

## 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.

### 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 **0844 736 8440**

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

NHS 111 - phone 111

## 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.

# Which service is best for me?

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

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



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



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



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



**Unsure?  
Confused?  
Need help?**



**Cuts.  
Strains.  
Rashes.  
Sprains.**



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

### Self-care

A lot of illnesses or symptoms can be treated in your home by using a well stocked medicine cabinet and by getting plenty of rest.

### When and why?

Self-care is the best choice to treat very minor illnesses and injuries.

### 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.

To find your nearest pharmacist call 111 or visit [www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories)

### When and why?

Visit your local pharmacy when you are suffering from a common health problem which does not require being seen by a nurse or doctor.

### GP (Doctor)

GP surgeries can be found locally. You can make an appointment with your practice for medical advice, examinations and prescriptions.

**GPs also provide an out-of-hours service - just ring your GP's normal number.**

### When and why?

Make an appointment with your local GP when you have an illness or injury that will not go away.

### NHS 111

The telephone number to call when you need medical help fast - but it's not an emergency. Call 111 when it's less urgent than 999

### 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.

For more information visit: [www.sheffield.nhs.uk/walk-in](http://www.sheffield.nhs.uk/walk-in)

### When and why?

#### Sheffield NHS Walk-in Centre

Broad Lane,  
Sheffield S1 3PB  
Open 8am - 10pm.

#### Sheffield NHS Minor Injuries Unit

Royal Hallamshire Hospital  
(Adults only)  
Open 8am - 8pm.

### A&E or 999

Accident and Emergency departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured.

If you telephone 999 and tell the operator that there is a medical emergency, a response vehicle may be sent to your location.

### When and why?

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

In Sheffield there is an **adult only A&E** at the Northern General Hospital and a separate **A&E for children** at Sheffield Children's Hospital.