Surrey Coroner calls for action over ambulance wait

The death of a man who waited more than three hours for an ambulance has prompted calls from a coroner for quicker clinical assessments.

Philip Ross died at the Royal Surrey County Hospital on December 19 2023 after a fall in his home on December 3.

Surrey's assistant coroner Susan Ridge ruled that Mr Ross died of multiple organ failure after his accidental fall. Ms Ridge said she was concerned South East Coast Ambulance Service NHS Foundation Trust (SECAmb) has not shown evidence that its timeline for clinical validation is being met, as in this case.

Clinical validation is when a case is sent to a clinician to decide the best response for the patient at the right time.

Mr Ross' wife called an ambulance at 11:25pm after her husband had a fall and was unable to move. Initially, Mr Ross' case was labelled by SECAmb as Category 3, which would have a response time of 120 minutes, or two hours. Paramedics did not arrive until 2:30am, the Prevention of Future Death report stated.

During the wait, Mrs Ross made "a number of increasingly anxious calls to the ambulance service" about the urgency to help her deteriorating husband, according to the report.

Ms Ridge said Category 3 cases had a response time of 120 minutes and SECAmb aimed to validate these calls with a clinician within 90 minutes. But the NHS Trust's target was not met in this case.

"No clinical validation of the calls took place until well over 2 hours from the initial call," Ms Ridge said. The court heard the delays came from a "surge" in the number of calls as well as a lack of available clinical staff or "clinical hours".

Categories 3 and 4 are judged as less serious cases and so have longer required response times from ambulances. However, this can become extended even longer at times of high demand.

The report stated: "Because of these potentially long response times, timely clinical validation is important to ensure correct categorisation and/or identify a deteriorating situation."

The coroner said she is concerned that late or delayed assessment and sorting of these initially 'less serious' cases is "placing patients at risk of early death".

The ambulance service has 56 days from 16 September to respond to the coroner's report.

A SECAmb spokesperson said: "Our thoughts and condolences are with Mr Ross's family. We are very sorry that we were not able to respond to him more quickly.

"We recognise that there are times when we are taking longer than we should to respond to some calls and are working hard to address this and improve performance across all categories of call. Having recently been written to by the coroner, we will respond in full to her within the requested timeframes."

Image: South East Coast Ambulance vehicle example. (Credit: Emily Dalton/LDRS)

Walking the talk on Epsom Downs

On 10th September, Epsom & Ewell Borough Council hosted a Walk & Talk event at Epsom Downs Racecourse to mark World Suicide Prevention Day. Over 65 people, including residents and representatives from voluntary and statutory organisations, joined this insightful, moving and inspirational event, developed and delivered as part of the council's Suicide Prevention Action Plan, produced in January 2024.

Chris Waller, founder of We Power On, led the walk around Epsom Downs. Dale Millar MBE from the Samaritans opened the second part of the evening talking about skills used in conversation and the impactful nature that this can have. Joe Stroud from End Stigma Surrey talked about the negative impact that silence can have and how we, as a community, can stand together to break the chains of stigma around mental health. And finally, Chris shared his own experiences including the importance of being able to talk openly. Cllr Clive Woodbridge, the Chair of the Council's Community and Wellbeing Committee, also joined him to discuss his journey from crisis to hope.

Local scribe, Annalees Lim, designed boards and captured key messages at the event. These boards will be shown at locations

around the borough, starting at the Epsom Downs Racecourse and finishing at the Epsom Picturehouse around 10^{th} October to coincide with Mental Health Awareness Day. More information to follow.

Councillor **Clive Woodbridge**, Chair of the Community and Wellbeing Committee said: "I'm proud that through our Suicide Prevention Action Plan, we've been able to provide a platform for residents and organisations to come together and have conversations about mental health and suicide, and also raise awareness of where support and resources can be found for those suffering from mental health issues or directly impacted by the loss of someone to suicide.

A huge thank you to We Power On, Epsom Downs Racecourse, End Stigma Surrey, the Samaritans and to the scribe who captured messages at the event. Thanks also to everyone who volunteered their time at the event. Without the support of all the volunteers and supporting organisations, this event would not have been possible. We look forward to continuing building on these relationships for the benefit of those who need our help the most.

As Chris himself said, "there is hope, and there is help out there".

