

WHAT TO DO IF YOU HAVE AN URGENT HEALTH PROBLEM IF YOU ARE REGISTERED WITH A GP PRACTICE IN POTTERS BAR

In Hertsmere we are undertaking a pilot project to try to keep children away from Accident and Emergency Departments if there is a service that can better deal with their health care needs.

The reason for doing this project is that:

- It can be difficult to control the sights and sounds that children are exposed to in Accident and Emergency departments, which can result in psychological trauma
- There is a range of service that can offer alternative management of urgent health care needs
- Most children who attend Accident and Emergency departments do not receive any active treatment.

For urgent but non-emergency situations please consider the following alternative services and make it clear to the person answering the telephone that you are concerned about your child:

1. Contact your GP

There are three practices in Potters Bar:

Annandale Surgery: Telephone 01707 644451 is open Monday to Friday 8.30am to 6.00pm.

Highview Medical Centre: Telephone 01707 871980 is open Monday to Friday 8.00am to 6.30pm.

Parkfield Medical Centre: Telephone 0844 477 8640 is open Monday to Friday 8.00am to 6.00pm.

2. Contact NHS Direct

NHS Direct is available for advice and information about any medical condition 24 hours a day. They will assess your problem and direct you towards the most appropriate service. They are also the first point of contact for anyone wishing to see or speak to a GP when surgeries are closed. Telephone **0845 46 47** or if you have access to the Internet you can access the NHS Direct website and get very good advice about what you should do about specific health problems www.nhsdirect.co.uk.

3. Contact your health visiting team

You can do this by telephone: Telephone 01707 621153

4. Contact the out-of-hours service

Herts Urgent Care is the provider of the GP out-of-hours service for Hertfordshire and is available for you to access Monday to Friday 6.30pm–8am, all weekend and every bank holiday.

Telephone: 03000 333 333

If your child's urgent problem is due to a dental problem please contact your regular dentist in the first instance, or out-of-hours please contact:

Telephone: 03000 333 224

5. Go to your nearest walk-in centre

THE MINOR INJURIES UNIT (MIU) at St Albans City Hospital is open between 9 am and 8 pm every day except Christmas Day. MIU is run by a team of highly trained and skilled nurse practitioners who are happy to deal with any minor injuries.

THE URGENT CARE CENTRE at Hemel Hempstead General Hospital is open from 8am to 8pm, 7 days a week.

FINCHLEY MEMORIAL HOSPITAL WALK IN CENTRE, Granville Road, London, Greater London, N12 0JE is open from 8.00 am – 10.00 pm every day.

EDGWARE COMMUNITY HOSPITAL, Burnt Oak Broadway, Edgware, Middlesex, HA8 0AD is open every day from 7.00am – 10.00pm. The telephone number is: 020 8732 6459.

CHESHUNT URGENT CARE CENTRE, at Cheshunt Community Hospital is open from 8am to 8pm, Monday to Sunday, 365 days per year.

SPRING HOUSE MEDICAL CENTRE, at Ascot Lane, Welwyn Garden City is open from 8am to 8pm, 365 days of the year. You do not need to register with the centre to be seen by the doctors or nurses. The telephone number is: 01707 294354.

IF YOU BELIEVE THAT YOUR CHILD REQUIRES THE SERVICES OF AN ACCIDENT AND EMERGENCY DEPARTMENT THEN PLEASE TAKE HIM OR HER THERE OR DIAL 999.

If you would like any more information about this project please contact the project manager on jaynedtaylor@aol.com.