

Bedworth Health Centre GP surgery

The Health Centre, High St., Bedworth, WARKS. CV12 8NQ

15.10.2025

Important Information About Online Consultations

Dear Patient,

At 8.00am, Monday to Friday, you can make appointments by calling, attending reception, or via online booking. You can also submit an online consultation request. These can be a convenient way for you to contact us about your health and can often save you time.

However, we want to remind you that online consultations are not always suitable for every situation. What follows is advice on how to get the best out of the online consultation service and, importantly, use it safely.

When online consultations are unsafe:

Using online forms for urgent or serious symptoms could delay the care you need and are not appropriate if you are experiencing:

- Chest pain or difficulty breathing
- Severe abdominal pain
- Signs of a stroke (such as sudden weakness, facial droop, or difficulty speaking)
- Heavy bleeding
- Sudden confusion or collapse
- Mental health crisis
- Any situation where you feel your life may be at risk

In these circumstances, please call 999 immediately or go straight to the nearest Accident & Emergency department. Or if in doubt call or use 111

When to call instead:

- If your problem requires a same day or more urgent response, but is not life-threatening, please telephone the practice so that we can assess and advise you quickly.

How to use online consultations safely:

Online consultations work best for:

- Routine queries that are not time sensitive
- Repeat prescription requests
- Requests for sick notes *for a condition already assessed by a clinician at the surgery*
- Non-urgent health advice
- Follow-up questions about existing conditions

By using the service appropriately, you help us to keep it safe and effective for everyone. Please be aware that if the number of queries rises above safe capacity, then the queries may be added to a waiting list to be answered at a future date.

Please remember that time triaging and dealing with these queries is time away from patient appointments.

Patients are encouraged to check if an alternative service could answer their query.

For example, if the query is about a hospital appointment or visit, please contact the hospital department directly, or if it is about a medication contact your community pharmacy.

Thank you for your understanding and for helping us provide the best possible care for you and all our patients.

Yours sincerely

Partners & on behalf of all staff

Bedworth Health Centre GP surgery

Think about your alternative NHS options of care: [Think Which Service - Happy Healthy Lives](#)



Pharmacist First: [NHS Pharmacy First Service](#)

NHS 111 online or by calling [Get help for your symptoms - NHS 111](#)

Urgent Treatment Centres; [Urgent Treatment Centres - Happy Healthy Lives](#)

Only use A+E or 999 in emergencies.

Pharmacy: Pharmacists are experts in medicines who can help you with minor health concerns.

You can find your nearest pharmacy [Here](#) by typing in your postcode.

As qualified healthcare professionals, pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example, they may advise you to see a member of the GP practice team.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard, you usually do not need to pre book an appointment for this service.

Many pharmacies have late night opening hours and some are open 7 days a week. You can [Here](#).

NHS 111: can help with several concerns including getting help for symptoms or an injury, dental help, mental health help, a prescription, or medicines information, and help with an existing medical condition.

If you are ill or injured and you don't know where to turn, make 111 your first port of call. For adults and children aged over 5, [NHS 111 Online](#) is usually quicker to get the help you need. For children aged under 5, you should call 111 by telephone.

111 operators are trained to assess and direct you to the most appropriate local service.

Depending on what you need, you might be advised to:

- Call 999 or go to A&E in an emergency
- Go to an urgent treatment centre
- See an evening and weekend GP (out-of-hours GP)
- Book a callback from a nurse
- Get urgent specialist support, for dental or mental health problems
- Contact your own GP surgery
- See a pharmacist for help with a minor illness
- Look after yourself safely at home

There are also other ways to contact 111 if needed, for example if you have a hearing problem or need help in another language. Find out more [Here](#).

Urgent Treatment Centres: (UTCs) provide urgent medical attention in situations where it is not a life-threatening emergency. They can diagnose and deal with many of the common problems people go to A&E for.

For example, if you think you may have broken a bone, often your local UTC is the best place to be seen. The range of conditions they can support with includes:

- sprains and strains
- suspected broken bones
- injuries, cuts and bruises
- stomach pain, vomiting and diarrhoea
- skin infections and rashes
- high temperature in children and adults

All UTCs can be accessed on a walk-in basis or following advice from NHS 111. To find your nearest UTC, please click [Here](#).

If you are unsure about which healthcare service you need, 111, online or over the phone, can direct you to the right service to help with your symptoms. It is available 24 hours a day, 7 days a week and can book you an appointment with the appropriate service or even send an ambulance if necessary.

Emergency Department: Your local hospital's emergency department, also known as A&E, is open 24 hours a day and is for genuine life-threatening emergencies only.

Please keep 999 and emergency departments free for genuine-life threatening emergencies. For non-life-threatening issues, contact your pharmacy, GP surgery or NHS111 (links to each of the pages).

You should dial 999 or to go to the emergency department when you experience:

- Signs of a heart attack
- Signs of a stroke
- Sudden confusion
- Severe difficulty breathing
- Choking
- Heavy bleeding
- Severe injuries
- Seizure
- Sudden, rapid swelling

When you arrive at your local emergency department, a doctor or nurse will assess your condition and decide on what further action or treatment you need, this is called triage. If you attend the emergency department and your condition is less serious, your wait time may be considerably longer.

Mental Health Support in Coventry and Warwickshire: If you feel like you are experiencing a mental health crisis, you should get help straight away by contacting NHS 111 Option 2.

We know winter can be a challenging time of year for some people. It's normal that your mental health may change depending on how you're feeling and what is happening in your life, but it can also start to impact your daily activities and make life feel difficult.

It's important to get help to prevent these feelings getting worse. We understand that seeking support is a big step, but there is a range of support available to you across Coventry and Warwickshire if you are struggling with your mental health.

If you are struggling with your mental health, then you can talk to a member of the team at your local GP practice, or use one of the services listed below:

- For self-care information, the Dimensions of Health and Wellbeing is a free online tool that uses a questionnaire to get you to reflect on how you're feeling. Based on your responses, it makes recommendations about self-care, local services and support that may be suitable for you. You can access it [Here](#).
- You can refer yourself to the NHS Talking Therapies service, where therapists and counsellors can provide you with proven and effective ways to help you self-manage symptoms and deal with feelings that are preventing you from living a normal life. Visit [Talking Therapies](#) or call 024 7667 1090 during office hours to make an appointment.
- You can call the Coventry and Warwickshire Mental Wellbeing Line for connection, advice, information and signposting to other services 24 hours a day, 7 days a week on 0800 616171.