Woking Walk-in Centre

Patient information guide

Address:
Woking Hospital, Heathside Road,
Woking GU22 7HS

Opening hours:
Monday to Friday 7am to 7.30pm
Weekends and bank holidays 9am to 7pm

Telephone: 01483 846 209
Welcome

At Woking Walk-in Centre we provide a wide range of services aimed at the treatment of minor injuries and illness, and the improvement of the health and well-being of the local population.

This leaflet is for patients who use Woking Walk-in Centre. It tells you about our services, how to access them and some general information about how the centre operates.

The centre is open Monday to Friday 7am to 7.30pm and weekends and bank holidays 9am to 7pm. X-ray is available Monday to Friday 9am to 4.45pm, Saturday 9am to 12.45pm and Sunday 2pm to 5.45pm.

At Woking Walk-in Centre we ensure that there is no discrimination on the grounds of:

- age;
- sexuality;
- ethnicity;
- disability; or
- any other factor.

We aim to treat all our patients promptly, courteously and in complete confidence.

We feel that it is important that you know who you are speaking to. All our staff:

- wear name badges; and
- identify themselves on the telephone.

For more information on the services provided please see the list overleaf. You can also contact us on 01483 846 209 or NHS Surrey on 01372 201 700.
Services

Services that are available at the centre are:

• abdominal pains - stomach complaints such as indigestion, constipation, vomiting and diarrhoea;
• allergies including hay fever;
• chest infections;
• conjunctivitis and eye problems;
• coughs, colds and flu-like symptoms;
• cuts requiring stitches/glue, wound care and dressings;
• ear and throat infections;
• head injuries with no loss of consciousness;
• minor illnesses (including urinary tract infections);
• minor road traffic injuries;
• minor scalds and burns;
• muscle and joint injuries - strains and sprains;
• sexual health advice including; Chlamydia screening and emergency contraception;
• skin complaints – infections, rashes, sunburn, bites and stings; and
• suspected fractures.

We do not treat the following conditions:

• a life-threatening emergency;
• chemical injuries to the eye;
• chest pain;
• children under the age of two years who need a prescription;
• dental treatment;
• head injuries with loss of consciousness;
• high-impact road traffic injuries;
• overdose of drugs or drinking of chemicals;
• serious medical emergencies;
• severe allergic reaction;
• severe blood loss; and
• severe shortness of breath.

If you arrive at the centre with any of above conditions you will be redirected to a more appropriate NHS service.

Prescriptions

Woking Walk-in Centre does not have an on-site pharmacy. However there are several pharmacies located nearby where patients can have their prescription dispensed. Our receptionists will be able to direct you to the nearest pharmacy.

Out of hours

If you need urgent medical care when the centre is closed, please call 020 8390 9991.

• Symptoms will be assessed over the telephone.
• You will be given appropriate advice and treatment.
• If you need to see a doctor you will be given an appointment at a local clinic.
• Home visits may be offered.

If you simply want medical advice, telephone NHS Direct on 0845 4647 for health information and advice, 24-hours a day, or visit their website www.nhsdirect.nhs.uk.

NHS Direct provides a confidential interpreter service in many other languages. For deaf people and those hard of hearing, a text phone service is available on 0845 606 4647.

Specialist care

If a clinician or another member of our healthcare team believes that you require specialist emergency care elsewhere safe transfer will be arranged.

Accident and Emergency / 999

If anyone experiences severe chest pain, loss of blood or broken bones, they should attend their nearest Accident and Emergency (A&E) department or call 999. A&E departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.
Other local NHS services
As well as our centre there are many other local NHS services you can contact for health advice, information and treatment. Before you do, remember that you can treat many minor ailments such as indigestion, colds and coughs by keeping a well-stocked medicine cabinet at home.

We suggest you keep the following:
• a selection of plasters, non-absorbent cotton wool, elastic bandages and dressings;
• a thermometer;
• anti-diarrhoeal medicines;
• mild laxatives;
• paracetamol and aspirin (children under 16 and people with asthma should not take aspirin);
• rehydration mixture;
• indigestion remedy (for example, antacids);
• sunburn treatment (for example calamine);
• sunscreen - SPF15 or higher;
• travel sickness tablets; and
• tweezers and sharp scissors.

Remember
• Keep the medicine chest in a secure, locked place out of reach of small children.
• Always read the instructions and use the suggested dose.
• Watch expiry dates - don’t keep or use medicines past their sell-by date.
• Take all unwanted and out-of-date medicines back to the pharmacy.

