



The newsletter contains important news about the changes that are happening within the surgery

- ◆ **Integrated Urgent Care Service**—replacing current out of hours
- ◆ **7 Day Opening** —Evening and Weekend
- ◆ **E-consults**—Beat the queue consult your Doctors from home

Queens Park Medical Centre [www.qpmc.org.uk](http://www.qpmc.org.uk)

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# Important Information

## Integrated Urgent Care Service

### Talk before you walk



From 1 April 2017 a new integrated urgent care service for illness and minor injuries will be launched in

when it's less urgent than 999

If you are unwell and need to use the service we advise that you book an appointment first by calling NHS 111.

If you have a minor injury please walk into the centres.

You will be treated by a GP (doctor) or urgent care practitioner who will be based at the urgent care centre.

These centres are located at University Hospital of Hartlepool and the University Hospital of North Tees.

## Feeling unwell? Make sure you make the right choice



### Self-care

Have some basic first aid and medication in a safe place at your home. These can be bought from shops, supermarkets or pharmacies.

**REMEMBER** Keep medication such as aspirin, paracetamol or ibuprofen in a safe place away from children.



### Pharmacy

Visit your local pharmacy to get advice and buy medication.

**REMEMBER** Most people live within a short walk of a pharmacy to get help for the majority of ailments. They have fully trained staff and often have a private room if you need to speak about a confidential matter.



### GP (doctor)

Contact your own GP practice during their opening hours. When your GP practice is closed call NHS 111 for advice.

**REMEMBER** Outside of your GP surgery opening hours you can call NHS 111 to make an appointment. NHS 111 may be able to make a GP (doctor) appointment for you.

Choose



### Urgent Care Centre

We advise you call NHS 111 to make an appointment to attend your local centre for urgent medical problems. However, if you have a minor injury, no appointment is needed, simply walk in.

Your two local urgent care centres operate 24 hours a day, seven days a week, 365 days a year.

**REMEMBER** If you are unsure about anything, call NHS 111. It is manned by our local ambulance service call handlers who can give the best advice where to go or they will book you an appointment at the right place.



### Emergency department (A&E) or 999

You should call 999 straightaway if you are worried about a life-threatening emergency or serious injury.

**REMEMBER** All accident and emergency departments use a priority system where the most seriously ill or injured patients are seen first. If your condition does not require emergency services you will be directed to a more appropriate health care

# Important Information

## Choose right, avoid the emergency department (A&E) where possible

Hospitals are under pressure - especially emergency departments. We need to make sure specialised hospital staff treat people who really need their expert help in life-threatening or emergency situations.

## Changes to existing walk-in centres

Walk-in services at Tithebarn House in Stockton-on-Tees will close on 31 March 2017. The GP surgery will remain open. The walk-in service and minor injuries service at One Life Hartlepool will close on 31 March 2017, but other services at One Life Hartlepool will remain. These walk-in and minor injuries services will be re-provided in the new integrated urgent care centres at the University Hospital of North Tees and the University Hospital of Hartlepool. A simple phone call to NHS 111 will direct you to the right service.

## Unsure? Confused? Need help?

**Call NHS 111** – they will give advice or book you in to see the right service.

**Call NHS 111** for free, 24 hours a day, seven days a week, 365 days of the year – it operates weekends and Bank Holidays.



emergency department (A&E) and main outpatients. Car parking is available opposite the building. University Hospital of North Tees, Hardwick, Stockton-on-Tees, TS19 8PE



**Urgent Care Located to the left of the main entrance. Car parking is available opposite the building.** University Hospital of Hartlepool, Holdforth Road, Hartlepool, TS24 9AH



# Important Information



Providing NHS Services

## 7 Day Opening

We are offering appointment in the evening and at the weekend on behalf of you GP Practice.

You can see a local GP or nurse for :

- Diabetes
- COPD
- Asthma
- Other ongoing problems

**Please book via your reception team.**

**Beat the queue!  
Consult our  
doctors from home**

**GET STARTED NOW**

- 1** Send us details about your condition
- 2** A doctor decides on the best treatment for you
- 3** We ring you back with advice, prescription or an appointment

Please visit [www.qpmc.org.uk/](http://www.qpmc.org.uk/) for more information.