

## 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](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)

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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](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 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](http://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](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.

**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.