

**EVEN WHEN YOUR SURGERY
IS CLOSED YOU ALWAYS
HAVE ACCESS TO GP SERVICES,
24 HOURS A DAY,
7 DAYS A WEEK**



GP 24/7



NHS
Bristol



GP services are available day and night.
If you need to contact a GP after the
normal surgery hours call your GP surgery
to access the out of hours service.

**REMEMBER A&E IS FOR
EMERGENCIES ONLY**

Your local GP should be your first point of contact if you have a health problem you can't treat yourself or is not an emergency. Your GP offers a 24/7 service which is able to offer you treatment, advice and medical care whatever the time of day or night.



Please use your GP services and keep A&E for those who have a real emergency.

How can I access my GP out of hours service?

When the normal daytime surgery hours are over, you can access the GP out of hours service by calling your GP surgery. From here you will be directed to the out of hours service.

What does the service provide?

The out of hours GP service can provide you with medical advice on health issues which require immediate attention and cannot wait until normal GP surgery opening hours.

How do I know if my problem should be treated by my GP or at A&E?

A&E departments treat people for serious injuries and illnesses which require emergency treatment. You should visit A&E or call 999 for emergencies such as severe chest pain, breathing difficulties and heavy loss of blood. If in doubt of which service you should use call your GP or NHS Direct to ask for advice.

What are the benefits of using GP out of hours service?

The GP out of hours service gives you immediate help and advice for medical issues without the discomfort of leaving your home. You can feel confident that your query will be dealt with by an experienced doctor who will visit you at home if the condition is urgent or call an ambulance in an emergency.

I'm not registered with a GP. What do I do?

It is important that you are registered with a GP so you can receive medical help when you need it. If you require help finding a GP surgery in your postcode area contact NHS Direct on **0845 46 47** or visit www.bristol.nhs.uk.

If you need immediate advice and treatment and are not currently registered with a GP, there are two walk-in GP services in Bristol; South Bristol Walk-in Centre at Knowle West Health Park and Broadmead Medical Centre located inside Boots. Your local pharmacy can also give you advice on a wide range of health matters and help you decide whether you need to see a doctor.

GP 24/7

GP, Walk-in Centre, Pharmacy, A&E?

The checklist below will help you decide which health service you should use depending on your medical issue.

For: unconsciousness, severe chest pain or suspected stroke, call 999. For burns, heavy blood loss, broken bones or difficulty breathing go straight to your nearest Emergency Department (A&E)

For: sprains and strains, broken bones, minor head injuries, eye infections. Go to Minor Injury Unit, Southmead Hospital.

For: minor cuts, injury or strain, minor infections, skin complaint or rash, burns. Go to Knowle West Health Park or Bristol Walk-in Centre, 33 Broad Street.

For: infections, concerns during pregnancy, health checks, minor illness, flare up of long standing illnesses, skin complaint. Call your GP Surgery.

For: minor ailments including coughs and colds, stomach upsets, aches and pains, sprains, emergency contraception (free for under 25s). Call NHS Direct on 0845 46 47 or visit www.nhs.uk to find your nearest pharmacy.

For: rashes, abdominal pain, dental, tooth and jaw pain. NHS Direct offers expert health advice day and night every day of the year. Call 0845 46 47 or visit www.nhs.uk

For: everyday illnesses e.g. cold and coughs, sore throat, mild pain. Speak to your pharmacist for advice on the correct medicines to use or go online at www.selfhelpguide.nhs.uk

