

Practice Leaflet - Information for Patients

Accredited RCGP Research Ready[®] practice in conjunction with NIHR www.bepartofresearch.nihr.ac.uk

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Doctors

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Dr Janet August (f) MBBS (London 1998) BSc (Hons) MRCGP

Nursing

Victoria Astley (Nurse)
Becca Windscheffel (Nurse)
Alice Sercombe (Nurse)
Jennifer Nornoo (Nurse)
Katie Forshaw (GP Assistant)
Sharnie Dix (Healthcare Assistant)

Management

Christina Fielding (Business)
Karen Holland (Operations)
Oliver Tyrrell (IT)

Advanced Nurse Practitioner

Hayden Marriott BSc (Hons) Nursing 1993, BSc (Hons) Advanced Nursing Practice (2006) Practice Diploma in Primary Care Mental Health (2021)

General Information (pages 2-3)

- Opening times
- Website information and how to book appointments online
- How to make an appointment
- Change of address/contact details
- Cancellations (doctor/nurse appointments)
- Appointment reminder service (text messages)
- Test results
- Ordering repeat prescriptions
- Temporary residents
- UEA Staff and visitors
- International visitors and relatives
- Language translation service

Doctor Services (page 3)

- Doctor appointments
- Telephone and video consultation appointments
- Urgent doctor (same day clinic)
- Chaperones
- Doctors' secretaries
- Emergencies and home visits
- Out of hours service

Nursing Services/General Services (pages 4-7)

- Nurse appointments
- Cervical screening (smear tests)
- Travel clinics
- Sexual health services
- Other services/clinics (physio, dietician, mental health etc)
- Feeling unwell & not sure where to go?
- Midwife
- Health visitor
- Childhood/baby immunisations
- Adult immunisations
- Alcohol and drug support
- Stress, where to get advice/support

Miscellaneous (pages 7-8)

- Medical examinations (non-NHS services)
- Medical certificates (absence from class 7+ days)
- Illness during exams - how to get a certificate
- Dental services
- Research Practice
- Opticians
- Confidentiality
- Practice information
- Freedom of information
- Zero tolerance
- How to make a complaint/suggestion

General Information

The Medical Centre is a two storey purpose built accommodation and provides easy access for wheelchair users. Toilet facilities and disabled toilet facilities are located on both the ground and upper level of the building which can be accessed by a lift. Portable hearing loop available. The University Dental Service is located on the upper level.

Opening Times

Monday-Friday 08:30-18:30, Saturday *08:30-12:30 (**prebooked appointments only*), Sunday closed.

Appointments

For appointments and general enquiries phone: 01603 251600 or book online via our website to the NHS App.

Website & Online Appointment Booking System

The practice website offers a variety of leaflets & general health information, available in a number of different languages. GP appointments can be booked via the NHS App www.nhs.uk/nhsapp which you can download to your smartphone or tablet device. The NHS app can be used to book appointments, request repeat prescriptions and access general health information.

Consultation Appointments

You can book a face-to-face or telephone consultation with a doctor or a nurse. When you call to make an appointment, please discuss with the member of staff the type of appointment you would prefer and the most suitable consultation method will be made.

Change of Address or other details

To keep your records up to date and to ensure that you receive prompt medical attention should you require it, it is essential that you inform us of any changes to your contact details. This can be done at reception or via our website.

Cancellations

If you cannot attend your appointment please let us know as soon as possible. Even on the day of the appointment it can usually be offered to someone else. You can do this by calling 01603 251600, online via the NHS App or by replying to the text reminder.

Test Results

We will send you an email if there is an abnormal result that requires action. Therefore please **MAKE SURE WE HAVE YOUR CORRECT EMAIL ADDRESS** and check your email regularly, even during holidays. We use UEA addresses for staff and students. **Normal results are not usually emailed with the exception of sexual health or radiological results.**

Appointment Reminder Service

We operate a system of appointment reminders via mobile text message. If you wish to be excluded from this service, please let reception know otherwise you will automatically be included in this service if you have given us your mobile number.

Repeat Prescriptions & Electronic Prescribing (*EPS)

Patients are required to speak to a doctor the first time a prescription for long-term medication is requested.

