

## Important information about healthcare over Christmas

**FACT: Did you know that a quarter of all patients that attend A&E for minor complaints could be treated by a GP...**

Dear parent,

In the run up to Christmas, and with the arrival of colder weather, we would like to remind residents of the availability of healthcare services across Hillingdon. It is important that residents are using services appropriately and visit Accident and Emergency for 'emergency' situations only. For minor injuries, flu, coughs and colds, there are services provided by local pharmacies and walk-in centres – both of which will be accessible over Christmas and New Year.

To support families in Hillingdon, the information below gives details of services throughout the festive period:

- For Minor Injuries and Illnesses visit **Hayes Town Medical Centre** open 8am-8pm, 365 days a year - Call **01895 486020** or visit [www.hayestownmedicalcentre.co.uk](http://www.hayestownmedicalcentre.co.uk). No appointment necessary for this service. Alternatively visit the Minor Injuries Unit at Mount Vernon Hospital, which is open 9am to 8pm (except for Christmas Day). Call **01923 844201** or visit [www.thh.nhs.uk/Departments/minorinjuries.htm](http://www.thh.nhs.uk/Departments/minorinjuries.htm)
- Check when your GP or local pharmacist is open by logging onto [www.nhs.uk](http://www.nhs.uk)
- For help when your GP is closed call the 'Out of Hours' service on **0300 130 3018**
- For any health query call NHS Direct on **0845 4647**
- For an emergency or any major illness like severe chest pain, blacking out or blood loss dial 999 or go directly to A&E

We would like to take this opportunity to wish you a Merry Christmas and a Happy and Healthy New Year



**Keith Bullen**  
Borough Director  
NHS Hillingdon



**Anna Crispin**  
Chief Education Officer  
London Borough of Hillingdon

