

# CROSS DEEP SURGERY



Bulletin

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## OUT OF HOURS SERVICE

Cross Deep Surgery has an Out of Hours Service which operates between 18.30 and 08.00 on weekdays and for 24 hours at weekends and on Bank Holidays. If you telephone the surgery during these times you will be asked to ring **0300 024 0000**.

You will be asked brief details of the medical condition and a GP will call you back.

In many cases you may find the advice the GP can offer is sufficient but, if necessary, they will make an appointment for you to attend the primary care centre at Teddington Memorial Hospital or arrange a home visit. Home visits are reserved for patients who are elderly, frail, who are terminally ill or who have a severe and deteriorating medical condition.

Please note that the primary care centre is not a walk-in centre—you must have an appointment to be seen.

The Out of Hours Service is intended for medical problems which cannot wait until surgery re-opens—please do not contact the Out of Hours' service for non-urgent medical problems.



### Hospital Accident & Emergency Departments are for serious medical emergencies

**They are not an alternative to a GP appointment - neither are they for hangovers, minor cuts and bruises, colds etc.**

Patients in A & E are seen in **order of medical priority** not on a first-come first-served basis. So, if you arrive with a condition that is not potentially serious, you might have to wait an extremely long time. For less-serious conditions it's often quickest and easiest to go to your local Walk-in Centre (see below).

Phone NHS 111 for expert medical advice—calls are free from all UK landlines and mobiles. Your local Pharmacy can also offer help with common conditions and minor injuries which might enable you to treat yourself at home.

**Local NHS Walk-in Centres** These are appropriate for patients with injuries and illnesses that need urgent treatment but are not serious enough to require a visit to Accident and Emergency

**Teddington Memorial Hospital, Hampton Road, Teddington, TW11 0JL** (Tel: 020 8714 4004)  
You will be seen by a health care professional. A GP is present between 6 pm and 10 pm Monday–Friday and between 8 am and 9 pm on Saturday and Sunday

Opening Times: Monday-Friday 8 am–10 pm Saturday-Sunday and Bank Holidays 8 am–9 pm

**Hounslow Urgent Care Centre, West Middlesex Hospital, Twickenham Road, Isleworth, TW7 6AF** (Tel: 020 8321 6700). The Centre is staffed by GPs, nurses and other healthcare professionals.

Open 24 hours a day, 365 days a year.

## CUTS AND GRAZES

Most of us have chopped into parts of our bodies at some time or another with what, initially, seem to be devastating results! The first rule is, "Don't panic" - most cuts and grazes look far worse than they actually are. Stopping the bleeding, cleaning the wound thoroughly and covering it with a plaster or dressing is usually all that's needed and minor wounds should start to heal within a few days.



### Stop the bleeding

Stop any bleeding before applying a dressing to the wound. Apply pressure to the area using a clean and dry absorbent material – such as a bandage, towel or handkerchief – for several minutes.

If the cut is to your hand or arm, raise it above your head to help reduce the flow of blood. If the injury is to a lower limb, lie down and raise the affected area above the level of your heart.

### Clean the wound and apply a dressing

When the wound has stopped bleeding, clean it and cover it with a dressing to help stop it becoming infected.

To do this:

- wash and dry your hands thoroughly
- clean the wound under drinking-quality running tap water – avoid using antiseptic as it may damage the skin and slow healing
- pat the area dry with a clean towel
- apply a sterile adhesive dressing

Keep the dressing clean by changing it as often as necessary. Keep the wound dry by using waterproof dressings, which will allow you to take showers.

You can remove the dressing after a few days, once the wound has closed itself.

### WHEN TO GET MEDICAL HELP

Call NHS 111 or visit your local Walk-in Centre if there's a risk your wound could become infected, or you think it's already infected. A wound is at risk of infection if:

- it has been contaminated with dirt, garden earth etc
- there was something in the wound before it was cleaned, such as gravel or a shard of glass
- it has a jagged edge
- it's longer than 5cm (2 inches)
- it was caused by an animal or human bite

If necessary you will be given an anti-tetanus injection. An infected wound can usually be successfully treated with a short course of antibiotics.

### WHEN TO GO TO A&E

Go to your nearest A & E Department as soon as possible if—

- you cannot stop the bleeding
- you're bleeding from an artery – blood from an artery comes out in spurts with each beat of the heart, and is bright red and usually hard to control
- you experience persisting or significant loss of sensation near the wound or you're having trouble moving any body parts
- you have received a severe cut to the face – you may require urgent treatment to prevent scarring
- there's a possibility a foreign body is still inside the wound
- the wound is very large or the injury has caused a lot of tissue damage