Thereafter, if it is appropriate for you to receive repeat prescriptions, the following points should be noted:

- You should request a repeat prescription approx 10 days before you run (in case an appointment is required)
- It can take up to 5 working days for the repeat prescription to be processed (depending on when you request it)
- You will be required to speak to a clinician from time to time to review your condition and medications
- Prescription requests must be in writing. You can order via our website, via email, in person or via the NHS app.

**EPS means you can ask for your regular prescriptions to be sent electronically to a pharmacy of your choice anywhere in the country. Just ask at reception for more details of how to do this.*

Temporary Residents

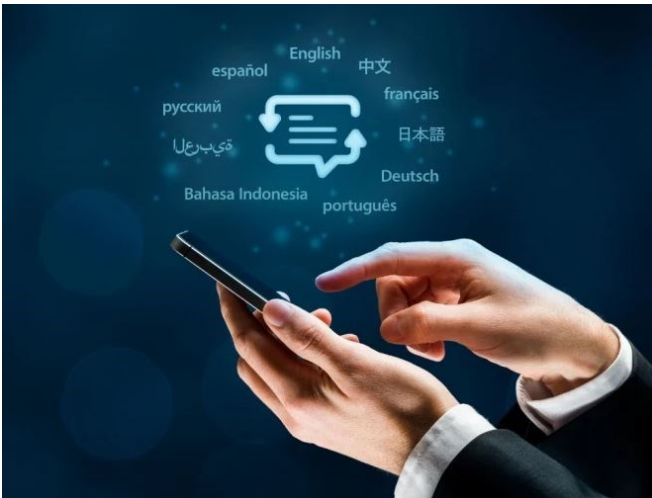
Students or visitors to the UEA who intend to stay for less than 3 months cannot register fully at the Medical Centre but may be eligible to be seen as a temporary resident if urgent medical attention is needed.

UEA Staff & Visitors

UEA staff who are not registered at the Medical Centre and people visiting or working at the UEA on a daily basis, can be offered emergency treatment only at the Medical Centre.

International Visitors & Relatives

International students with accompanying family, who are here for more than 6 months are entitled to free medical treatment under the NHS, although charges will be made for prescriptions, spectacles etc. There is a basic fee for dental treatment plus other charges depending on the treatment received. Hospitals may charge for treating non-urgent and longstanding medical problems. If you are residing in the UK for less than 6 months you may not be eligible for NHS care. We would be able to see you as a short stay patient only - visit our website for details.



Language Translation Service

We are able to offer a language translation service for patients who speak little English. The translation is done over the phone in a 3-way conversation between you, the person you have booked your appointment with and the translator. ALL INFORMATION IS CONFIDENTIAL. If you feel you would need this service at your appointment, please let the receptionist know which language you require and ask for a longer appointment. If you would like to bring a relative or friend with you for support, please do so.

Doctor Services

Doctor Appointments

All routine appointments (face to face, telephone) are booked at 10 minute intervals. In special circumstances longer appointments may be available. Please tell the receptionist if you think you need a longer minute appointment. *Please note: unfortunately we can not guarantee that you will always be able to see your doctor of choice as most of our doctors work part-time.*

Urgent Clinician

This service is for URGENT medical problems - problems that cannot wait for the next available routine appointment. Only the urgent problem will be dealt with during the consultation and any other issues will need a separate routine appointment. If you feel you need to speak to the urgent clinician, please let reception know and this will be via telephone triage in the first instance. Occasionally the urgent clinician may also be called out in an emergency increasing the waiting time to be seen.

Chaperones

All patients are entitled to have a chaperone present for any consultation. If you would like a chaperone, please let the receptionist know when you book your appointment or speak to the clinician during your consultation.

Medical Emergencies

Emergency services (fire, ambulance, police) telephone: **999**

In an URGENT situation between 08:30-18:30 help can be summoned by ringing 01603 251600.

Home Visits

Please try and attend the Medical Centre where possible. Urgent daytime home visits are possible - these are organised at the request of the clinician if deemed appropriate. Visit may be from another health professional from the PCN Home Visiting Team

Out of Hours

Telephone: **111**

This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. When the practice is closed, please ring this number for advice. You can find out more about 111 by visiting www.nhs.uk/111

A&E at the hospital is for Accidents and Emergencies only.

