

RECEPTION QUESTIONS?

Bang to the head	Direct patient to go to A&E
Chest pain	Advise patient to go to A&E
Possible sprains/breaks	Advise patient to go to Kingston A&E/Teddington Walk in Centre (telephone first – 020 8714 4004 – 8am-8pm)
Sickness and diarrhoea	Advise not to come to surgery – Call 111 – if patient needs to be seen – ensure they are kept away from main waiting area.
Possible chicken pox	keep away from main waiting area – dangerous for pregnant women

Pregnancy related issues	Call Midwife
Dental problems	Call 111 for nearest emergency dentist
On-going mental health problems	See own GP
Non-urgent repeat medication	See own GP or Pharmacist
Referrals	See own GP
Blood tests	See own GP
Dressings or Stitch removal	Call Teddington Walk in Centre or Queen Marys Urgent Treatment Centre
Sexual Health	Sexual Health Clinic (Wolverton @ Kingston Hospital Mon-Fri/Own GP) (We CAN give emergency contraception)