GP Out of Hours and Urgent Care Services
Information for patients
The Partnership of East London Co-operatives (PELC) Ltd is a not for profit organisation. We are commissioned by your local NHS to provide high quality healthcare services for the benefit of the diverse communities in Outer North East London and Essex.

We aim to ensure that patients can access medical healthcare and urgent healthcare services in their local community, 24 hours a day, 365 days a year.

This guide will tell you about PELC’s GP Out of Hours and Urgent Care centres and how to access these services.

For more information on PELC and our services, visit our website www.pelc.nhs.uk.
GP Out of Hours Service

PELC provide the GP out-of-hours service for patients registered to surgeries in Waltham Forest, Redbridge, Havering, Barking & Dagenham and West Essex. We are here to help if you develop an urgent medical need when your surgery is closed. We will direct you to the service best able to meet your needs.

How do I access the GP Out of Hours?

If you are unwell when your surgery is closed dial 111 and you will get through to a team of highly-trained NHS 111 advisers. They will take your details and assess your symptoms. If from the assessment you need to speak to or be seen by a GP the 111 team will refer you to the PELC GP Out-of-hours service.

The GP Out-of-Hours service is open:

**Weekdays:** 6.30pm-8am
**Weekends:** 6.30pm Friday to 8am Monday
**Bank holidays:** 24hrs

All telephone calls to and from our service are recorded for your protection and for monitoring purposes.
How does the Out-of-Hours service work?

Based on your symptoms the out-of-hours service will decide on the most appropriate care for you. This may be healthcare advice over the phone, an arrangement to see a clinician at one of our centres or, where appropriate, a home visit.

Please note: if you are invited to see a doctor at the out-of-hours centre, we aim to see you as close to your arrival time as possible. However, due to the number and complexity of other consultations, this may not always be achievable.

Where delay occurs, we appreciate your patience and understanding.
PELC provides the Emergency and Urgent Care Centre (EUCC) at Whipps Cross and King George Hospital. Our aim is to ensure that patients who are in need of urgent or emergency treatment are seen as quickly as possible at the EUCC. Patients presenting with non urgent or emergency needs will be redirected to the most appropriate place to receive treatment, based on their medical need.

If you require urgent or emergency care, please go directly to your local EUCC at the hospitals listed below. On arrival, a clinician will assess your symptoms and direct you to the most appropriate level of care. Please note urgency is based on the medical risk to the patient.

We aim to see walk-in patients at the EUCC within 4 hours of arriving at the centre.

**Please note:** if you are registered with a local GP surgery within Waltham Forest, Redbridge, Barking & Dagenham, Havering or West Essex, all details of your consultation with our clinician will be sent to your GP the next working day. If you are registered with a surgery outside of these areas and would like your consultation information passed on to your GP, you would need to contact us at the address on the back of this leaflet.
Your rights

PELC is committed to fairness, equality and diversity in all dealings with our patients and we respect your human rights. You can expect to be treated with respect and dignity at all times.

You have the right to accept or refuse treatment that is offered to you and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf or the treatment must be in your best interests.

You have the right to have a chaperone (someone to accompany you) or an interpreter with you at your consultation, should you request one. If you do not have someone with you who can chaperone or interpret for you, please ask a member of our staff at reception when you arrive.

For more information on your rights and consent to care and treatment visit www.pelc.nhs.uk or www.nhs.uk.

Access to patient information

PELC keep a care record of any assessment, examination, treatment or care you received from our doctors or nurses.

If you would like to see your records, please ask your GP. Alternatively you can make a written request to us which must include your authorising signature. A small charge may be incurred.

1 Please see note on page 4.
Choose Well

You may not need the urgent care centre or the out-of-hours service. By making the right choice, you can get the best possible treatment.

Self-care

Many common illnesses such as coughs, colds, sore throats, indigestion, toothache, headaches and constipation can be treated at home with basic medicines such as paracetamol, ibuprofen and other remedies. For health advice, contact NHS Direct.

NHS 111

If you need medical help or advice, but it’s not a 999 emergency, you can now call 111. NHS 111 provides confidential medical advice and information 24 hours a day, 365 days a year. Calls to 111 are free from any landline, mobile and phone box. The 111 service is staffed by a team of fully trained advisers and experienced clinicians.

For non-urgent medical advice or treatment please contact your GP.

Visit [www.pelc.nhs.uk/services/nhs-111](http://www.pelc.nhs.uk/services/nhs-111) or [www.nhs.uk/111](http://www.nhs.uk/111) for more information.

Local Pharmacy

Pharmacists are experts in medicines and how they work. They provide a range of services related to specific health issues and can give advice on healthy living and minor ailments.
**GP**

Your local GP (doctor) provides a wide range of family health services, including advice on health problems, ongoing care, family planning, vaccinations, test results, examinations, treatment, prescriptions and referral to other medical services.

If you are feeling unwell and would like to see a doctor, contact your local GP surgery to make an appointment. You will need to register with the GP surgery.

Visit [www.nhs.uk](http://www.nhs.uk) to find your local GP to register with.

**Walk-in centres or GP led centres**

If you are not registered with a GP or do not want to make an appointment, you can visit a walk-in or GP led centre. Walk-in and GP led centres offer convenient access to a range of treatments, including health advice, emergency contraception, treatment of minor ailments, infections or injuries, such as cuts, strains, sprains and broken bones.

For a list of local walk-in centres and GP led centres visit [www.nhs.uk](http://www.nhs.uk).

**Emergency care**

For life threatening emergencies such as a stroke, loss of consciousness, heart attack or heavy blood loss, you should dial 999 or visit your hospital A & E.
PELC is committed to providing a high quality healthcare service for the communities we serve. We welcome your compliments, comments or suggestions to improve our service.

If you are at all unhappy with the service you received at our urgent care centre or out-of-ours service, please let us know. Making a complaint will not adversely affect any future services we provide you.

To make a complaint, comment, compliment or suggestion you can write or call us using the address and number on the back of this leaflet or email feedback@pelc.nhs.uk.

For more information on our complaints procedure please visit our website www.pelc.nhs.uk.
Useful Contacts

NHS Barking and Dagenham Clinical Commissioning Group
Barking Community Hospital, Upney Lane, Barking, Essex, IG11 9LX
020 3644 2372
www.barkingdagenhamccg.nhs.uk

NHS Redbridge Clinical Commissioning Group
Becketts House, 2-14 Ilford Hill, Ilford, Essex, IG1 2QX
020 8926 5205
www.redbridgeccg.nhs.uk

NHS Waltham Forest Clinical Commissioning Group
Kirkdale House, 7 Kirkdale Road, Leytonstone, E11 1HP
020 3688 2604
www.walthamforestccg.nhs.uk

NHS Havering Clinical Commissioning Group
3rd Floor, Imperial Offices, 2-4 Eastern Road, Romford, Essex, RM1 3PJ
01708 574902
www.haveringccg.nhs.uk

NHS West Essex Clinical Commissioning Group
Building 4, Spencer Close, St Margaret’s Hospital, The Plain, Epping, Essex, CM16 6TN
01992 566140
www.westessexccg.nhs.uk
NHS Choices
Information on NHS services, health conditions and healthy living.
www.nhs.uk

NHS 111
Available 24 hours.
Dial 111
www.pelc.nhs.uk/services/nhs-111

NHS England
PO Box 16738, Redditch, B97 9PT
0300 311 22 33
www.england.nhs.uk