Out of Hours Mental Health Support

Telephone: **111 (option 2)**

This is a free NHS helpline for people of all ages in Norfolk and Suffolk who need urgent mental health support. The helpline is available all day, every day.

Nurse Clinics

Health Care Assistant (HCA) & GP Assistant (GPA) Clinics

Available most weekdays, by booked appointment. These clinic are appropriate for;

- Wound dressings
- Suture removal
- ECGs
- Clip removal
- Blood pressure checks
- Height/weight checks
- Health checks*
- Disease monitoring checks
- Blood taking

**All our patients are eligible to have a free NHS health check (height, weight, blood pressure, discuss family history etc... If you would like one, please tell the receptionist*

Nurse Appointments A

Available most weekdays, by booked appointment. This clinics is appropriate for;

- Wound dressings
- Contraceptive pill repeats
- Hayfever
- Routine immunisations
- Contraceptive injection repeats
- Cuts and grazes
- Burns and scalds
- Cystitis (UTIs)
- Thrush etc
- Sore throats/colds and flu
- Emergency contraception
- General advice

Cervical Smear Clinics

Available most weeks. All sexually active women between the ages of 25 – 50 years are encouraged to have cervical smears every 3 years and 5 yearly between ages of 50 - 64. Cervical smears are not routinely offered to women under 25.

Respiratory Clinics

This service is available throughout the week, by booked appointment. We offer asthma support, guidance, inhaler technique training, peak-flow reviews, medication reviews and all care associated to help manage your condition. We also run regular Spirometry clinics - this service is accessed via GP referral.

Travel Clinics

Patients are seen by appointment only. These clinics are held throughout the week and provide information and advice covering all aspects of travel abroad. The practice is a Registered Yellow Fever Centre and can provide all your travel vaccinations and other travel requirements. You do not have to be registered at the practice to use this service. **You should book an appointment 6 - 8 weeks before travelling.** First appointments are 30 minutes, subsequent appointments are usually 15 minutes. Some vaccine costs are not covered by the NHS.

A Guide to Sexual Health & NHS Services

NURSE B CLINIC: This service is available most days to all registered patients. Our sexual health nurses are specially trained to provide expert advice, support and screening for sexually transmitted infections (STIs). *Please note: Men with symptoms of an STI will need to contact [iCash](#).* If you do not have any symptoms and would just like routine screening, you can pick up a DIY (do it yourself) kit from reception. All our services are confidential, non-judgemental and open to all. Clinics operate during the week, various days/mornings/afternoons. Pre-booked appointments only, no drop ins. We can provide;

- Contraceptive advice
- Contraception – all methods
- Emergency contraception
- Cervical screening
- Chlamydia & Gonorrhoea testing
- HIV testing and advice
- Safer sex advice
- Support for any other issues related to sexual health
- C-card issue point
- Treatment/support/advice for STIs
- Hepatitis B vaccination (for men who have sex with men or 'at risk' patients)
- Testing for most sexually transmitted infections and guidance for those requiring further testing (*men with symptoms of an STI will need to contact [iCash](#)*)

Sexually Transmitted Infections (STIs)

STIs are very common and increasing in incidence. Use of condoms greatly reduces the risk of infection however, most infections are easily treated. Our doctors and nurses can provide assessment and advice in complete confidence or you can self refer to: iCash (contraception & sexual health clinic - Norfolk), 1a Oak Street, Norwich, NR3 3AE. Tel: 0300 300 3030 Website: www.icash.nhs.uk



A quick guide to contraception and our sexual health services (Nurse B clinic)

This gives you a brief summary of the methods of contraception available to you at the Medical Centre. Make an appointment in the **Nurse B Clinic** for help in choosing which method is right for you. **Contraception aims to prevent unwanted pregnancy. There are hormonal and non-hormonal methods available. All methods of contraception listed are very effective if used carefully.**

Combined pills (COC)

More than 99% effective if used properly. Useful for young healthy women, but unsuitable for those with conditions such as high blood pressure and women over 35 who smoke.

Progesterone only pills (POP)

Over 99% effective when used correctly. Suitable for women who do not want, or cannot take oestrogen.

Contraceptive Injections

More than 99% effective. Contains a progesterone hormone that slowly releases into the body. Useful if you forget to take pills!

