

What's the best choice for me?

Can I treat myself?

Minor

Treat yourself / NHS Direct – call 0845 46 47

Need more advice? Treatment for minor ailments?
Visit your local pharmacy

Need to see a doctor?
Visit your GP

When my GP is closed?
Out of hours service – call 08456 01 09 09

Need urgent care without an appointment?
Health Centres, Minor Injuries and Walk-In Centres

Life threatening or very serious illness?
Accident & Emergency (A&E) or call 999

Serious

Calling 999 is free and available 24 hours a day. You should always call 999 for an ambulance in a life-threatening emergency – if someone is seriously ill or injured, and their life is at risk.

You can find a full list of all your local pharmacies, GP practices and other NHS medical services at www.nhs.uk or by calling **NHS direct** on **0845 46 47**

Get the right treatment

NHS

South West London

A quick guide to
finding the right
medical help
in Kingston

Where should I go?

Find the best treatment
for you in Kingston

Before you get help,
you should stop to
think if there is any
treatment you can
give yourself.

Treat yourself

For minor cuts and ailments, it is often quickest and easiest to treat yourself at home. Keep a simple first aid box and some medicines like paracetamol and ibuprofen to help you do this.

- Simple cuts
- Diarrhoea and vomiting
- Flu, coughs and colds
- Headaches
- Eye and ear infections

- ✓ Quick
- ✓ No waits



Pharmacy

Pharmacists can give advice on a variety of illnesses. They can assess your needs and suggest medicines. There are 295 pharmacies in South West London, so there is bound to be one close to you and you don't need to book an appointment.

If the pharmacist can't help they will be able to tell you which NHS health service you need.

- Diarrhoea and vomiting
- Coughs, colds and fevers
- Hayfever and other allergies
- Medicine checks
- Some emergency contraception
- Chlamydia screening
- Giving up smoking

- ✓ No waits
- ✓ Experienced Pharmacists
- ✓ Expert advice on the best medicine
- ✓ Open late and often on Saturdays

GP Practice

Get medical advice and consultations

- Health advice and examinations
- Diagnosis
- Prescriptions
- Ear infection
- Flu
- Sore stomach

- ✓ Appointments the same day or within 48 hours
- ✓ Early morning, evening and some weekend appointments
- ✓ Telephone consultations

Out of Hours GP

When your GP is closed
If you have an urgent medical problem that cannot wait until your surgery is open, call your local GP out of hours service on **08456 010909** anytime from 6.30pm to 8am, and weekends/bank holidays to:

- ✓ Get expert medical advice
- ✓ Get advice on where you could be seen quickly
- ✓ Get a home visit from a GP if you need one.

Minor Injuries and Walk in centre

If you need treatment urgently for an illness or injury that isn't life threatening – just walk in for convenient access to a range of treatments for:

- Infection and rashes
- Some fractures
- Emergency contraception and advice
- Stomach upsets
- Cuts and bruises
- Burns and strains

- ✓ No appointment needed
- ✓ Shorter waiting times
- ✓ Some X-ray facilities available

GP led Health Centres in Kingston

If you ever need an urgent appointment with a GP, GP led Health Centres are open during holidays and can:

- ✓ See patients without an appointment and offer pre-booked appointment
- ✓ See registered and non-registered patients

Accident & Emergency (A&E) or call 999

If you are seriously ill and need emergency care fast, you should go to A&E or call an ambulance.

- Heavy bleeding
- Serious broken bones
- Choking
- Chest pain
- Difficulty breathing
- Blacking out
- Fitting or seizures

Nearest Minor Injuries Unit
Queen Mary's Hospital
Roehampton, SW15 5PN
020 8487 6999
Open 8am–7.30pm 7 days a week, 365 days a year

Nearest Walk-In Centre
Teddington NHS Walk-In Centre
Hampton Rd
Teddington, TW11 0JL
020 8714 4004
*Open Mon-Fri, 8am–10pm
Sat/Sun/bank hol, 8am–9pm*

Nearest GP led Health Centre
Gosbury Hill GP Clinic
Orchard Gardens
Hook, KT9 1AG
020 8974 1884
Open 8am–8pm, 7 days a week