Welcome to the walk-in centre at Teddington Memorial Hospital

The centre is staffed by experienced nurses and offers advice and treatment for adults and children with minor injuries and illnesses such as:

- Coughs and colds, urinary tract infections, earache and sore throats, headaches and rashes
- Cuts and bruises
- Strains and sprains – and possible fractures
- Superficial burns and scalds
- Wounds requiring stitching/closure
- Bites and stings
- Minor head injuries
- Tetanus immunisation if you need one following burns and lacerations
- Minor skin and tissue infections
- Removal of foreign bodies from eyes, ears and noses
- Emergency contraception

We also have an x-ray department and pharmacy at the hospital.

Do I have to make an appointment?
No appointment is necessary. All our patients have an initial assessment shortly after arriving at the centre. While we aim for everyone to be seen as quickly as possible, there will sometimes be situations where patients need to be treated more quickly than others.

Who will I be seen by?
The centre is staffed by experienced nurse practitioners. These are nurses who have advanced nursing qualifications.

There is also a GP at the walk-in centre between 6.30pm-10pm weekdays and all day on weekends and bank holidays. This is for patients who need more urgent treatment at times when it is not possible for you to see your own GP.

Does the walk-in centre cater for all age groups?
Yes, we cater for both adults and children. Please note, we are unable to x-ray children under the age of two.

Is there a pharmacy at the walk-in centre?
Yes. There is a pharmacy at the entrance to the hospital which offers a range of over-the-counter treatments.

We cannot offer advice or treatment on the following:

- Repeat prescription requests
- Prescription changes
- Tranquilliser and sedative medication prescribing
- Sickness certificates
- Family planning other than emergency contraception
- Chronic eye conditions
- Dental problems
- Pregnancy problems
- Sexual health conditions
- Childhood immunisations
- Travel vaccinations
- Drug addiction/methadone prescriptions
- Removal of ear wax

If you arrive at the walk-in centre and have any of the following conditions, you will be immediately transferred by ambulance to hospital:

- Significant head injury
- Spinal neck conditions
- Possible stroke
- Chest pains
- Acute allergic reactions
Tell us what you think about your experience

We love compliments and would like to hear about your experience at the walk-in centre. If you have a suggestion about how your experience could have been improved, we would also like to hear from you. Please contact our Patient Advice and Liaison Service (PALS) on pals@hrch.nhs.uk or call 0800 953 0363. You can also fill in our form online at www.hrch.nhs.uk/pals

Language Support

We can help you if English is not your first language. If you would like to receive this leaflet in a language or format of your choice please contact the PALS team on the details above who will be happy to help.

Arabic

يمكننا مساعدتك إذا لم يكن الإنجليزية لغتك الأولى. إذا كنت بحاجة إلى المساعدة في هذه الكتب نستطيع مساعدتك. يرجى اتصل بsteam PALS ونأمل أن تكون المساعدة تلبى احتياجاتك.

Farsi

اگر انگلیسی زبان نباشید با توجه به سوابق شما کامی کمی که می‌توانید اطلاعات در تلفن PALS تهیه نماید. لطفاً ارائه شده در PALS پیام دهید.

Polish

Miemy Państwo pomóc, jeśli angielski nie jest językiem ojczystym. Jeśli chcieliby Państwo otrzymać tę ulotkę w wybranym przez Państwa języku lub formacie, prosimy

Somali

Anaga waxaan ku caasevenkaan hadi iliniisa oowan aheyn kuugnaadda. Hadii aad ku dooneyst waxqadahan yari la waxaad kale ama siyaabada kale ayaad u doonan kartaa in lagu xaqiixiyay daawooyin isku dhoweyn ee PALS ee aad ugu faraxsan in aay ku caawin karaa.

How to find us

Teddington Memorial Hospital
Hampton Road, Teddington,
Middlesex TW11 0JL

Car parking at the hospital is free.

Opening Times

Walk-in centre and pharmacy: Monday to Friday 8am-10pm
Saturday, Sunday and bank holidays 8am-9pm

X-ray
Monday to Friday 9am-7pm (last patient 6.45pm)
Saturday, Sunday and bank holidays 12pm-5pm

Contact us:
Telephone: 020 8714 4004
www.hrch.nhs.uk/wic

For more information about our services go to www.hrch.nhs.uk