Diaphragms/Caps

92-96% effective. A device made of thin, soft rubber which is inserted into the vagina to cover the cervix. They act as a barrier to sperm.

Implants

Over 99% effective. An implant is a small flexible rod placed under the skin. Contains a progesterone hormone which is slowly released into the body. Each one lasts 3 years and is easily reversible. Useful if you forget to take pills!

Condoms

When used very carefully, they can be up to 98% effective, but accidents and careless use can result in pregnancy. Also offers protection against sexually transmitted infections.

Intrauterine Device/IUD (coil)

Over 98% effective. A small plastic and copper device which is fitted into the womb by your doctor. Can be left for 5 to 10 years, depending on type.

Intrauterine Systems/IUS

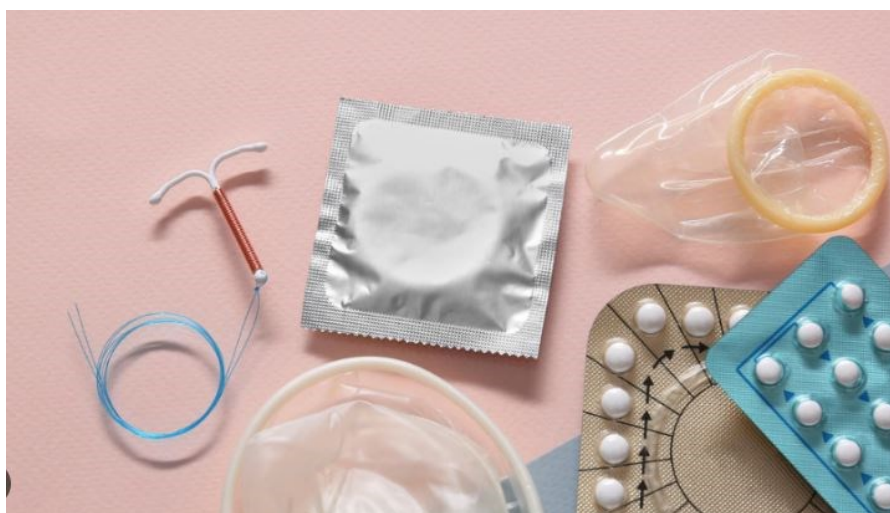
Over 99% effective. A small plastic device which contains progesterone and is fitted into the womb by your doctor. Lasts up to 5 years.

C-Card Lite point

If you are aged between 13-24 years old, then you are eligible to sign up to the c-card lite scheme to obtain free condoms, information and advice! Visit our website or ask at reception for further details.

Emergency Contraception

If you have had sex without using contraception or you think your method may have failed, you should attend the Medical Centre as soon as possible. If we are closed, you can contact NHS Out of Hours by phoning 111, or consult a pharmacy. ****Treatment must start as soon as possible** Usually up to 72 hours for the emergency pill, and up to 5 days for an IUD. It does not always prevent pregnancy.**



Other Services

As well as our doctor and nursing clinics, we also have other services inhouse. Some are self-referral, others via GP referral. To book/find out more, give us a call.

- Pharmacist (ideal for medication reviews)
- Physiotherapist (self referral)
- Social Prescriber (GP referral)
- Dietician (GP referral)
- Mental Health Nurse (GP referral)

Mother & Child Services

Midwife

Local midwives provide full maternity services including ante-natal and post-natal care. Please leave a message by ringing: 01603 481222

Health Visitors

Health visitors are registered nurses with further training in family relationships and human development, whose aim is to promote good health. Health visitors can give you information about caring for your children and particularly, your baby's diet and nutrition, accident prevention and safety in the home. The Health Visitor can be contacted by ringing telephone: 0300 300 0123

Childhood Immunisations

It is recommended that all children receive immunisation against certain diseases (unless there are specific reasons against doing so). A list of these immunisations is recorded in the 'Child's Personal Health Record' (the red book given to all new parents by the health visitor).

Parents: When you first register your children it would be very helpful if you could bring a list of the vaccines your children have already received. The doctor or the health visitor would be pleased to discuss immunisations.

