

## Castle Donington Surgery - Patient Notice

### Change of opening hours

#### Dear Patients

We have been reviewing our security measures following a serious incident. To safeguard our patients and staff and to avoid the situation with patients alone in the building we are returning to normal in opening hours, which are 8am till 6:30pm as of;

**1st March 2019**

For those who cannot attend within normal surgery hours the practice is now able to directly book evening appointments at nearby "Hubs". These are at Loughborough, Coalville and Hinckley. Patients are reminded that this is NOT a sit and wait service and patients will be given an appointment time.

#### Other choices of care;

##### The Pharmacy

As qualified healthcare professionals, pharmacists can offer advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

##### Urgent care centres (walk-in centre or minor injury unit)

Urgent treatment centres are a facility you can go to if you need urgent medical attention but it's not a life-threatening situation.

#### Local Walk-in Centres

<b>London Road Community Hospital</b> Osmaston Rd Derby DE1 2GD	<b>Loughborough Urgent Care</b> Hospital Way Loughborough LE11 5JY	<b>NHS Urgent Care Centre</b> Seaton House City Link Nottingham NG2 4LA
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##### Accident and Emergency

An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds
- Stroke
- Major trauma such as a road traffic accident