

Healthcare options over the winter period – alternatives to the Emergency Department

During the winter period our Emergency Department (A&E) is under extreme pressure. We have compiled a list of contacts for alternative options to St Thomas' A&E.

The following services may provide a quicker and more suited response to your patients.

Urgent Care Centre

For any urgent and severe but non-life threatening illness or conditions such as wounds, cuts, sprains, strains and suspected broken bones.

Guy's Urgent Care Centre at Guy's Hospital

Tabard Annexe, Great Maze Pond

London SE1 9RT. Call 020 3049 8970

Opening hours: 8am-8pm, 7 days a week (last patient at 7pm)

Other useful information

King's College Hospital runs a parallel telephone advice and liaison (TALK) service:

- Tel: 020 3299 6613 (option 3), Monday-Friday, 8.30am-midnight and Saturday-Sunday, 8.30am-8pm
- Email the TALK service via Choose and Book for a response within 24 hours, Monday-Friday.

Mental health crisis

During office hours - Health professionals should contact their local assessment and liaison team:

Southwark North (Maudsley Hospital)

Email: SouthwarkNorthAssessmentandLiaisonTeam@slam.nhs.uk

Call: 020 3228 9454

Southwark South (Maudsley Hospital)

Email: SouthwarkSouthAssessmentandLiaisonTeam@slam.nhs.uk

Call: 020 3228 9454

Out of hours - health professionals should contact our Acute Referral Centre on 020 3228 6272

For more information visit www.slam.nhs.uk/crisis

Minor Eye Condition Service (MECS)

MECS allows patients across Bromley, Lambeth, Lewisham, and Southwark to access NHS treatment for a range of medical eye conditions instead of visiting hospital. Patients will be seen a highly trained ophthalmologist based in a local practice.

Appointments are often available within a week with some appointments available at weekends.

For more information and contact telephone numbers, please visit:

<http://lsiloc.org/index.asp?id=15&page=130>

Dental Emergencies

For toothache, broken teeth and dental infections when their own dentist is not available the patient should contact the 111 service which will be able to give up to date information regarding emergency dental services.

Sexual Health

Burrell Street Sexual Health Clinic is open seven days a week, offering a full range of sexual health services.

4-5 Burrell Street

London SE1 0UN

Tel: 020 7188 6666 or visit www.burrellstreet.co.uk

Rapid Diagnostic Clinic (RDC)

RDC provides quick access to a range of diagnostic tests for patients in south east London, whose symptoms are non-specific but concerning and who need a diagnosis so that a treatment plan can be put in place for them.

Tel: 020 7188 7188 (ext 55667). Mobile: 07393 763 157. Monday-Friday (9am-5pm). If calling out of hours, please leave a message and a member of the team will get back to you.

Website: <https://www.guysandstthomas.nhs.uk/our-services/rapid-access-diagnostic-clinic/overview.aspx>

Guidance and tools available

The Extended Primary Care Service offers extra GP and nurse appointments from 8am to 8pm seven days week. The service is available at two locations in Southwark; Lister Health Centre in Peckham and Spa Medical Centre in Bermondsey.

What are the extra appointments for?

Extra appointments are available for most of the things you'd normally see your GP or nurse for.

How do I get one of these appointments?

Just contact your GP surgery as normal.

If your surgery is closed, **call 111 or go to [111 online](#)**. If you're not sure whether the Extended Primary Care Service is right for you, ask your surgery who will ensure you are seen in the right place.

Where would I have to go?

The Extended Primary Care Service provides access to GP and nurse appointments at two locations, one in Peckham and one in Bermondsey.

Can I just turn up?

No, it is not a walk in service

Where to find the Extended Primary Care Service locations

Lister Health Centre, 101 Peckham Rd, Peckham, SE15 5LJ

Spa Medical Centre, 50 Old Jamaica Rd, Bermondsey, SE164BN