Adult Immunisations

Flu Immunisation

Every autumn/winter we offer the seasonal flu vaccination to patients considered 'at risk'. You can get the flu vaccine if you are over 65 years of age, have certain long term health conditions, are pregnant, carer. We will contact you if you are eligible for one. If you are newly registered or feel you are eligible and have not yet been invited, please call us to discuss your eligibility. www.nhs.uk/vaccinations/flu-vaccine

Pneumococcal Immunisation

We offer pneumococcal vaccinations to patients 'at risk' such as babies, people aged 65 and over and those with specific health conditions such as heart disease, HIV, diabetes, CKD, COPD... We will contact you if you are eligible for one. If you are newly registered or feel you are eligible and have not yet been invited, please call us to discuss your eligibility. www.nhs.uk/vaccinations/pneumococcal-vaccine

Meningitis ACW+Y Immunisation

Students at university are at increased risk of meningitis. If you have not already received this vaccination and are living on campus, you can book an appointment or you may be offered it when attending the medical centre. Available free to anyone under the age of 25.

MMR (Measles, Mumps, Rubella) Immunisation

Students at university are at increased risk of measles, mumps and rubella. If you have not already received this vaccination and are living on campus, you can book an appointment or you may be offered it when attending the medical centre. Free for any age.



Other NHS Immunisations

We also offer other NHS immunisations such as Shingles, Tetanus, RSV etc. These are offered according to NHS criteria. Some are via a patient recall (direct invite to book), others may be offered opportunistically if needed, as part of travel or boosters programme.

Alcohol & Drug Abuse

Some students find they have developed problems with alcohol or drugs and are uncertain where to go for help. Our doctors and nurses offer non-judgemental support and information.

Stress

Life at the university has many new challenges and while this can be exciting and enjoyable it can also be stressful. Many students find that they have times when it is difficult to cope. Support is available but only if you tell someone you are struggling. UEA Student Services provide counselling and mental health advice to students without referral from the Medical Centre. To arrange an appointment please telephone: (01603) 592761. Our doctors and nurses are experienced in helping students through difficult periods. If you have a problem concerning yourself or a friend, please ask to see one of the nurses or make a doctors appointment. **All contact with us is confidential.**

Non-NHS Examinations (Medical)

Certificated medical forms (eg; if you are planning to spend a year abroad, or you are going to work in Camp America, undertake a particular sport or need 'fitness for work' confirmation etc...) are not covered under NHS funding, therefore a fee will be charged to cover the appointment and administration of the requested documentation. The fee is refundable if you give us at least 48 hours notice of cancellation.

Medical Certificates

We produce medical certificates to provide evidence in support of students requiring extensions or who have extenuating circumstances (EC). An EC is a medical factor outside the student's control which affects an assessment such as; coursework, written assignments, dissertation, project or presentation. For further information www.umsuea.co.uk/reports-and-certificates

Certificates are not guaranteed, can only be done if there is sufficient evidence that health issues are likely to have affected studies and will not be done during an appointment. We only accept medical certificate request via our online form www.umsuea.co.uk/medical-certificate-request-form. Your request will be reviewed and actioned accordingly - you will receive an email advising the outcome of your request.

Illness during exams

During exam times a different system applies. If you miss an exam or course test, you should seek prompt advice from the Medical Centre on the day of your exam, if you are likely to need a certificate.

Dental Services

An NHS Dental Practice is located upstairs in the Medical Centre.

Telephone: 01603 592173 / Internal ext: 2173

Email: dentalenquiries@uea.ac.uk / Website: www.nhs.uk/services/dentist/uea-dental-practice/V000835



Research Accredited Practice

We are a research practice, accredited by and operate in conjunction with the [RCGP](#) and [NHIR](#). Through research we can find ways to improve prevention, diagnosis, care and treatments. All projects we are taking part in are advertised on our website. If you want to take part in any, have a look and sign up! We may contact you from time to time with projects relevant to you.

Patient Participation Group (PPG) - We need you!

Do you want to help shape and improve health services in your local community? Do you have any ideas how we can improve? The practice is always looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered. No time for meetings? Don't worry! Our PPG is virtual. We will occasionally send you emails asking for your opinion on a range of topics. For more info www.umsuea.co.uk/practice-information/patient-participation-group-about

Confidentiality, Data Protection & Freedom of Information

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR) 2018. Our Fair Processing/Privacy Notice explains why we collect information about you and how that information may be used to deliver care and manage the local health and social care system.

