

Quick Guide to alternatives to Accident and Emergency

Ring your GP - if the surgery is closed your call will be diverted to the out-of-hours GP service.

NHS 111 - phone **111**

Available 24 hours a day 365 days a year.

Sheffield NHS Walk-in Centre (Adults and children)

Phone **0114 241 2700**

Rockingham House, 75 Broad Lane
Sheffield, S1 3PB

Open 8am - 10pm, 365 days a year.

Sheffield NHS Minor Injuries Unit (Adults only)

B Floor, Royal Hallamshire Hospital,
Glossop Road, Sheffield, S10 2JF

Open 8am - 8pm every day - no appointment needed.

Emergency eye care service (Adults only)

Phone **0114 271 2495** (eye casualty)

Available Monday - Friday 8am - 4.30pm
Except Wednesday 9am - 4.30pm

Royal Hallamshire Hospital,
Glossop Road, Sheffield, S10 2JF

Children (under 16) requiring emergency eye treatment should be taken to the Sheffield Children's Hospital Emergency Department.

Urgent Dental Care line (Adults and children)

Phone **111**

Available day and night, 365 days a year for urgent dental care.

REMEMBER!

The Accident and Emergency department is for people needing **emergency medical attention or who have had an accident.**

An **emergency** is a situation where someone is experiencing a loss of consciousness, heavy bleeding, suspected broken bones, chest pain, breathing difficulties, an overdose, has swallowed something harmful, poisoning or has a deep wound.

Before you go to A&E THINK!

- Is this an emergency / accident?
- Can I wait and see my GP?
- Could another GP help me?
- Would an alternative service be better and quicker?

Alternative services are listed in this leaflet.

If you need this leaflet in a different language, audio, large print or braille please email us on sheccg.comms@nhs.net or call 0114 305 1398.



www.nhs.uk

www.sheffieldccg.nhs.uk

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Which service is best for me?

A guide to choosing the right NHS service if you become ill or are injured.

Self-care	
NHS 111	
Pharmacist	
GP	
Walk-in Services	
A&E or 999	



**Hangover.
Grazed knee.
Sore throat.
Cough.**



**Unsure?
Confused?
Need help?**



**Diarrhoea.
Runny nose.
Painful cough.
Headache.**



**Unwell.
Vomiting.
Ear pain.
Back ache.**



**If you cannot
get to see
your GP and
it's not getting
any better**



**Choking.
Chest pain.
Severe
bleeding.
Blacking out.**

Self-care

A lot of illnesses or symptoms, such as coughs, colds, sore throats and upset stomachs and aches and pains can be treated in your home by using a well-stocked medicine cabinet and by getting plenty of rest.

Some self-care essentials:

Stock your medicine cabinet with: paracetamol, aspirin, ibuprofen, anti-diarrhoea medicine, re-hydration mixtures, indigestion remedies, plasters and a thermometer.

For further information visit NHS Choices www.nhs.uk.

NHS 111

NHS 111 is a free to call service which will help you when you need to access medical and dental help fast but it is not an emergency.

It is available 24 hours a day, 7 days a week to help you access local urgent health care services. Call **111** free from a landline or mobile.

To access the NHS 111 service via textphone call 18001 111.

Pharmacist (Chemist)

Your local pharmacist is a highly trained healthcare professional, and can give you advice on common illnesses and the medicines you need to treat them.

Most now have a quiet area where you can speak to the pharmacist more privately and many are open during the evenings and weekends.

To find your nearest pharmacy visit NHS Choices www.nhs.uk/service-search or call **111**.

GP (Doctor)

If you have an illness or injury that won't go away, make an appointment with your GP.

They provide a range of services by appointment, including medical advice, examinations and prescriptions.

For urgent GP out-of-hours just ring your GP's normal number.

To find your local GP surgery opening times and out-of-hours service go to NHS Choices www.nhs.uk.

NHS Walk-in Services

Walk-in services treat minor illnesses and injuries that do not need a visit to A&E.

Sheffield's walk-in services are open 365 days a year.

You do not need an appointment and will be seen by an experienced nurse or doctor.

Sheffield NHS Walk-in Centre (adults and children) for minor illnesses and ailments.
Broad Lane,
Sheffield S1 3PB
Open 8am - 10pm.

Sheffield NHS Minor Injuries Unit (adults over 16 only) for less serious injuries, such as sprains, cuts and grazes.
Royal Hallamshire Hospital,
Glossop Road, Sheffield
S10 2JF.
Open 8am-8pm.

A&E or 999

Accident and emergency departments and the 999 ambulance service should only be used in a serious or life-threatening situation. A&E provides immediate emergency care for people who show the symptoms of serious illness or are badly injured. If you telephone 999 the telephone advisor may send a response vehicle to your location.

Emergency services are very busy. **They should only be used in very serious or life-threatening situations.**

In Sheffield there is an **A&E for adults only (age 16+)** at the Northern General Hospital and a separate **A&E for children (under 16 years)** at Sheffield Children's Hospital, Western Bank, Sheffield S10 2TH.