

Welcome to the Walk in Centre

Our team of healthcare professionals include Advanced Nurse Practitioners, Nurse Practitioners and healthcare assistants compliment with an administration team who are all here to provide a first class quality of care to our patients.



Advanced Nurse Practitioner



Nurse Practitioner



Healthcare Assistant

Training Practice

We believe in helping the future of healthcare and so therefore we provide training for other service users such as Student practitioners, paramedics and district nurses. You will always be informed and asked for consent for them to be part of the consultation, but you do have the right to decline.

If you have any of the following minor illnesses/ injuries and wish to be seen please register at Reception

- **Coughs, colds, flu like symptoms and hay fever**
- **Ear, nose and throat problems including minor infections, sore throats, ear-ache**
- **Eye problems (conjunctivitis, styes)**
- **Headache and dizziness**
- **High Temperature**
- **Minor cuts, bruises, burns, scalds, insect bites**
- **Muscle and joint injuries such as strains and sprains, back pain, tendonitis, no fractures**
- **Skin complaints including rashes, minor allergic reactions, scabies, head lice, sunburn and nappy rash**
- **Stomach ache, indigestion constipation, vomiting and diarrhoea (over 24hours)**
- **Emergency hormonal contraception (Morning after pill)**
- **Pregnancy testing/advice and appropriate referral**
- **Advice on sexually transmitted diseases, thrush**
- **Chlamydia Treatment**

We cannot issue repeat prescriptions, you need to see your GP for this and we do not offer a routine wound dressing service.

We do have a limited emergency supply for Asthma, Diabetes or Epilepsy. You will need to have the original packaging with pharmacy labels on or a current prescription receipt.

We will provide:

- Asthma reliever inhaler – salbutamol – one inhaler
- Insulin – one pack
- Epilepsy treatment – maximum 5 day supply

Children under 12months – If you attend with a child under a year old we will perform a prompt assessment and advise you who you should contact for further treatment.

Pregnancy – If you know you are pregnant and the problem is due to your pregnancy, we recommend you contact your GP or midwife using the numbers given to you when you registered the pregnancy.

Chaperone

This organisation is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, ie a trained member of staff.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our chaperone policy or have any questions or comments regarding this, please contact reception.

Patient feedback

If you have any comments on how we can improve the service or are unhappy with any aspect of your care please ask to speak to the Shift leader. You may also complete a family & friends test card, or you may be asked to complete a text survey after your visit. If you wish to make an official complaint please address your complaint to:

Patient Advisory Liaison Service (PALS)
New Cross Hospital
Wednesfield Road
Wolverhampton
WV10 0QP

Your personal information

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your healthcare. You have the right to know what information we hold about you. If you would like to see your records you need to contact:

Data Protection Team
New Cross Hospital
Wednesfield Road
Wolverhampton
WV10 0QP.

We aim to treat our patients courteously at all time and expect our patients to treat our staff in a similarly respectful way. We take seriously threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour and we may exercise our right to take action to have them removed from the premises. We are a zero tolerance Trust.

We would like to inform you that at times due to high numbers there may be a longer waiting time than others especially at weekends and we would ask for your patience. **The hours to avoid if possible are between 10am-11am and 6pm-7pm**

Out of Hours

If you require a doctor out of our normal hours please ring 111. Calls to the NHS 111 service are free from both landline and mobiles. If you have a medical emergency please dial 999. Chest pains and or shortness of breath constitute an emergency.

Not Registered with a GP?

If you are not registered with a GP please call 01922 603150, who can help you to register with a doctor.



Phoenix Walk in Centre
Patient Information Leaflet

Opening Times:
Monday – Friday 10am-7pm
Saturday, Sunday and
Bank Holidays 10am-4pm

Phoenix Health Centre
Parkfield Road
Wolverhampton
WV4 6ED
Telephone 01902 444677

www.royalwolverhamptonhospitals.nhs.uk/wton_city_community_services
and then click on Phoenix Walk in Centre