The notice reflects;

- What information we collect about you
- How we retain your information and keep it secure
- How and why we use that information
- Who we are your information with and why

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and who to seek advise and support if you feel that your information has not been used appropriately. This practice is compliant with the Freedom Of Information Act. For further details on confidentiality, data protection and freedom of information, please visit our website www.umsuea.co.uk/practice-information



Zero Tolerance

This practice operates a zero tolerance policy. Please treat ALL staff with courtesy and respect. If a patient is violent and/or abusive, we reserve the right to ask them to leave the premises and to remove their name from our patient list.

PMS Practice

This is a PMS practice which stands for 'Personalised Medical Services'. This means we are able to flex the services we provide to suit the needs of the people on our list.






Suggestions & Complaints

We are committed to providing the best possible service to our patients. We are always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers. Visit: www.umsuea.co.uk/contact Thank you for registering with this practice.





UEA Medical Centre

Useful Telephone/Contact Details














University

UEA Medical Centre		01603 251600
UEA Dental Department		01603 592173
UEA Midwife (Medicom)		01603 481222
UEA Student Services		01603 592761 (internal ext 2761)
UEA Nightline		01603 503504 Text: 0779 4924 366

Hospitals

Norfolk & Norwich (NNUH)		01603 286286
Norwich Community Hospital (NCH)		01603 776776
Norfolk Mental Health Care Trust		01603 421421
SPIRE (Private)		01603 456181

Other

Contraception & Sexual Health Clinic (iCASH)		0300 300 3030
Change Grow Live (Drugs/Alcohol)		01603 514096
Eating Matters		01603 767062
FRANK (Drugs helpline)		0300 123 6600
		frank@talktofrank.com www.talktofrank.com
Norwich Samaritans		116 123 (free to call)
		jo@samaritans.org
Norwich Police - Non Emergency		101
Norwich Police - Emergency		999
Norwich Walk-in NHS Centre		01603 677500
Mancroft Advice Project (MAP)		01603 766994
Sue Lambert Trust (sexual assault/abuse)		01603 622406
Relate Norfolk (Counselling Services)		01603 625333

Feeling unwell? Not sure what to do or where to go?

These days there are lots of choices within the NHS. Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time. To help you decide, we have devised a list of services available:

The infographic is a horizontal bar divided into six colored sections, each representing a different NHS service. From left to right: 1. Light blue section: 'Self-care' with a house icon. 2. Light green section: 'NHS 111' with a smartphone icon. 3. Green section: 'Pharmacist' with an icon of two pharmacists. 4. Yellow section: 'GP (Doctor)' with an icon of two doctors. 5. Orange section: 'NHS Walk-in Services' with a red cross icon. 6. Red section: 'A&E or 999' with a grey hospital building icon. The NHS logo is in the top right corner.

Service	Common Conditions
Self-care	Hangover, Grazed knee, Sore throat, Cough
NHS 111	Unsure? Confused? Need help?
Pharmacist	Diarrhoea, Runny Nose, Painful cough, Headache
GP (Doctor)	Unwell, Vomiting, Ear pain, Back ache
NHS Walk-in Services	If you cannot get to the GP and it is not getting any better
A&E or 999	Choking, Severe bleeding, Chest pain, Blacking out

Self-care:

Best choice of treatment for very minor illness and injuries, such as coughs, colds, sore throats, cuts, bruises etc. Keep a well-stocked medicine cabinet with paracetamol or aspirin, indigestion remedies, plasters, thermometer, anti-diarrhoeal medicine, rehydration mixtures

NHS 111:

This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. Confidential health advice and information. You can also get help for your symptoms online <https://111.nhs.uk>

Pharmacy:

There are many local pharmacies available in Norwich, various opening hours. You can find your local pharmacy on the NHS website: www.nhs.uk/service-search/pharmacy/find-a-pharmacy
They can provide advice on common illnesses such as colds and coughs including the best medicines to treat them.

NHS Walk-In Centre:

Rouen Road (city centre), Norwich, www.norwichwalkincentre.co.uk
Open 7 days per week (including bank holidays) 07:00-21:00

Accident & Emergency or 999:

For critical or life-threatening conditions only.

Norfolk and Norwich Hospital, Colney Lane, Norwich, NR4 7UY

Find an NHS service near you

www.nhs.uk/nhs-services/services-near-you