

Dear Patient,

We are giving you this letter because you came to our Treatment Centre without booking. Because of this you may have had a delay. The NHS has asked us to remind you how our system works:

- We do not operate a walk in service in this centre.
- If you cannot wait until your surgery is open you can go to the A&E Department for emergencies or the nearest walk in centre. NHS Walk-in centres are open 8am – 8pm.
- For advice about a health problem, NHS 111 is available 24 hours a day by phoning 111, which is free to call and they will give you advice or direct you to the most appropriate service to deal with your condition.
- If you need a doctor urgently you should phone your GP surgery. If they are closed an answering machine will tell you what to do or you will be transferred to whoever is dealing with urgent calls.

If BADGER is dealing with your doctor's calls, a receptionist will ask for details:

- Patient's phone number
- Name and home address of patient
- Where they are now
- Date of birth or age
- The name of the patient's doctor
- What is wrong with the patient?

You may be asked more questions and a doctor or nurse will advise on what to do next.

If you are invited to a Treatment Centre, your details will be sent through and the centre will be expecting you. If you arrive without booking you may be asked to contact your own GP or go to another service.

Thank you for reading this letter. If you have any questions about this letter please contact our Quality and Compliance department on 0121 766 2170.

Yours faithfully

Dr Fay Wilson
Medical Director