

## Urgent care ... What to access and when!!



You're feeling unwell and feel you need to see a doctor ... but what do you do? Who do you call? What time of the day is it and who or what is open??

Accessing medical care in the most appropriate setting to meet your needs can be confusing especially now as there are so many options.

Standing in front of WUTH (*the hospital previously known as Arrowe Park Hospital!*), there are a number of front doors, from Walk in Centre, All Day Health Centre, Lloyds Pharmacy, A/E and the main entrance... so which do you choose??

In fact before you even get there, consider what the problem is and can you manage it yourself, **self-care**, or can your local Pharmacist manage it, **Think Pharmacy**. For common ailments such as viral illness, coughs and colds etc self-care is often sufficient. Pharmacists can offer great advice and the Think Pharmacy scheme, means you can now have prescriptions for certain conditions without seeing your GP.

**Out of hours differs slightly but again the same approach should be taken....to use the service which is most suitable to your needs !..**

NHS 111 launched in Wirral at the beginning of October and **111** is the phone number to call for non-emergency conditions out of hours. You will be directed to the service most appropriate to meet your needs. This may be self-care, pharmacy, walk in centre for nurse review or GP out of hours.

The service which attracts a lot of media attention and which is sometimes used and accessed when one of the above services may be more suitable is.....A/E...

A/E is not for “Anything and Everything”.

Now referred to as ED : Emergency Department, this is exactly what it is for.....Emergencies!

Please think about the complaint or illness which you have and whether ED is most suitable or whether you could be seen elsewhere.

Our aim is to make your experience of accessing medical services, especially across the urgent care, as smooth as possible. You can help in this process by choosing wisely and considering all of the options.

***Dr Paula Cowan, Urgent Care Lead Wirral CCG***

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