Funding was allocated by the council from the UK Shared Prosperity Fund to We Power On to help residents access support in the borough. Chris, founder of the organisation, led the walk for adults aged 18 and above.

For more information on some of the mental health support and resources available across Epsom & Ewell - https://www.epsom-ewell.gov.uk/resources-support.

Walk on the Downs to feel Up.

Epsom & Ewell Borough Council is hosting a walk around Epsom Downs on 10th September to coincide with World Suicide Prevention Day. This event supports the council's Suicide Prevention Action Plan and aims to raise awareness of support and resources available to help those suffering from mental health issues or directly impacted by the loss of someone to suicide.

Funding has been allocated from the UK Shared Prosperity Fund to **We Power On** to help residents access support in the borough. Chris, founder of the organisation, will lead the walk for adults aged 18 and above.

Immediately after the walk, Epsom & Ewell Borough Council will host another event where Chris will talk about his story and the importance of having support available for people suffering from mental health problems. A scribe will create artwork which will then go on a 'tour' of the borough ending up at the **Epsom Picturehouse** on 10th October to coincide with Mental Health Awareness Day.

Residents will need to register to attend - 50 spaces are available for the walk and talk, and a further 50 spaces for those who only wish to attend the talk. Register HERE

End Stigma Surrey is also supporting this event, they are dedicated to raising awareness and reducing the stigma of mental health and are part of the council's wider Suicide Prevention Action Plan.

Councillor **Clive Woodbridge**, (RA Ewell Village) Chair of the Community and Wellbeing Committee said: "Mental health issues can have a devastating effect on sufferers and those close to them. No one should have to face mental health challenges alone and it's important as a council that we do all that we can to ensure vulnerable residents are informed, and can access, vital support when they need it.

Working with partners is an essential part of our Suicide Prevention Action Plan and I'd like to thank We Power On, End Stigma Surrey, and The Jockey Club for their support with this event.

I'd encourage anyone experiencing mental health issues to seek help. One life lost is too much."

Chris, founder of We Power On said: "I'm pleased to be able to support the council with its walk and talk. Walking helped me especially during Covid lockdown and I'm looking forward to leading the walk across Epsom Downs and also sharing my experiences in the following event. It's important for everybody to know that they're not alone, encourage conversations and keep highlighting where those people suffering from mental health issues can turn to for support."

Image credit: Marathon - License details

Epsom welder's widow seeks help with cancer claim

A woman who believed her incurable cancer may have been caused by washing her husband's work clothes is looking for information. Annette, who was married to a former welder in is appealing for information following her diagnosis with an incurable form of cancer linked to asbestos exposure.

Asbestos is a naturally occurring mineral composed of thin, needle-like fibres which was widely used in construction. Asbestos was completely banned in 1999 after research showed swallowing and breathing in the fibres trap them in the body, inflaming and scarring the lungs which can cause cancer.

Peter Vaughan, Annette's husband, worked as a welder around **Epsom and Ewell** throughout the 1960s, 70s and 80s, where he is believed to have come into contact with asbestos used in insulators for buildings and machinery such as asbestos blankets or gloves.

Annette claims she may have been exposed to asbestos while washing Peter's work clothes, if he came into contact with asbestos while at work. Annette was diagnosed with the rare and aggressive cancer, mesothelioma, in summer 2023 – six years after Peter sadly died in 2017.

Now, with the help of legal firm Leigh Day, Annette is appealing to Peter's former colleagues to help her with information about conditions at his work. She hopes the information will help her bring a legal claim as she faces the incurable disease.

"Mesothelioma is an aggressive, terminal form of cancer which can develop in an individual later in life even through secondary exposure to asbestos," said Claire Spearpoint, asbestos claims solicitor at law firm Leigh Day. "Annette believes that this may have been the case with her diagnosis, however following Peter's death she has limited access to information regarding the possible presence of exposure at his former places of work."

Leigh Day is looking to support Annette's claim by speaking to anyone who worked at Surrey Sheet Metal Crafts, Grundy Teddington and Vestec throughout the 1960s to 1980s. They may be able to offer information if asbestos was used and how asbestos exposure occurred. Annette is also hopeful that any local tradesmen who worked in the **Epsom and Ewell** area at the time may be able to offer information that could be of help.

