

## HOW TO GET HELP from The Lighthouse Medical Practice

**MONDAY TO FRIDAY – 8AM to 6PM**

6pm-6.30pm – call 0300 555 5252

Other times, Weekends and Bank Holidays – visit <https://111.nhs.uk> or call 111

### I WOULD LIKE HELP FROM:

**A DOCTOR**

#### THE ADMIN TEAM

'Contact us online' at  
[lighthousepractice.co.uk](http://lighthousepractice.co.uk)

If you can't, call 01323 735 044 and select  
**OPTION 7**, or visit our reception desk

**A NURSE**

#### GO TO:

[lighthousepractice.co.uk](http://lighthousepractice.co.uk)

Click 'Contact us online'

If you can't, call 01323 735044 Option 1  
or visit our reception desk

**CALL: 01323 735044**

FOR NURSE APPOINTMENTS SELECT  
**OPTION 1**

OR visit our reception desk

#### NURSING OR CARE HOME - SAME DAY HELP NEEDED?

Use the **DIRECT ACCESS** telephone number on the Care Homes 'How to Get Help' sheet

### CLINICAL HUB

*Right help – Right service – Right time*

Our team of experienced Hub GPs will:

- Review your request for help
- Contact you – preferably by text, email or online – to ask questions if needed
- Agree a plan with you on the same or the following working day

#### WAYS WE CAN HELP

Text, email or online •  
Telephone • Face to Face  
• Video Call • Home visit

#### PEOPLE WHO CAN HELP

GP • Pharmacist •  
Paramedic • Social care •  
Self-help • Mental Health  
worker & many more

#### WHEN WE CAN HELP

We will respond to your request the same or next working day. We often help the same day, but some appointments may be booked for a later date.