

**Call us first for
advice!**

**Ring us on 01883 734000
Your request will be reviewed
by a doctor and you will be
given medical advice and if
necessary an urgent
appointment.**

**Oxted Health Centre
10 Gresham Road
Oxted
Surrey RH8 0BQ**

**Our phone lines are open between 8:30 am
and 6.30pm Monday to Friday.**

Useful Contact Details

Out of Hours Doctor call free on 111

Caterham Dene Community Hospital NHS
Minor Injuries Unit
Church Road
Caterham
CR3 5RA
OPEN 9am - 8pm, 7 days a week
01883 837500

Your nearest A+E is:

East Surrey Hospital Emergency Department
East Surrey Hospital
Canada Drive
Redhill
RH1 5RH
01737 768 511

There are many local volunteer organisations that can help with issues around day to day living and transport.

Age Concern Caterham 01883 344307

Further useful information:
www.patient.co.uk or www.nhs.uk

**Not feeling
well??**



How to get help !

Know what services your GP provides

Feeling unwell? This leaflet will help you make an informed decision about whom to contact.

Our local A&E department at East Surrey Hospital is being used inappropriately by some patients. If you are feeling ill please try and talk to us first. We have access to your full medical history and will always try to get you appropriate support and treatment.

Access to a GP at the surgery can be made by a pre-bookable routine appointment. We also have appointments each day for medical emergencies.

If you need urgent medical advice ring us. Your request will be dealt with by a doctor and you will be given medical advice or an urgent appointment if necessary. We also offer pre bookable appointments outside our normal hours—please enquire at reception.

GPs can do home visits to housebound patients when necessary. These should be requested in the morning before 10.00am.

Outside surgery working hours, you can ring **111** to obtain medical advice or contact with a doctor.

Many conditions can be managed through self care

Try and make sure that you understand any medical condition that you have and ask your GP to explain to you what to do if you feel unwell. Make sure you know who to contact if you need help or advice about your condition.

Try not to panic if you feel unwell - ring us and ask us for advice.

Always make sure you have an adequate supply of any medication you are taking and that you know how and when to take it.

Ask for help and support from local volunteer organisations.

You may be able to seek advice from your local pharmacist or dentist.

However, If common symptoms become persistent or worsen then contact your GP for further advice.

Go to A+E if you are seriously ill or badly injured. Call 999 if suffering from a potentially life-threatening emergency.

Symptoms that may require attendance at A&E

Severe chest pains

Uncontrollable bleeding

Serious injury suggesting fracture to bones

Severe breathlessness

Severe allergic reactions

Serious falls

Severe pain

Unconsciousness

Burns

Fits or seizures

Symptoms suggestive of stroke:

F- Face (fallen to one side?)

A- Arms (weak?)

S- Speech (slurred?)

T- Time (999 ASAP)

HELP US TO MAKE OUR LOCAL A+E AT EAST SURREY HOSPITAL MORE EFFICIENT