Peter worked as a welder and director at Surrey Sheet Metal Crafts between 1965 and 1967, a company he set up with two other men. He was then employed at Grundy Teddington in the Twickenham and Teddington area throughout 1970 to 1971, before working at Vestec for 12 years between 1975 and 1987. During his time at Vestec, he was a supervisor and often referred to as 'guvnor'.

While former employees who overlapped with Peter at these companies would be particularly useful, Annette is also looking to speak to anyone who worked at Surrey Sheet Metal Crafts, Grundy Teddington or Vestec who could offer information on the kind of work undertaken.

All three companies are no longer in existence and have been dissolved, one as recent as March 2024. If you can provide any relevant information please contact Claire Spearpoint at: cspearpoint@leighday.co.uk

Picture of Peter Vaughan as a younger man (Credit: Leigh Day)

Mental health art exhibition in Epsom

Children and young people using mental health services have been taking part in a 'My Voice Matters' exhibition, which allows participants to express themselves through the medium of art.

The exhibition is an opportunity to celebrate the talents of the children, young people, parents and carers and to support them in using art to tell us how their voices matter. The "My Voice Matters" Exhibition opens from 2pm on August 27 and runs until September 6 at The Horton Arts Centre in Epsom.

Children and young people who use services such as STARS and New Leaf were invited to create art and encouraged to think about how their voice matters. "I feel satisfied when I do art," said a young person who contributed to the exhibition. "It is simple." They are displaying a painting called 'Flowers' at the show.

"Being able to express yourself through art can be a therapeutic experience for some but can also during the process release

traumatic thoughts, experiences, and feelings," said Rebecca Robertson, who works as a Specialist Mental Health Therapist within STARS and is also a qualified Art Therapist. She explained: "It's not just the finished image, which is useful, but also the process of creating it."

New Leaf and STARS provide specialist mental health services for children in Surrey. They offer trauma and attachment therapy to children in care, care leavers, adopted children and those subject to Special Guardianship Orders (New Leaf) and children who have suffered sexual trauma (STARS). The service is delivered by Mindworks Surrey.

The STARS service supports children and young people who have been affected by sexual abuse and assault. The New Leaf Service supports children and young people who are in care, leaving care, adopted or under special guardianship orders.

Emina Atic-Lee, Service Manager for STARS and New Leaf services, said: "Last year's exhibition received the most incredible feedback from young people, their carers and families, as well as the members of the local community who visited. We are really pleased to be able to put on another exhibition this year."

The exhibition is free to enter and showcases artwork by both young people and their parents/carers and staff.

Image: Sibling painting from My Voice Matters exhibition. (Credit: Surrey and Border Partnership NHS Trust)

Our Health Deserves Better

I want to take this opportunity to thank those who voted for me at the general election. There is much to do to improve our situation in Epsom & Ewell and I am committed to help achieve this for all the residents of Epsom, Ewell, Ashtead and Leatherhead.

Having visited Epsom Hospital only this week I reflect on the recent statement by Chancellor Rachel Reeves and find it impossible not to feel a deep concern for the future of our local healthcare infrastructure.

The Chancellor's announcement, which hinted at potential cuts to various infrastructure projects, including the ambitious plan to deliver 40 new hospitals, has left many of us in a state of unease. Among the projects at risk is the new emergency care hospital at Sutton, a critical facility that promises to alleviate the pressures on Epsom and St Helier hospitals. As the newly elected Liberal Democrat MP for Epsom & Ewell, I find this prospect deeply troubling.

Our community has been waiting far too long for this vital investment. The new hospital at Sutton is not just another building; it's a beacon of hope for many. It's designed to be a centre of excellence, equipped with state-of-the-art facilities for the most serious emergency cases. Without it, our local healthcare services will continue to struggle with sub-standard conditions at Epsom and St Helier. These facilities, already stretched beyond their limits, cannot continue to bear the brunt of our community's healthcare needs without significant improvements.

The situation is dire. The buildings at Epsom and St Helier are overdeveloped and outdated. They desperately need the relief that the new Sutton hospital would provide. This isn't just about buildings; it's about the quality of care and the well-being of our staff and patients. Our community deserves better, and we cannot afford to wait any longer.

The Chancellor has offered a meeting with the Health Secretary for MPs representing affected constituencies. I eagerly anticipate this opportunity to voice the concerns of Epsom, Ewell, Ashtead, and Leatherhead residents. Our message must be clear and resolute: the Conservative party's economic mismanagement has left our public services in disarray, and we cannot allow their broken promises to cost us our much-needed hospital.

