

The Old Dairy Health Centre

When we are closed

If your condition is potentially life-threatening (eg. Suspected heart attack), please call 999 immediately.

NHS 111

If you have an urgent medical problem, you can get online help at <https://111.nhs.uk/> or call 111 (the online service is for people aged 5 and over)

How NHS 111 works

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone. The phone service and website are open 24 hours a day, 7 days a week.

Depending on the situation you'll:

- find out what local service can help you;
- be connected to a nurse, emergency dentist, pharmacist or GP;
- get a face-to-face appointment if you need one;
- be told how to get any medicine you need; or
- get self-care advice.

If you need a translator you can ask for one.

If you are deaf and want to use the phone service, a British Sign Language (BSL) interpreter can call NHS 111 on your behalf. Go to <https://interpreternow.co.uk/nhs111> (NHS 111 BSL interpreter service) for more details.

You can also use the NHS 111 service through a textphone by calling 18001 111.

Calls to the NHS 111 telephone service are recorded. All contacts to NHS 111 (by telephone or via the on-line tool) create a record of the contact which the NHS looks after securely, and which will only be shared with others directly involved with your care.

Some of the information collected it will also be shared with NHS Digital to improve NHS 111 and 999 services.

Urgent treatment centres

Urgent treatment centres (UTCs) are GP-led, open at least 12 hours a day, every day, offer appointments that can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments people attend A&E for.

Walk-in Centres

You may want to consider attending a walk-in centre. You do not need an appointment, but you may have to wait to be seen. The nearest walk-in centre to our Practice is:-

Clapham Junction

Tel: 0300 130 3333

The Arches
Clapham Junction Station
5-8 Grant Road
Clapham Junction
London SW11 2NU

Open every day 8.00 am to 8.00 pm, including bank holiday, with the last patient seen at 7.30 pm.

For more details go to <http://www.practiceplusjunctionhealthcentre.nhs.uk/walk-in-services/>

Minor Ailments

For advice on colds, hayfever, sore throats and minor allergies and irritations, your local pharmacy can provide advice and over-the-counter medicines without a prescription. You may also consult NHS Choices or Patient UK for information and advice on your condition.

Out-of-Hours Dental Advice

Call NHS 111