

Our Urgent Care Centre specialist teams are here when you need help, advice and treatment for most common injuries and illnesses that are urgent but not life threatening.

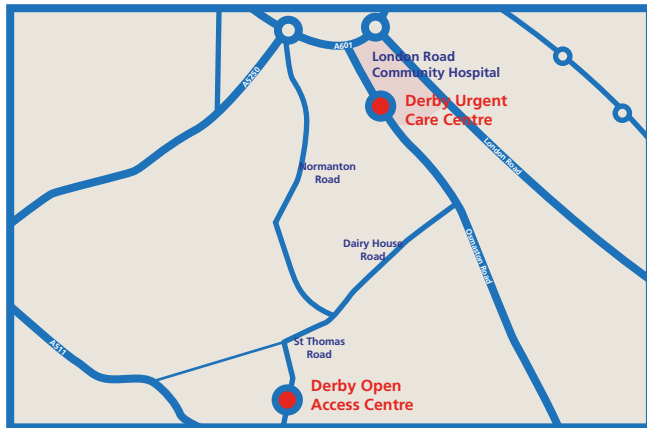
There's no need to book an appointment, just come along to your nearest centre and you will be seen by one of our urgent care clinicians.



If in doubt call 111 or, in an emergency, dial 999 and ask for an ambulance.

How to find us

Derby Urgent Care Centre
Entrance C, London Road Community Hospital,
Osmaston Road, Derby, DE1 2GD
01332 224 700



For more information on how to find us:
Call: 01332 224 700
Email: Derby.UCC@nhs.net
www.onemedicalgroup.co.uk/derbyucc



Support & Advice Hubs

What is a Support & Advice Hub?

A Support & Advice Hub is a dedicated area of our centre which is open to the public looking for help and advice on how to manage their health and wellbeing. Whether you're looking for information on a specific health concern or just looking for tips and advice on improving your lifestyle a Patient Advisor will be on hand to assist. Our team can also signpost you to local support groups, support sessions, drop-ins and services available in your community, helping you to make small changes that will have a big impact on your general health.

Where can I find a Support & Advice Hub?

There are currently two Support & Advice Hubs in Derby. The first is based at Derby Urgent Care Centre and the other at St Thomas Road Surgery.

St Thomas Road Surgery
(formerly Derby Open Access Centre)
Lister House
St Thomas Road
Derby
DE23 8RJ



Welcome to Derby Urgent Care Centre and Support & Advice Hub

Open 8.00am-8.00pm, 365 days a year

Patients First
Innovation
Commitment
Professionalism
Positive Relationships

We can help you with:

- Sprains and strains
- Minor burns and scalds
- Minor head and eye injuries
- Bites and stings
- Persistent coughs
- Severe sore throats
- Rashes
- Infections
- Sudden worsening of long term conditions

There are a number of ways you can find out if this service is right for you.

You can...



WALK IN



CALL NHS 111 FOR ADVICE



TALK TO YOUR SURGERY



VISIT OUR SUPPORT & ADVICE HUB

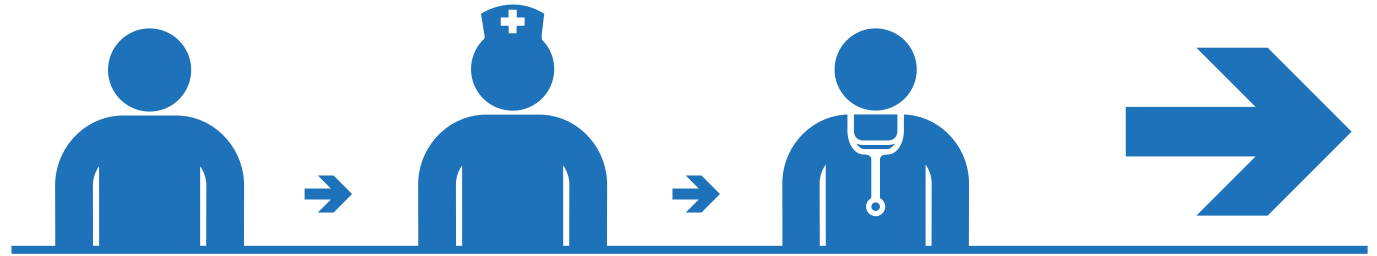


USE OUR ONLINE SYMPTOM CHECKER



OR JUST GIVE US A CALL ON 01332 224 700

What to expect...



Check In

You will be greeted by a member of our clinical team who will assess your symptoms and direct you to the correct place for assessment or advice.

Assessment

If you are assessed as requiring further medical attention you will be seen by our Triage Nurses who will assess the urgency of your illness or injury or offer self care advice.

Treatment

If you require treatment you will be seen by one of our unscheduled care clinicians. You may need to undergo diagnostic tests at this stage to help us better understand your illness or injury.

Outcome

When you are ready to leave we will ensure you are provided with aftercare information and a copy of your notes.



If we assess that you could be treated more appropriately by another service you will be seen by a Patient Adviser in our Support & Advice Hub who will discuss your care options with you.