Call us first for advice!

Ring us on 01737 762902. Your request will be reviewed by a Doctor and you will be given medical advice and if necessary an urgent appointment.

Hawthorns Surgery
1 Oxford Road
Redhill
RH1 1DT

Our phone lines are open between 8am and 6.30pm Monday to Friday.

Useful Contact Details

Out of Hours Doctor call free on 111

Caterham Dene Community Hospital NHS
Walk-in Centre
Church Road
Caterham
CR3 5RA
OPEN 9am-8pm, MON-FRI excl bank holidays
01883 837512

Your nearest A&E is:
East Surrey Hospital Emergency Department
East Surrey Hospital
Canada Drive
Redhill
RH1 5RH
01737 768 511

There are many local volunteer organisations that can help with issues around day to day living and transport.

Age Concern Redhill 01737 645636

A travel guide for disabled people can be found at Website:

http://dptac.independent.gov.uk/.../accessibletravel.pdf

www.patient.co.uk
www.nhs.uk

Not feeling well??

Contact your GP first
**Know what services your GP provides**

Feeling unwell? This leaflet will hopefully help you make an informed decision about who to contact.

Our local A&E department at East Surrey Hospital is being used inappropriately by some patients.

If you are feeling ill please try and talk to us first. We have access to your full medical history and will always try to get you support and treatment within your own home if possible.

Access to a GP at the surgery can be made by a pre-bookable appointment or a request for an urgent on the day appointment which will be assessed on the telephone by a doctor.

GPs can do home visits to the elderly and housebound patients. These should be arranged in the morning before 10.30am.

Outside surgery working hours, you can ring 111 to obtain medical advice.

**Many conditions can be managed through self care**

Try and make sure that you understand any medical condition that you have and ask your GP to explain to you what to do if you feel unwell. Make sure you know who to contact if you need help or advice about your condition.

Try not to panic if you feel unwell—ring us and ask us for advice.

Always make sure you have an adequate supply of any medication you are taking and that you know how and when to take it.

Ask for help and support from local volunteer organisations.

**Our Nurse Practitioner can help with many common ailments. If you are housebound our Community Nurse Team may be able to visit you. Don't forget that you can seek advice from your local pharmacist or dentist.**

However, if common symptoms become persistent or worsen then contact your GP for further advice.

**Symptoms that may require attendance at A&E**

Go to A&E if you are seriously ill or badly injured. Call 999 if suffering from potentially life-threatening emergency.

Severe chest pains
Uncontrollable bleeding
Serious injury suggesting fracture to bones
Severe breathlessness
Severe allergic reactions
Serious falls
Severe pain
Unconsciousness
Burns
Fits or seizures
Symptoms suggestive of stroke:
  F- Face (fallen to one side?)
  A- Arms (weak?)
  S- Speech (slurred?)
  T- Time (999 ASAP)

HELP US TO MAKE OUR LOCAL A+E AT EAST SURREY HOSPITAL MORE EFFICIENT