

Welcome to Hounslow Urgent Care Centre

Hounslow Urgent Care Centre is located next to the main entrance of West Middlesex Hospital. The centre is staffed by experienced GPs and nurses, healthcare assistants and other healthcare practitioners.

The centre is open 24 hours a day, 365 days a year and treats minor injuries and illnesses that require **urgent and immediate treatment**. You will be assessed and treated in order of the priority of your condition.

This is an urgent care service and should only be used if you require urgent medical attention and cannot be seen by your registered GP.

If your condition is not urgent and immediate, you will be referred back to your GP. We will help you make an appointment.

If you are seriously ill, you will be referred to the Emergency Department which is next to the Urgent Care Centre. The Emergency Department will treat patients with:

- serious medical emergencies posing an immediate threat to a person's health or life e.g. stroke or heart attack
- serious head injury - loss of consciousness
- accidental or deliberate overdose of drugs
- severe allergic reaction
- severe blood loss
- emergency care following an operation.

What will happen when I arrive?

You will be assessed to find out what type of treatment you need and who you will need to see. If you have a serious or life threatening condition you will be seen immediately in the Emergency Department. If your condition is urgent and requires



immediate attention, you will be seen by an appropriate clinician in the Urgent Care Centre.

If you do not require urgent medical attention, you will be referred back to your GP or local pharmacist.

Why might I be referred back to my GP?

We want to ensure people are seen by the right person to help with their condition. If your condition is not urgent, we will help to arrange an appointment with the appropriate person or service to help. It might be your GP, your local pharmacist or another community-based service. This allows emergency services to treat patients with serious or life threatening illnesses.

What if I have particular needs?

Hounslow Urgent Care Centre has full wheelchair access and facilities for those with hearing problems. The centre can also provide interpreting services if required.

Benefits of being registered with a GP

It is extremely important that you are registered with a GP. When you get ill, your GP will be able to treat you, refer you on to other health care services

if necessary, and ensure you get the treatment you need. If you are not registered with a GP, don't wait until you are ill to register with one.

For help finding a local GP practice, visit the NHS Choices website: www.nhs.uk or contact our PALS service on the number below who will be able to assist.

Tell us what you think about your experience

If you have a compliment or a suggestion about how your experience could have been improved, we would like to hear from you. Your feedback will help us improve our service.

Please contact the Patient Advice and Liaison Service (PALS) on pals@hrch.nhs.uk or call 0800 953 0363. You can also fill in a 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 using the details above.

Arabic

يمكننا مساعدتك إذا لم تكن الإنجليز لغة لغتك الأولى. إذا كنت ترغب في الحصول على هذا الكتيب بلغة أو صيغة من اختيارك تفضل بالاتصال بفرق PALS والذين سيساعدون بتقديم المساعدة.

Punjabi

ਜੇ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਹੈ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਪੁਸਤਿਕਾ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ PALS ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਤੁਹਾਡੀ ਮਦਦ ਕਰਕੇ ਉਹਨਾਂ ਨੂੰ ਖੁਸ਼ੀ ਹੋਵੇਗੀ।

Farsi

اگر انگلیسی زبان اول شما نیست میتوانیم به شما کمک کنیم. اگر مایلید این جزوه را به زبان و یا فرمت مورد نظر خود دریافت نمائید، لطفاً با تیم پالز PALS تماس بگیرید و آنها در نهایت خوشوقتی شما را کمک مینمایند.

Somali

Anaga waan ku caawinkarnaa hadii Ingiriis owsan aheyn luuqadaadda. Hadii aad ku dooneysit warqadan yari luuqad kale ama siyaaba kale ayaad u dooran kartaa in laguugu habayo fadlan la'xiriir kooxda ee PALS ee aad ugu faraxsan in ay ku cawiyaan.

Polish

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

How to find us



Hounslow Urgent Care Centre

West Middlesex Hospital
Twickenham Road
Isleworth
Middlesex TW7 6AF

Open 24 hours a day, every day of the year

How to get here

By train

The nearest rail stations are Syon Lane and Isleworth. Both are about 15 minutes walk from the hospital. (Please note that both stations have a number of steps and no wheel chair access, they may also be difficult if you have a pram or buggy). If getting off at Isleworth train station you can pick up the 117 or 110 buses or if getting off at Syon Lane, pick up the H28 bus which stops opposite the hospital.

By tube

The nearest tube is Hounslow East (Piccadilly Line), which is approximately 1.5 miles from the hospital. This is a short (approximately 5 minute) walk from Hounslow Bus Station where you can catch the 117 bus right into the hospital. For more information go to www.tfl.gov.uk

By bus

The following bus routes travel via West Middlesex Hospital – H37, 267, H28, 117, 481 and 110. The following services running from London Road (approximately a 10 minute walk from the hospital) – 235, 237. There is also a night bus N9 running from Heathrow Airport - Central London.

By taxi

There is a taxi rank office within the hospital, which provides cars that can transport wheelchairs if necessary. The company can be contacted on 020 8568 3366. For a further list of licensed private hire operators go to the Transport for London website at: www.tfl.gov.uk/pco

By car

The main entrance to the hospital is directly off Twickenham Road, close to the junction with Park Road. The hospital is outside the central London congestion charging zone.

Car parking

There is a charge for everyone using the hospital car parks, so you will need to bring change for the ticket machine. You can either pay on foot or pay and display. You may only park in designated disabled parking bays if you have a valid disabled permit.

For comprehensive information on how to get to West Middlesex Hospital go to: www.west-middlesex-hospital.nhs.uk/about-us/find-us

Contact us:

Tel: 020 8321 6700
Email: HRCH.UCC@nhs.net
Website: www.hrch.nhs.uk/ucc



Follow us on Twitter: [@HRCH_NHS_Trust](https://twitter.com/HRCH_NHS_Trust).

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