

When the GP Practice is closed



When it's less urgent
than 999

If you have:

- an urgent health problem which cannot wait until your GP Practice is open or
- need health information.



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CALL 111 FOR FREE

You will be asked a series of questions to determine the best place for you to be seen.

111

- 111 is available 24/7 for urgent care advice,
- Based on your identified need, services you may be directed to include:
 - An Urgent Care Centre – an appointment will be booked for you, to avoid you waiting.
 - Out of hours District Nurses
 - Dentists
 - Mental Health Access & Crisis Teams
 - Emergency ambulance or
 - Accident & Emergency Department

Urgent Care Centres

- Can treat all non life threatening conditions.
- Available 24/7, in locations throughout County Durham & Darlington

The best way to access treatment is by calling 111

During normal practice opening hours, the Practice remains your first point of contact for all routine requests.



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Emergencies

In the case of life threatening emergencies such as:

- Major accident or trauma.
- Severe breathlessness.
- Severe bleeding.
- Loss of consciousness.
- Severe chest pains.

Still CALL 999 or go to the nearest A&E Department

For all other urgent healthcare needs please call 111



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