

Access to Timely Healthcare

This provides information about NHS services for out of hours help or advice or if you are unable to contact your GP Practice.

For life threatening situations call 999 or go to A&E

Telephone 111	Purpose: For general medical advice or treatment for physical or mental health for people over 5 years old. Access: 24 hours/day, 7 days/week
111 Online (Via your NHS App)	Purpose: To check if you need medical help. Direct you to the most appropriate service or provide self management advice. Access: 24 hours/day, 7 days/week To use: 1. Download the NHS app from your App Store and follow the instructions 2. Click on "Check if you need medical help using 111 online" 3. Follow the online instructions and answer questions about your symptoms.
Pharmacist	Purpose: For minor illnesses or questions about medicines. Pharmacists can provide general health and wellbeing advice. They will tell you if you should see another healthcare professional for your condition or concern. Access: Online search "Find a pharmacy NHS" for locations and opening times. No appointment is needed. Pharmacies often have a private consultation room.
Walk In Centre (Woking Community Hospital)	Purpose: For urgent illnesses and minor injuries. Nurse Practitioner-led service, offering examinations, X-rays and acute prescriptions. The nurse can also refer you for specialist treatment. Access: Open 7 days/week (including bank holidays) 08:00 - 20:00. Woking Community Hospital, Heathside Road, Woking, GU22 7HS Telephone: 01483 846209 To use: No appointment needed. Queue system operates. Wait times depend on clinical need and number of patients.
Urgent Treatment Centre (UTC at St Peter's Hospital)	Purpose: For urgent illnesses and injuries. GP-led service for diagnosis and treatment Access: Open 365 days/year 08:00 - 24:00. Rowley Bristow Unit entrance, St Peter's Hospital, Guildford Rd, Chertsey, KT16 0PZ To use: No appointment needed. Queue system operates. Wait times depend on clinical need and number of patients. Referrals made via the NHS 111 service will be offered an arrival time.