Seeking Help from Oakham Medical Practice

**Acute Care**

We are not a walk in or emergency service other than for **Minor injuries**, which is sited at the **Rutland Memorial Hospital –** *for minor injuries less than 72 hrs old.*

Please use alternative services such as – **111, Urgent Care Centres (Corby), 999 or A&E Departments (if medically appropriate) and local Pharmacists** for over-the-counter medications and some minor ailments.

**Crisis numbers for Mental Health: Adults**  **01162953060**

**Children 01162950485**

**Direct access services: Vita Minds (counselling) 03300945595 Physiotherapy 03003000046**

**Drug and Alcohol advice: Turning point 03303036000**

**Primary Care Services**

Oakham Medical Practice provides on the day and routine care for Oakham Medical Practice patients only. **We are not a walk-in or emergency/urgent care service.**

**Please contact us by phone if you think you have a problem that needs help today**

If you have a non-urgent or routine problem, please consider the following forms of contacting us via our website – **oakhammedicalpractice.co.uk**

**Online Services**: Register online to book appointments, order medication and see your results

**Online Consultation:** via the website “Contact us button” which can be completed by anyone on behalf of a patient and will be reviewed and triaged within 3 working days to the most appropriate member of staff

**Online Forms via the website**: these can be used to order prescription, register online, make complaints, ask a question and will be responded to by the most appropriate member of our team

**Rutland Based Care**

Much of our care is done with or by our partners in Rutland- for information on their services please visit the following websites or call Rutland County Council directly if it relates to social care

**Rutland Health Website: rutlandhealth.co.uk**

**Rutland County Council:** **rutland.gov.uk**

**01572722577**

**Secondary Care**

Once you have been referred to secondary care, usually Peterborough City Hospital or University Hospitals Leicester, you will need to contact the hospital directly to discuss appointments and results organised by your secondary care team. We cannot rearrange appointments or interpret results for you.

Please contact your secondary care team directly via the hospital switchboards or via the Patient Liaison teams for further help on the following numbers

**Peterborough City Hospital:** **Switchboard 01733678000**

**Patient Liaison 01733673405**

**University Hospitals Leicester:** **Switchboard 03003031573**

**Patient Liaison 08081788337**

*For Peterborough patients, please be aware our blood result system does not link with theirs so you will need to take any blood tests forms to Stamford Hospital Walk-in blood taking service rather than booking at Oakham Medical Practice*