

## Before you go to A&E, think!

Is this an emergency?

Can we wait and see a GP?

Would one of the services below be better and quicker?

A quick guide to alternative services:

### Ring your GP

If the practice 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

### NHS Walk-in Centre

Broad Lane, S1 3PB

Open 8am-10pm, 365 days a year

### Emergency Eye Care Service

Children needing emergency eye care should be taken to the Sheffield Children's Hospital A&E

### Urgent Dental Care - Phone 111

Available 24 hours a day, 365 days a year

If you need this leaflet in a different language, audio, large print or braille, please email us on [sheccg.comms@nhs.net](mailto:sheccg.comms@nhs.net) or call 0114 305 1212.



[www.sheffieldccg.nhs.uk](http://www.sheffieldccg.nhs.uk)



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**NHS**

**Sheffield**

Clinical Commissioning Group

# Which service is best for my child?

## Services for children under 16

Accident & Emergency

Walk-in Services

GP (Doctor)

Pharmacy

NHS 111

Mental health help

Self Care

## Self Care

Grazed knee.  
Sore throat.  
Cough.  
Cold.



## Mental Health Help

You're not alone: we can help you and your child.



## NHS 111

Unsure?  
Confused?  
Need help?



## Pharmacy

Diarrhoea.  
Runny nose.  
Painful cough.  
Headache.



## GP (Doctor)

Vomiting.  
Ear pain.  
Injury.



## Walk-in Services

If you can't get to see your GP and it's not getting any better.



## A&E or 999

Choking.  
Chest pain.  
Severe bleeding.  
Blacking out.



You can treat your child's very minor injuries and illnesses at home. The other services on this leaflet can also give advice on how to do this.

It is good to be prepared with medicines such as age-appropriate paracetamol and ibuprofen, plasters and a thermometer.

Please do not give aspirin to children under 16 as this can cause serious harm.

For more information, visit [www.nhs.uk](http://www.nhs.uk).

Sheffield CAMHS (Child and Adolescent Mental Health Service) can support children and young people with a range of difficulties that are seriously impacting on their mental health and emotional wellbeing. To get in touch, search for '**CAMHS**' on the Sheffield Children's Hospital NHS Foundation Trust website.

You can also make a GP appointment.

You can also search for '**Sheffield Mental Health Guide**' online.

NHS 111 is a free to call service which will help you when you need to get medical or dental help fast and you're not sure what to do. If needed, a healthcare professional will speak with you.

It is available 24 hours a day, 7 days a week. Call **111** free from a landline or mobile, or visit [111.nhs.uk](http://111.nhs.uk).

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

Your local pharmacist (chemist) is trained to suggest medicines for your child and give advice on illnesses like coughs, colds and skin irritations without the need for a GP appointment.

They will 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 [www.nhs.uk](http://www.nhs.uk) or call **111**.

If your child has 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.

To find your local GP surgery, their details & opening times, visit [www.nhs.uk](http://www.nhs.uk).

For an urgent GP appointment out-of-hours, just ring your GP practice's normal number.

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

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

The **Sheffield NHS Walk-in Centre** is located at Broad Lane, S1 3PB

It's open 8am-10pm, 365 days a year.

The Accident and Emergency (A&E) department and the 999 service should only be used in life threatening and serious situations only.

They will give immediate care for people who show symptoms of serious illness or are badly injured. If you call 999, the advisor may send an ambulance vehicle to your location.

In Sheffield, there is an A&E for children (under 16 years) at **Sheffield Children's Hospital**.