



Option 4: NHS Walk in Centres, Urgent Care Centres and Minor Injury Units

These treat minor illnesses and injuries not requiring an emergency department (A&E) or GP appointment. NHS 111 or your GP surgery reception may signpost you to this service, e.g. if you have an ankle injury.

Option 5: Local doctor/ GP Surgery

For all non-urgent and persistent health issues, make an appointment at your GP surgery. They provide a range of services, including medical advice, immunisations, examinations and prescriptions.

Option 6: Emergency care (A&E or 999)

For life-threatening or critical conditions, dial 999 to call an ambulance or go to your local Accident and Emergency Department. Available 24 / 7 all year round.

Further information

- NHS website www.nhs.uk
- Citizens Advice www.citizensadvice.org.uk
- Healthwatch www.healthwatch.co.uk
- Doctors of the World Clinic Advice Line 020 75157534 www.doctorsoftheworld.org.uk

	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	Self care
	Unwell? Not sure? GP Surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back pain.	GP
	Suspected broken bones. Cuts and rashes. Minor burns. Bruises, bites and stings.	Urgent Care Centre
	Life threatening? Would you call 999? Choking. Chest pain. Blood loss.	A&E

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Emergency Department, April 2024
Next review due: April 2026



How to register with a GP surgery

Information for patients, relatives and carers

This leaflet explains how to register with a GP and where else to find medical help.

What is a GP?

A General Practitioner (GP) surgery is a local general healthcare service. All patients should be registered with a GP surgery to access local healthcare in the UK.

What does it cost?

There is no charge to register with a GP in England. Once you are registered, there is also no charge to see a healthcare professional – including doctors, nurses, paramedics, physician associates, therapists and pharmacists.

What happens at the GP surgery?

The GP receptionist will briefly ask you what your issue is so you can see the best healthcare profession to help you.

If you need medication, your GP will let you know if you need a prescription or not.

Increasingly, medications are available 'over the counter' at a pharmacy. If you need long-term medications and regular health reviews, your GP can advise and arrange these.

If you need language support, tell the staff at the GP surgery. They will be able to arrange an interpreter. You will not be charged for this service.

What to expect from your GP surgery

- You can ask to see a male or female healthcare professional. If one is not available, chaperones can be arranged.
- You can expect to be treated politely and with dignity.
- The GP surgery staff will expect you to treat them politely. There is a zero tolerance for abuse.
- If you feel the receptionists do not understand your needs, you can ask to discuss your health and personal details in a quiet and confidential place.
- Your details and health records are kept confidential and safe.

Find a GP near you

You can find a GP via the NHS website <https://www.nhs.uk/service-search/find-a-gp> (or scan the QR code).

The site will search by postcode and bring up a list of GP surgeries near you.

Before you register, ensure that the surgery covers the address where you are living or staying. You can register with any GP in the local area, as long as they have space for new patients.

Contact or register with them via the links on the NHS GP finder site.



Do I need ID to register?

You don't need ID to register with a GP, but it can help to speed up the process. The following are helpful to register with a GP surgery: Passport / Birth certificate / Utility bill or similar / A1 or S1 form / ILR forms.

Where should I go for treatment?

It can be hard to know what to do if you are unwell but it is important to get medical help if you need it. There are various options, depending on your injury or illness:

Option 1: Self-care

Make sure you are well stocked at home with common remedies for coughs, colds and headaches, as well as antiseptic wipes and plasters for minor wounds and grazes (or buy a first aid kit from your local pharmacy). Minor illnesses and injuries can be treated in your home using over the counter medicine and taking plenty of rest.

Option 2: Local pharmacist

Pharmacists provide a range of services in addition to dispensing prescriptions. They can advise on self-care, on minor ailments and can give advice on many aspects of healthcare that do not need the attention of a doctor or nurse.

Option 3: NHS 111

When you need medical help fast, but it is not an emergency, you can call NHS 111. NHS 111 is an easy way to get medical advice or reassurance about what to do next. It is available 24 / 7 all year round.