



What you can expect

1. Contacting Us:

- Open Monday to Friday, 8:00 am – 6:30 pm
- Contact us by phone, visit in person, or use the NHS App or our website

2. When we're closed

- Urgent (non-emergency)? Call 111 or visit NHS 111 online.
- Emergency? Call 999 or go to A&E.

3. Appointments

- Tell us what you need so we can help quickly.
- We'll reply within one working day with:
 - i. Same-day or future appointment options
 - ii. A phone call or message
 - iii. Advice from various NHS services
 - iv. Links or direct referrals to other healthcare professionals

4. Who you might see

- GP, nurse, pharmacist, or other trained staff
- Carers can speak on your behalf with your consent
- You can ask for a preferred clinician (this may mean a longer wait)

5. Extra Support

- From age 16, you can book appointments on your own.
- Please let us know if you need a translator, wheelchair access, or any additional support

6. Your rights

- You can register with any local practice—no ID or proof of address is needed, although providing these helps speed up the registration process
- You have the right to choose your hospital for referrals
- You have the right to be treated with respect, kindness, and fairness.