For years, the Conservatives have failed to deliver on their promises, leaving our local health services to languish. The proposed hospital at Sutton represents a crucial lifeline, not just for today but for the future of healthcare in our region. It is a promise of better days, of healthcare services that our community can rely on.

As your MP, I am committed to fighting for this project. We must ensure that the funding for the new Emergency Care Hospital at Sutton is protected. The people of Epsom, Ewell, Ashtead, and Leatherhead deserve nothing less than a healthcare system that meets their needs and supports their well-being. The time for waiting is over. It's time for action, and I will not rest until our community gets the healthcare investment it has been promised and so desperately needs.

 $Image:\ \textit{Maternity Unit at Epsom Hospital}.\ \textit{Left to right; James Blythe CEO; Liz Cullen, Head of Midwifery; Helen Maguire MP} \\$

Epsom Hospital upgrade at risk?

A "crumbling" Surrey hospital trust says it is "cracking on" with plans for a new hospital and upgrades despite concerns the government could scrap a funding plan

Epsom General Hospital and St Helier Hospital had been marked for redevelopment under the previous Conservative governments' £20bn New Hospital Programme. Regeneration of the health trust included a new emergency hospital in Sutton, South London, as well as much-needed facility upgrades.

But Labour's Chancellor **Rachel Reeves** announced last week she would review big hospital and road projects to fix a £22bn black hole in public finances. Although details are yet to be confirmed, the review will look into the previous government's plan to build 40 new hospitals by 2030.

Helen Maguire, Liberal Democrat MP for Epsom and Ewell, said her constituents "cannot wait any longer" for the investment. Described as "crumbling", "dilapidated" and "not fit for 21st century healthcare" in previous national reporting, the buildings at both the St Helier complex in Carshalton and the Epsom site are in dire need of repair.

If the funding is not forthcoming, Mrs Maguire said she is concerned about the impact on the local staff and patients. "My constituents have been crying out for improvements at Epsom and St Helier and so it is vital that this project must go ahead," she said.

The new Lib Dem MP said without the upgrade, staff and patients in Epsom, Ewell, Ashtead and Leatherhead would continue having to put up with substandard buildings.

Healthwatch Surrey, a non-profit advocating for locals to get the best of their NHS, claims wellbeing "does not solely lie in the hands of doctors and other frontline staff" but the built environment can also affect patient safety. According to NHS data from 2022/23, estate and infrastructure failures in England disrupted the care of more than 2,600 patients.

Calling on the government to "protect funding for the new Emergency Care Hospital at Sutton", Mrs Maguire said the new emergency hospital would relieve pressure on the current sites. She added she was "looking forward" to meeting the Health Secretary to relay the concerns of people in Epsom, Ewell, Ashtead and Leatherhead.

The news comes as another let down for locals after the £219m redevelopment of St Helier hospital promised by the 2010 Conservative-Lib Dem government also came off the rails. Budget cuts and a difficult 'financial context' were cited as the reasons at the time.

Most of the buildings at Epsom and St Helier are older than the NHS itself. Staff are reportedly working in areas with damp mould, leaking roofs, and floods. Trying to patch up failing infrastructure and out-of-date facilities is unsustainable for any hospital.

"Our ageing buildings are not fit for purpose," said a spokesperson for Epsom and St Helier Hospital NHS Trust. They said: "We're cracking on with plans for a new hospital and upgrades to our existing sites while this review takes place."

Plans include building a new Specialist Emergency Care Hospital in Sutton, where the sicker patients would have access to high quality care in state-of-the-art facilities. The Trust also plans to invest in Epsom and St Helier hospitals, where 85 per cent of patients will continue to receive care.

The spokesperson added: "We continue to make significant progress, from detailed pre-planning application discussions, to refining designs of the new hospital, bringing us closer to a state-of-the-art facility that our patients and staff deserve."

A Department of Health and Social Care spokesperson said the previous government's commitment to build 40 new hospitals by 2030 is "undeliverable and unaffordable". The funding allocated by the previous government runs out in March.

They said: "We must reset the New Hospital Programme to put it on a sustainable footing, following persistent delays and cost overruns." The Department of Health and Social Care is launching a full review of the programme to provide a "thorough, costed and realistic timeline for delivery".

