

From 1 August 2018 to get an appointment you must be registered at a GP surgery in Tower Hamlets.

To get an appointment with us you must be registered with a Tower Hamlets GP surgery. If you live in Tower Hamlets you should contact your local surgery, or call **NHS 111**, who will book an appointment for you if you need one.



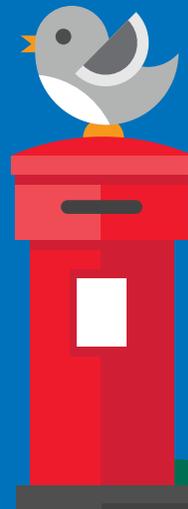
If you do not live in Tower Hamlets and need help or advice, **please call NHS 111.**

If you're not registered with a GP in Tower Hamlets, you can visit the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) to find out how to register and to search for your nearest GP surgery.



If you would like more information on the changes please contact us.

NHS Tower Hamlets Clinical Commissioning Group  
Telephone: **020 3688 2500**  
Email: [thccg.info@nhs.net](mailto:thccg.info@nhs.net)



# Tower Hamlets Walk-in Centre service is changing

**St Andrews and Barkantine Centre**

**From 1 August 2018**



## Why is the walk-in centre changing?

We are working to make urgent and emergency care in Tower Hamlets work better by joining-up all of the different ways and places people get help. We want to make sure that people are seen in the right place, at the right time, by the right people.

We have spent time listening to local residents, and we know that people often find it difficult to know where they should go when they need urgent care. There are too many similar services and many people are confused when they need help.

### Working with patients and our partners in Tower Hamlets and across north east London, we have been looking at ways to:

- Make it easier to find out where to go for treatment using a single phone number – **NHS 111**.
- Help patients 'tell their story once' so they are not passed across organisations several times.

## How can I get an appointment?

You can call your own GP practice or **NHS 111** if you need an appointment.

## When can I get an appointment?

Appointments are available between **8am-8pm** seven days a week.

Please note that the last bookable appointment is at **7:30pm** to ensure you are seen before the service closes.



## Will I still need to queue if I am offered an appointment?

No, your appointment means you should be seen within 30 minutes of your appointment time. Please try to be on time for your appointment as it helps to ensure everyone is seen on time.

If you need to cancel your visit to us, please respond using the text message you were sent to confirm your appointment.

Remember, we can only make an appointment if you're registered with a GP in Tower Hamlets.

## I don't have a GP; how do I get one?

You can register with a GP by going online **www.nhs.uk** and entering your postcode. You will also find lots of useful information and advice on a range of common conditions and illnesses.

## I visit the walk-in centre so they can look after my dressings – where do I go now?

We will still offer this service, through the bookable appointments.



## Helping yourself

The quickest way to get help for many common illnesses such as coughs and colds which can be easily treated, is to visit your local pharmacist. Your pharmacist can offer advice on how to look after yourself at home with rest and over-the-counter treatments. You can also call **NHS 111**, a free 24 hour, seven day-a-week telephone service.

## I'm not sure who I need to see, but I really need some advice

If you don't know whether you need to see a doctor, you can phone **NHS 111**, a free 24 hour, seven day a week telephone service. The service is staffed by doctors and nurses who have access to information on local services.

They can also contact your GP surgery and send them information about the advice or treatment they give you, but only if you are registered with a Tower Hamlets GP surgery. This helps to make sure you do not have to repeat everything if you need follow-up treatment.

If you need help when your GP surgery is closed or if you need urgent medical advice, please call **NHS 111**. A nurse or doctor will offer advice over the phone, and will be able to direct you to the best place for you to receive care. This service is available 24 hours a day, seven days a week.

