

## 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.

### Urgent Dental Care line (Adults and children)

Phone **111**

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

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

## 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](mailto:sheccg.comms@nhs.net) or call 0114 305 1398.



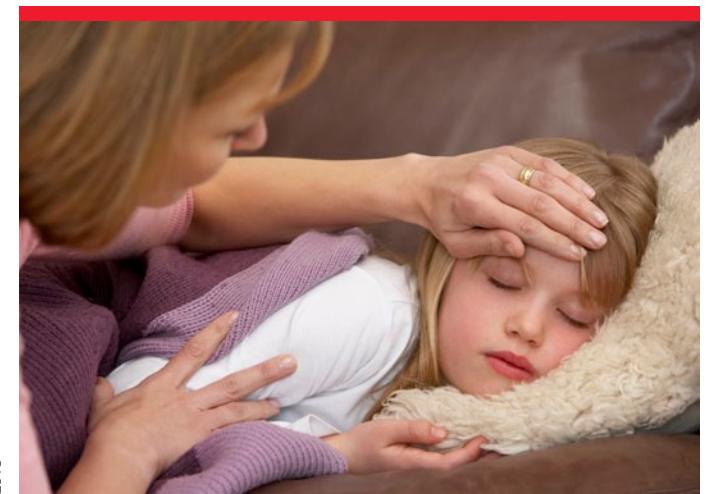
[www.nhs.uk](http://www.nhs.uk)

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

/SheffieldCCG @NHSSheffieldCCG

# Which service is best for my child?

Services for children under 16



A guide to choosing the right NHS service if your child or a child you care for becomes ill or is injured.



**Grazed knee.  
Sore throat.  
Cough.  
Colds.**



**Unsure?  
Confused?  
Need help?**



**Mild diarrhoea.  
Mild skin  
irritation.  
Mild fever.**



**High temperature.  
Minor bumps and  
cuts. Dehydration.  
And things that  
aren't getting any  
better.**



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



**Choking.  
Severe bleeding.  
Blacking out.  
Severe abdominal  
pain.  
Limb/ facial paralysis**

### Self-care

You can treat your child's very minor injuries and illnesses at home. Some illnesses can be treated in your own home with support and advice from the services listed to the right when required.

#### Some self-care essentials:

In case your child gets ill, it is good to be prepared with essential 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 complications in children.**

For further information visit NHS Choices [www.nhs.uk](http://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 suggest medicines for your child and offer advice on common illnesses like cold symptoms (runny nose, cough or sore throat) and skin irritations, without the need for a GP appointment.

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](http://www.nhs.uk) or call NHS 111.

### GP (Doctor)

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.

**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](http://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.

### 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 children (under 16 years)** at Sheffield Children's Hospital, Western Bank, Sheffield S10 2TH.