UCLH, together with other providers, offers a wide range of specialist services and advice. These services should not usually be accessed through the Emergency Department, except in very urgent cases, where referral will be provided.

Sexual health
The Mortimer Market Centre, located close to University College Hospital, offers a wide range of sexual health services including:

- Testing and treatment for sexually transmitted infections
- Rapid HIV testing (limited spaces available)
- Information and advice on sexual health.

The Centre is open from Monday to Friday. Appointments are normally required except for rapid HIV testing, which is offered on a walk-in basis.

**Mortimer Market**
Capper Street, London WC1E 6JB
Telephone: 020 3317 5100

Opening times vary by service. See [www.camdenproviderservices.nhs.uk/clinic/mortimer-market-centre](http://www.camdenproviderservices.nhs.uk/clinic/mortimer-market-centre) for details.

Family planning
If you require the morning-after pill we advise that you visit your nearest pharmacist and request this over the counter.

The Family Planning Association offers helpline advice on family planning: call 0845 122 8690. The line is open 9am to 3pm Monday to Thursday, 9am to midday on Friday.

[www.fpa.org.uk](http://www.fpa.org.uk)

If you are under 25 you can call ‘Ask Brook’ on 0808 802 1234 for advice on matters relating to sex, sexual health and pregnancy. This service is available on Monday to Friday from 11am to 3pm.

Marie Stopes International offer a 24-hr advice line, as well as access to private sexual and reproductive healthcare services (in certain cases, NHS referrals can be made via your GP). Call 0845 300 8090.

[www.mariestopes.org.uk](http://www.mariestopes.org.uk)

Tropical diseases
UCLH provides walk-in and Emergency Tropical Disease clinics for patients who have recently returned from abroad with a specific set of symptoms.

The walk-in clinic is open 9am to 4pm (Monday to Friday) and is based at Mortimer Market. Outside of these hours telephone 111 for advice.

Eye care
The Western Eye Hospital provides a 24-hr eye accident and emergency service.

**Western Eye Hospital**
Marylebone Road, London NW1 5QH
Telephone: 020 3312 2457

Patients with a concern about their eyes can also ring Moorfields Direct, a nurse-led telephone helpline, on 020 7566 2345, from 9am to 4:30pm Monday to Friday. Outside these hours, or in cases of emergency, Moorfields Hospital offers an accident and emergency service for patients needing eye care.

**Moorfields Hospital**
162 City Rd, London EC1V 2PD
Telephone: 020 7253 3411

Dental treatment
If your dental care needs are not urgent, please contact your local NHS dentist for treatment. You can find your nearest NHS dentist via the NHS Choices website [www.nhs.uk](http://www.nhs.uk).

If you need advice or urgent dental treatment out of hours, including at weekends and on bank and public holidays, please call 111.

A number of dentists offer an out of hours or weekend service. The closest to UCLH are:

- **Confi-Dent Dental Practice**
  66 Hampstead Rd, London NW1 2NT
  Telephone: 020 7388 8556

- **Kentish Town Urgent Dental Centre**
  2 Bartholomew Road, London NW5 2AJ
  Telephone: 020 3317 2014

Private patients
If you are not an NHS patient, please check the NHS Choices website for information on available health services.

If you would like this document in another language or format, or require the services of an interpreter, contact us on 020 3447 2800. We will do our best to meet your needs.

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Is A&E the right place for me?

The Emergency Department (A&E) is for emergencies – please use it carefully so it's there without wait for the most life-threatening and serious conditions.

Our Emergency Department may not be the most appropriate place for you to come to seek medical advice and help.

If your condition is not an emergency, there are alternative services that you can access across London closer to home.

For non-emergency problems (such as coughs, sore throat, flu-like symptoms, diarrhoea and vomiting, ear aches etc) please consider other treatment options such as:

- **Self-treatment**
  - Minor ailments and injuries can often be treated at home, by a combination of over-the-counter medicine and plenty of rest. Keep a first aid kit and a well-stocked medicine cabinet. Always keep medicines out of the reach of children.
  - The NHS Choices website contains information on how to treat a range of common conditions.
  - www.nhs.uk

- **Visit a pharmacist**
  - Visit your local pharmacist when you are suffering from a common health problem that does not require being seen by a nurse or doctor. Your pharmacist can give you confidential advice on illnesses and the medicines you need to treat them.
  - Please check the NHS Choices website www.nhs.uk. In addition, certain pharmacies have late-night opening.

- **Telephone 111**
  - NHS 111 call advisers are fully trained.
  - They use a clinical assessment system that enables them to assess callers’ needs safely and effectively and direct them to the right NHS service. All advice provided is supported by experienced nurses.
  - For online health advice and access to a free ‘symptom checker’ mobile app, visit www.nhsdirect.nhs.uk.

- **Call your GP surgery**
  - Call your GP surgery and make an appointment when you have an illness or injury that will not go away.
  - Registering with a GP is free and means you can make an appointment with a doctor for medical advice, examinations and prescriptions.
  - For repeat prescriptions, always contact your regular GP. In an emergency, a GP can visit your home outside of normal opening hours.
  - Some GP surgeries in London offer walk-in and same-day appointment services at weekends. GP opening times can be found at www.nhs.uk.

Alternatives to emergency services near UCLH

- **University College Hospital (Emergency department)**
- **Mortimer Market (Sexual health; Tropical diseases)**
- **Western Eye Hospital (Specialist emergency department)**
- **Kentish Town Urgent Dental Centre**
- **Moorfields Hospital**
- **Soho NHS Walk-in Centre**
  - 1 Frith Street, London W1D 3HZ
  - Telephone: 020 7534 6500
- **Seven-day walk-in service**
- **Conf-Dent Dental Practice**
- **Kensal Town Urgent Dental Practice**
- **Western Eye Hospital**
- **Moorfields Hospital**
- **Pharmacy (Late opening)**