

Important to Remember

1. Call your surgery if you are unable to attend your booked appointment for any reason. Staff will ensure the appointment is not wasted.
2. Plan enough time to travel and arrive 10 minutes prior to find a parking space and register your arrival with Reception.
3. Patients who attend late will be offered a later appointment at the Urgent Care Hub or Out of Hours.
4. The Urgent Care Hub is not a walk-in service, speak to your GP practice first.

Partners

St Helens Rota,
Albion Street Clinic,
Albion Street,
St Helens,
Merseyside,
WA10 2HU

Contact us

Billinge Medical Practice
01744 892205

Rainford Health Centre
01744 882855

Kenneth MacRae Medical Centre
01744 882606

Bethany Medical Centre
01744 734128

Windermere Medical Centre
01744 624805

Garswood Surgery
01744621670



Urgent Primary Care Hub

**North Primary Care Network
working in partnership with
St Helens Rota**



What is the Urgent Care Hub?

The Hub provides additional capacity for urgent same day appointments, as determined by the practice. Clinicians are available to see, assess and treat you on the same day.

The Hub is based in a location outside of your registered GP surgery and is open at the same time as your practice and appointments are available Monday to Friday.



Why Have an Urgent Primary Care Hub?

The demand for urgent same day appointments in General Practice is high and the Hub offers additional appointments should you become unexpectedly unwell. Our aim is that by working together across all our practices in North PCN, we can ensure that all patients who need a same day urgent appointment have a better chance of having one.



What does it mean for me?

You may be offered an appointment at the Hub if your GP surgery feel this is the most appropriate place for you to be seen.

What do I Have to Do to request an urgent appointment?

If you unexpectedly become unwell, call your GP practice number as usual. You will be asked a few questions and that information will be shared with the clinicians. A decision will then be made to offer you a Hub appointment if deemed appropriate.

There is a clinical-criteria for people attending the Hub. The reason for this is to ensure that the clinicians available can avoid delays in seeing you and offering treatment. You will be advised if the Hub is not the best place for you to be seen that day and signposted elsewhere.

In most cases, if you fit the Hub criteria your GP surgery can directly book an appointment that day. Following that, you will receive a text message with all the information you need about your appointment and the location.

The clinician seeing you will have full access to your medical records. This will ensure that they will be able to order investigations and prescribe medicines as necessary. This information will be available to your GP following your consultation.

