. If you want to locate the nearest pharmacy to you please **telephone 0300 003 2125**

We hope that you find this information useful and would welcome any comments and feedback through our Patient Group at westernroadsurgeryppg@nhs.net

MINOR INJURY UNITS

If you have an injury such as a scald or sprain that you consider to be minor and that does not require a visit to an Accident and Emergency Department you could visit a Minor Injuries Unit. Many have X-Ray facilities.

If you are unsure whether or not they are the right service for you please telephone them and they will advise you of the best course of action.

The nearest Minor Injury Unit for Billericay is based at Orsett Hospital.

Their opening times are 10 am to 8pm (last booking in at 7.30 pm) seven days a week.

The Minor Injury Unit is closed on Christmas Day and Boxing Day.

Telephone: 01268 592300

SELF CARE

For internet information on all aspects of health care go to www.nhs.uk It allows you to check your symptoms and get information to help you treat yourself.

If the Practice writes to you recommending you have the flu vaccination, this is because we think that if you do catch the flu you will be at a higher risk of serious complications. Take us up on our recommendation and make an appointment at your earliest convenience.