

Out-of-hours services

Feedback from our survey of patients suggests people are still uncertain about how to access out of hours services.

The practice would like to remind patients that the Pinn Medical Centre (020 8866 5766) is always their first point of call if they require care for non life threatening or emergency care (8 am to 7.30 pm, Monday –Friday) as well as walk-in care on Saturdays and Sundays (not for telephone advice). If you think you need a home visit please try and ring the surgery before 11 am so a doctor can make a decision based on your clinical need.

Outside of surgery hours and on weekends, please call 111 who will offer advice or arrange a GP visit where necessary. Another option is the Urgent Care Centre (UCC) located at Northwick Park Hospital. This service is available 24 hours a day, 365 days a year.

Patients should visit A&E or call 999 for life-threatening emergencies **only**, such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped

‘The demand on A&E services and Ambulances for minor illnesses is placing huge pressure on resources.’ warns Dr Amol Kelshiker, Senior Partner at the Pinn. ‘This is taking NHS staff time away from life-threatening cases and could delay their care.’

Visit <http://www.rightcare4u.org.uk/> for the range of healthcare services available to you in Harrow.