Your local pharmacist
Your local pharmacist will be able to give you free health advice at any time – you don’t need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct on 0845 4647 4647 for details.

Your local NHS
The area covered by Woking Walk-in Centre is served by NHS Surrey.

NHS Surrey is responsible for ensuring you get all the services you need. For details of all services available from the NHS in your area please visit www.surreyhealth.nhs.uk or for further information visit www.nhs.uk.

Patients with special needs
The centre is fully compliant with the Equality Act and has wheelchair access throughout. We also have parking spaces which are reserved for patients displaying a disabled badge.

Facilities are available for the deaf.

This patient information guide is available in:
• Braille;
• on disk; or
• in large print.

If you require help when visiting the centre, please call us on 01483 846 209.

Non-English speaking patients
Copies of this guide are available in other languages. Please contact us either by phone or at the address overleaf to tell us which language you would like a copy of the guide in.

Please inform us in advance if an interpreter is required. We can arrange interpretation in person or by telephone.
Bringing someone with you to your appointment

If you would like to have someone else with you during the appointment you can request a chaperone. This can be a trained member of our staff, or a friend or relative who is over 18 years old. Please let us know before your appointment if you would like to bring a chaperone.

A clinician will decide whether or not it is appropriate for a relative, or friend to attend as a chaperone. They may also ask for a member of staff to also be present.

Telling us what you think

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints.

If you have a complaint, the first step is to talk to a member of staff who hopefully will be able to resolve the matter quickly and to your satisfaction. However, if you would prefer to talk to someone outside the department, please contact the Patient Advice and Liaison Service (PALS) on 01372 201 759 who can often help resolve any problems before they become formal complaints.

Patient confidentiality

All patient records are confidential.

The NHS keeps accurate and up-to-date records about your health and treatment so that those providing treatment can give the best possible advice and care. By law, you have the right to request access to your health records and to know what information we hold about you. Please contact us if this access is required. Please ask the staff at the practice for more information.

Sometimes the law requires us to pass on information, for example infectious disease carriers that may endanger the safety of others. We will pass on specific information only if there is a genuine clinical need for it. Anyone who receives information from us is also under a legal duty to keep it confidential.

Our commitment to you

You, the patient, have a right to expect a high standard of medical care from the services we provide. We will try at all times to provide the very best care possible.

We aim to treat you courteously at all times and expect you to treat our staff in a similarly respectful way. We take any threatening, abusive or violent behaviour towards any of our staff and patients, very seriously. If you are violent or abusive, you will be asked to stop your behaviour. If you persist, we may use our right to take action to have you removed, immediately if necessary, from our premises.

Who runs the centre?

The service is provided by Virgin Care, which is a leading healthcare provider. Woking Walk-in Centre provides NHS services, which are free to all patients in Surrey.

For further information about Virgin Care please visit www.virgincare.co.uk.
How to find us

By car

From the north
Head south on the A320 towards Woking. Continue on A320 and go straight over the roundabouts until you bear left on Victoria Way A320 and then bear right keeping on A320. Take the first left onto Heathside Road, follow the signs for Woking Community Hospital and turn right off of the main road and the left into the hospital and the Walk-in Centre.

From the south
Head north on the A320 towards Woking. Continue on the A320 and go straight over the roundabouts until you get to Hill View Road. Turn right on to Hill View Road and continue until the junction and turn left on to White Rose Lane. Take the first left on to Heathside Road, following the signs to Woking Community Hospital.

Parking
0 – 1 hour £1.00
1 – 2 hours £1.50
2 – 3 hours £2.00
3 – 4 hours £3.50
Over 4 hours £15.00

By bus
Various buses stop very close to the Walk-in Centre and surrounding area. The following bus routes stop closest to Woking Hospital: 34, 437, 548, 462 and 463.

By train
The closest train station to the Walk-in Centre is Woking. The train station is approximately one mile away from the centre.

For further travel information you can visit the Surrey County Council website at: www.surreycc.gov.uk/roads-and-transport.
Contacting us
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Woking Hospital
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Woking GU22 7HS

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Out of hours
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Other local NHS services
Call NHS Direct on 0845 4647 – for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Alternatively, log on to www.nhsdirect.nhs.uk.

Your local pharmacist will be able to give you free health advice and you don’t need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS direct on 0845 4647.

NHS Surrey is responsible for ensuring you get all the services you need. For details call: 01483 782 334.

Additional information guide formats
All patient information guides are available in other languages, in Braille, on disk and in large print. Please contact us stating the format required.

www.virgincare.co.uk
*Providing care good enough for our own families.