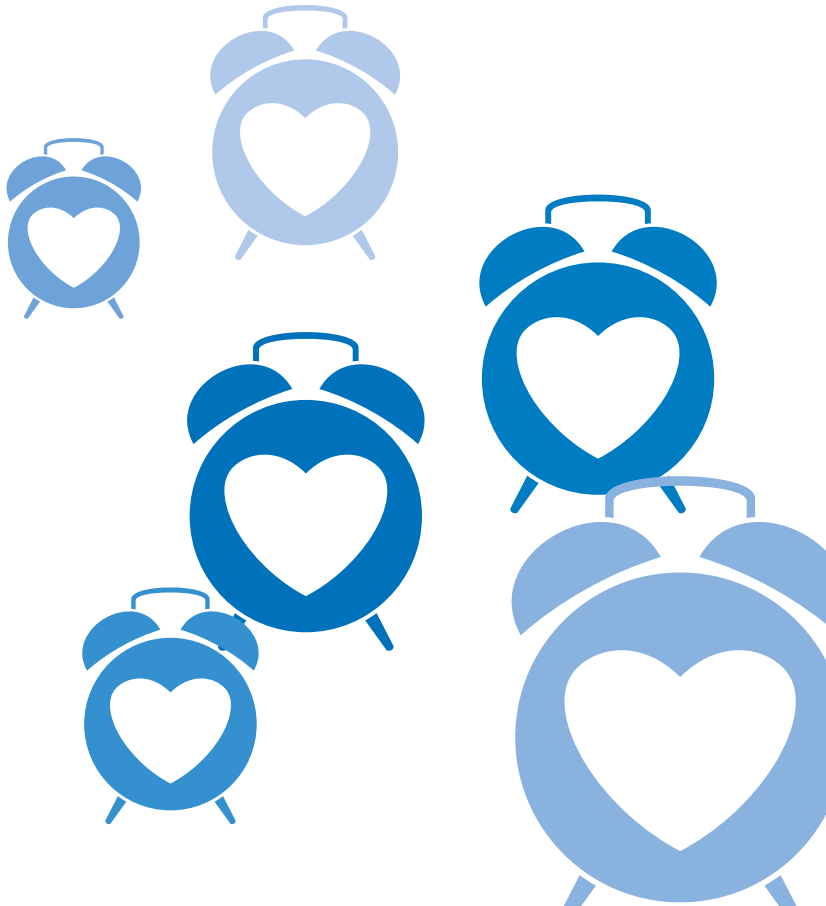


Wandsworth GP Out of Hours Service
Patient Information



The Wandsworth GP Out of Hours Service provides advice, information and treatment for NHS patients who become unwell during the out-of-hours period when their own GP surgery is closed.

We provide services to patients whose health care needs are commissioned by the following Clinical Commissioning Groups in the Wandsworth area:

- Their GP practice
- Wandsworth Clinical Commissioning Group

How does the out-of-hours service work?

Wandsworth GP Out of Hours service does not offer walk-in appointments, so access to the service is via the national NHS 111 call line. In Wandsworth this service is delivered by CareUK.

Calls to NHS 111 are free from mobile phones and landlines and the service can be accessed 24 hours day, 365 days a year by dialling 1-1-1.

The NHS 111 team will assess your condition over the phone and if it is clinically appropriate, they will refer your case to the out-of-hours service. This will then result in either:

- A face to face appointment to attend a primary care centre to see a doctor
- or
- A home visit from one of our doctors

We provide GP out-of-hours services Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.

What you need to know

- This out-of-hours service is for **urgent cases only**. If your problem isn't urgent, please contact your GP surgery when it is next open.
- We are not able to provide repeat prescriptions. For repeat prescriptions, please contact your own GP surgery during their opening hours.
- This is not a walk-in service, so **please do not simply turn up to our primary care centre**. You will need to have called NHS 111 and been advised to use our service before you can be booked into a PCC appointment to be seen by a member of our team.
- We maintain a fleet of visiting cars. Home visits are predominantly for the benefit of housebound patients and will only be arranged on the basis of clinical need.

Our Primary Care Centre locations

Your local Wandsworth Primary Care Centre locations:

Balham Health Centre
GP Out of Hours
Primary Care Centre
120-124 Bedford Hill
London SW12 9HS

Brocklebank Health Centre
GP Out of Hours
Primary Care Centre
249 Garrett Lane
London SW18 4DU

St Georges Hospital
GP Out of Hours
Primary Care Centre
St Georges Hospital
A&E department
Blackshaw Road
Tooting SW17 0QT

Queen Mary's Hospital
GP Out of Hours
Primary Care Centre
Roehampton Lane
Roehampton SW15 5PN

Our other Primary Care Centre locations:

Cross Deep Surgery
GP Out of Hours
Primary Care Centre
4 Cross Deep
Twickenham TW1 4QP

Cricket Green Medical Practice
GP Out of Hours
Primary Care Centre
75-79 Miles Road
Mitcham
Surrey CR4 3DA

Kingston GP Out of Hours
Primary Care Centre
Kingston Hospital
Galsworthy Road
Kingston Upon Thames
Surrey KT2 7QB



Patient feedback

We aim to provide a caring, high quality service and are always pleased to receive your feedback, both positive and negative. Please feel free to fill in our patient survey form with your comments or compliments. The patient survey is anonymous, but patients who wish to continue discussion of a particular issue do have the option to leave their contact details so that we can follow up, initially by telephone or email, to conclusion.

You can also provide your feedback for the Wandsworth GP Out of Hours Service quickly and easily by visiting our website: www.wandsworthoutofhours.nhs.uk If the service provided has not met your expectations then we would like to know why not so that we can improve the service we provide. All comments and complaints are taken seriously regardless of their nature. If you wish to make a complaint you can do so in person or by telephone by asking to speak to the Wandsworth GP Out of Hours Service Manager. You can also do it in writing using the following details:

Urgent Care - South West London Regional Office

1st Floor
125 Upper Richmond Road
Putney
London
SW15 2TL