The spokesperson added: "We can replace the crumbling hospital estate in England. This government is determined to be honest with people about what can be delivered, and not let them down again."

Campaign to keep local child cancer services local

Wandsworth Council is leading a campaign against the NHS decision to move children's cancer services from two South London hospitals into Central London and the new Labour Government will be asked to step in. NHS England announced its decision to move the children's cancer centre based jointly at St **George's Hospital, Tooting**, and **The Royal Marsden**, **Sutton**, to Evelina London Children's Hospital, Lambeth, in March.

Wandsworth has now confirmed it will refer the decision to new Health Secretary Wes Streeting in a bid for him to intervene. The council is particularly concerned about the prospect of parents having to travel via public transport into Central London with immunosuppressed kids to reach the Evelina.

The authority said Richmond, Kingston, Merton, Sutton and Surrey councils are set to join the cross-party campaign, as children in their boroughs currently receive care at the existing children's cancer centre. Richmond approved plans to challenge the decision in May.

Opposition to the plans began to grow after the NHS launched a consultation on two options for the future location of the centre last year – either moving it entirely to St George's or to the Evelina. The centre has provided specialist children's cancer services to those aged 15 and under living in South London, Kent, most of Surrey, Brighton and Hove, Medway and East Sussex for 25 years.

The NHS said it has to move the centre as a new national service specification in 2021 outlined very specialist children's cancer treatment services must be on the same site as a paediatric intensive care unit and other specialist children's services. The Royal Marsden does not have a paediatric intensive care unit, meaning a small number of children with cancer requiring intensive care are transferred safely by ambulance to St George's every year.

Labour Wandsworth Council leader Simon Hogg urged Mr Streeting to work with local authorities challenging the decision to find ways to keep services at St George's. He said: "We have opposed these plans to move specialist children's cancer care from St George's from the start. Our serious concerns remain – getting to Evelina hospital through Central London traffic will be challenging at the best of times. Travelling by public transport is not an option for vulnerable children who are on immunosuppressant medication. So there has to be a better solution to these plans."

Local MPs have also publicly opposed the plans. Tooting MP Dr Rosena Allin-Khan described the decision to move services from St George's as 'deeply disappointing' when it was announced in March, and signed a letter to previous Health Secretary Victoria Atkins asking her to review it. The letter was also signed by Putney MP Fleur Anderson, Mitcham and Morden MP Siobhain McDonagh, Richmond Park MP Sarah Olney and Twickenham MP Munira Wilson.

Services are not expected to move until 2026 at the earliest. An NHS London spokesperson said: "Evelina London has been chosen as the future location for the children's cancer centre following a rigorous process, including involving clinical advisers, parents, charities, nurses and research staff. The future centre will stand ready to give cutting-edge treatments that require intensive care on site, like other major centres worldwide.

"Service reconfiguration is rarely easy and we recognise that during consultation, parents and families raised a number of concerns about the change in location, including about travelling further into London, and what that will mean for them. Our focus now is on detailed implementation planning which takes all of these concerns into account to support families and staff."

An Evelina spokesperson added: "We are fully committed to working with patients, their families, staff from the current service, and other partners to design the new service with children, young people and staff at its heart. This will ensure continuity of care during the transition period and a plan for the safe transfer of the service."

A St George's spokesperson said: "We understand the concerns being raised by our communities who want to keep specialist children's cancer care at St George's. We are working with NHS England and our partners and will continue to provide outstanding care to children and their families throughout this process."

Charlotte Lillywhite - reporter.

Image credit Jean Barrow Licence

Teen suicide risk underestimated by CAMHs

An "underestimation" of suicide risk and significant mental health 'failings' contributed to the death of a vulnerable teenager, a Senior Coroner has found.

Locket Williams, described by their family as "a lovely person with a huge character", was just 15 years old when they tragically killed themselves in September 2021.

Senior Coroner Richard Travers concluded that there were a number of key failures by Surrey and Borders Partnership (SABP) NHS Foundation Trust's Children and Adolescent Mental Health Services (CAMHS) which contributed to the death of the vulnerable teenager, who goes by they/them pronouns. The three-week inquest concluded Friday 31 May.

Locket's older sister, Emily, said: "Hearing the coroner recognize what we have believed for three long years—that failures by CAMHS contributed to Locket's death and ultimately meant Locket lost all hope—is heartbreaking.

