

New health services for Hemel Hempstead

Over the next few months residents of Dacorum will experience changes to the way their health services are delivered. A new urgent care centre has opened, which will treat over 65% of urgent medical needs.

In the next few years a new local general hospital will be opening, which will provide many of the most frequently used outpatient and clinical services.

And finally a new GP-led health centre will be opening in the spring of 2009, which will offer everyone who lives locally access to a GP, without an appointment.

So whatever the nature of your illness or injury, if you live in or around the Dacorum area, rest assured that you will always receive the best quality treatment available.



Things that stay the same

GP SERVICES

Your local GP practice will continue to provide advice and care during normal working hours

GP SERVICES OUT OF HOURS

For GP advice out of hours

03000 333 333

NHS DIRECT

Health advice 24 hours a day, 365 days a year

0845 4647

EMERGENCY SERVICES

Seriously ill and in need of immediate emergency care

999

West Hertfordshire **NHS**
Primary Care Trust

new
experience
for Hemel Hempstead



A better way of caring for you

new services

NEW URGENT CARE CENTRE

In the coming months, the way we treat emergencies in Hemel Hempstead will be changing. The most specialised A&E facilities at Hemel Hempstead will be transferring to Watford General Hospital, but patients will still be able to access urgent care at Hemel Hempstead through the new urgent care centre facility.

Urgent care centres are a new type of service, which have been successfully treating patients elsewhere in the UK. This new service is available to all Dacorum residents 24 hours a day, 7 days a week, 365 days a year. In order to access the new facilities you just turn up at the Hemel Hempstead Hospital and you will be seen promptly by either a nurse or doctor.

The urgent care centre is a "walk-in" service. Those attending with minor injuries and less serious illnesses will be treated there and then. Those who require more specialised care will be assessed at the urgent care centre and transferred to a specialised A&E department.

Children: The urgent care centre is treating children with minor illnesses and minor injuries such as cuts, bites, fractures, strains and sprains. If you need emergency help you should call 999 or take your child to the children's emergency department at Watford General Hospital.

If you are in any doubt where to go then you can ring your GP or NHS Direct on 0845 4647.

new services

HEMEL HEMPSTEAD LOCAL GENERAL HOSPITAL

As part of our commitment to delivering quality health care for the Hemel Hempstead area we are going to develop a new multi-million pound local general hospital.

This new facility will offer state of the art treatment in modern surroundings. Once this new hospital is developed it will offer a wide range of services that patients use most often, including diagnostic testing like x-rays, outpatient appointments and physiotherapy.



A blue graphic with a dashed border containing NHS contact information. It features the 'new experience' logo, the West Hertfordshire Primary Care Trust logo, and the NHS logo. Below this, it lists three services: Emergency Services (999), NHS Direct (0845 4647), and GP service out of hours (03000 333 333).

new experience	West Hertfordshire NHS Primary Care Trust
Your important NHS numbers	
Emergency Services Seriously ill and in need of immediate emergency care	999
NHS Direct Health advice 24 hours a day, 365 days a year	0845 4647
GP service out of hours For GP advice out of hours	03000 333 333

www.wherts-pct.nhs.uk

new services

NEW GP-LED HEALTH CENTRE

Soon, accessing a GP at a time that is convenient for you will be much easier. In the spring of 2009 a new GP-led health centre will be opening at Hemel Hempstead Hospital.

Open from 8am to 8pm, 7 days a week, 365 days a year, the new centre will offer access to a GP or nurse without an appointment and without being registered at the centre.

So if you are looking to see a GP at a time that suits you and you're unable to get to your own GP, then the new health centre is the perfect solution.



A better way of caring for you