**Our Walk-in Clinics are BACK!**

**From 1st July 2022**

**At Upavon Surgery, from 9am to 11am, Monday to Friday**

Run by our Nurse Practitioners, they are designed to provide an on-the-day response for concerns which need attending too promptly.

Whilst this is an effective way of administering care when it’s most needed, these clinics are only intended for certain types of issues. Walk-in clinics should not be used as an alternative to routine, bookable appointments.

* Chest infections or breathing difficulties
* Eye, ear, nose and throat problems
* Back, stomach pain or prolonged headaches
* Minor head injuries, twisted knees or sprains
* Rashes, bites or stings or flare-ups of known conditions
* Emergency contraception

If you are in doubt whether walk-in is the right course of action for you, please ask one of our Receptionists who will be happy to help.

Patients who are unable to come to our walk-in clinic will be assisted via a phone call at the earliest possible opportunity (we regret, we are unable to be specific about times). If you need to be seen, you may be asked to attend our ‘sit and wait’ service in the afternoons.

**Here’s how it works:**

* You pop into Upavon Surgery or contact us online or by phone to request medical care
* The Receptionist will ask you to give a brief outline and severity of the problem, how long you have been experiencing symptoms and any other particular concerns relevant to your health. This will enable the team to find the most appropriate appointment for you, such as advising you to attend the walk-in clinic, booking a routine appointment or referring you to the community pharmacy consultation service

In offering a walk-in service, our aim is to provide you good quality medical care that is easy to access, reliable and trustworthy.

To take full advantage of this service there’s a couple of things we recommend you to do:

1. Complete a communication declaration to allow us to text and email you
2. Sign up for an online account to make appointments 24/7, order medication and view test results without having to telephone us

Should you have any queries regarding this service, please speak to a member of our team.

**We look forward to seeing you.**

**RECAP - Do’s & Don’ts of Walk-in**

Walk-in clinics are an important part of the service we offer to our registered patients. Run by our Nurse Practitioners, they are designed to provide an on-the-day response for concerns which need attending too promptly.

Whilst this is an effective way of administering care when it’s most needed, these clinics are only intended for certain types of issues. Walk-in clinics should not be used as an alternative to routine, bookable appointments. In order to help identify when it’s appropriate to come to walk-in, we hope you find the following guidelines of assistance.

**Do come to walk-in when you have:**

* Chest infections or breathing difficulties
* Eye, ear, nose and throat problems
* Back, stomach pain or prolonged headaches
* Minor head injuries, twisted knees or sprains
* Rashes, bites or stings or flare-ups of known conditions
* Emergency contraception

**Tips:**

* Older children and adults with sickness and diarrhoea, please consult a pharmacist first. If your symptoms persist for more than 3 days, please book a phone call
* We can assess deep cuts which are not life threatening, however please be aware you may need to attend A&E for stitches

**Walk-in is not suitable for:**

* Issues relating to anxiety and mental health (Reception will help you book an appointment as soon as possible)
* Major head injuries, or head injury in baby under 1 year, please go direct to A&E
* Broken bones and suspected fractures, please go direct to A&E for x-ray
* Recently detected lumps/ moles changing appearance (you need to see a GP for these)
* Dressings or removal of stitches (our Practice Nurses can assist with this)
* Routine medication reviews
* Ongoing conditions and medication reviews
* Jabs such as tetanus

**Don’t forget your local supermarket or Pharmacy:**

* For minor ailments, cuts and stings your local pharmacy is an excellent place to seek help
* Be prepared and stock-up your medicine cabinet with the items you need for day-to-day situations

**Remember, walk-in clinics take place Monday – Friday between 09.00 – 11.00 am at Upavon surgery, only.** If you are in doubt whether walk-in is the right course of action for you, please ask one of our Receptionists who will be happy to help. Patients who are unable to come to our walk-in clinic will be assisted via a phone call at the earliest possible opportunity (we regret, we are unable to be specific about times).

This information is important because for walk-in clinics to continue we need to be able to deliver this service in a safe and sustainable way.

**Your co-operation is much appreciated – thank you.**