"We're thankful for the Coroner's respect for Locket's identity, which was so important to them, and we sincerely hope this process will help prevent more tragic deaths like Locket's in the future."

Described by their family as "vibrant" with a "massive heart", Locket "brought colour to everything they participated in" their family said.

They had a long history of mental health difficulties, resulting in self-harming behaviours and three previous suicide attempts throughout within seven months of 2021.

Evidence heard at the inquest highlighted "illogical conclusions" that Locket was deemed "low risk" by clinicians, despite their ongoing suicidal ideation and three suicide attempts in close succession, the family's lawyers said.

Coroner Travers found that Locket's high risk of suicide was "underestimated" by clinicians, as there was an "insufficient account" of Locket's long-running risk, which meant Locket did not receive the treatment they needed.

Commenting on the Coroner's findings, the family's solicitor, Elle Gauld from Simpson Millar's public law team, said: "Given Locket's three suicide attempts and deteriorating mental health, CAMHS' approach repeatedly defied logic and palpable evidence of suicidality, bypassing the patient's express wishes and placing an unrealistic burden on a family already in crisis. Treatment was not commenced in a timely manner"

Long waiting lists for Cognitive Behavioural Therapy (CBT) and a shortage of therapists meant that, although clinicians all agreed CBT was necessary, Locket remained at home. Without access to the required support and treatment, their mental health continued to deteriorate, the lawyers for the family said.

Coroner Travers said there was a 'failure' to assess the likelihood Locket could be kept safe while waiting eight months for Cognitive Behavioural Therapy ('CBT'), a treatment she was ready and willing to engage in.

Failures in communication between social services and CAMHS were also identified, leading to crucial information being missed in Locket's assessment and care. CAMHS failed to attend Core Groups meetings held by social services to protect Locket, as a vulnerable child.

Locket was passed from service to service, with no continuous care from the same clinicians or who was responsible for Locket's care, lawyers said.

Speaking of the family's loss, Locket's mother, Hazel Williams, said: "We hope the lessons learned from their death highlight the urgent need for change and prevent future tragedies. We are grateful for the thoroughness of this inquest and the potential for positive changes in managing mental health services for young people."

SABP has 56 days to respond to the senior coroner's findings. Coroner Tavers has asked the NHS Trust to report whether there is now a system in place to ensure that young people referred to CAMHS are seen and treated promptly, and that clinicians are acting in accordance with the Trust's guidelines.

A Surrey and Borders Partnership NHS Foundation Trust spokesperson said: "We are extremely saddened by the tragic death of Locket Williams and our deepest sympathies go to their family and friends.

"We are carefully reflecting on the Coroner's findings and the questions we have been asked and will respond within the given timeframe."

Image: Locket. (Credit: Simpson Millar law firm) Coroners Court in background - Google

First steps for mental health

The National Health Service (NHS) has introduced "First Steps to Support," a new service which is designed to help residents aged 18 and over manage their mental health. This comprehensive facility is accessible via telephone, text, and email, offering early intervention and guidance through a single conversation with a dedicated wellbeing advisor.

Whether you're feeling stressed, irritable, or down, facing financial worries or sleep issues, caring for others with little to no time for yourself – "First Steps to Support" will help you delve and face these issues. They seek to help you improve your mental wellbeing by providing support not only for individuals but also for their friends and family members. The welcoming staff aims to understand what's

troubling you and attempts to explore ways to guide you to the right resources, in order to ease your burdens and help you enjoy life again.

Residents will receive tailored guidance on self-help strategies and have early access to talking therapies. In addition, the service offers referrals to various support services that tackle wider determinants of wellbeing, including financial difficulties, housing issues, employment concerns, isolation, and bereavement. The overarching objective is to enhance long-term wellbeing by connecting residents with local community organisations and support hubs, ensuring sustained assistance and resilience.

Service Availability:

Support" webpage on healthysurrey.org.uk

Residents can reach out to the "First Steps to Support" service through the following contact methods: Telephone: 0333 332 4753 SMS: 07860 026657 Email: dohel.firststeps.surrey@nhs.net
The wellbeing advisors can be contacted during the following hours: Monday: 8am to 3pm Tuesday: 9am to 4pm Wednesday: 10am to 5pm Thursday: 9am to 7pm Friday: 10am to 2pm
Further Information For more information, the NHS encourages residents to visit the "First Steps to