

Choking. Chest pain. Blacking out. Blood loss.

For symptoms of serious illnesses, and major accidents, choose A&E or 999.

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.

Dialling 999 and stating a medical emergency will result in a response vehicle being sent to your location.

When and why?

Of all NHS services, A&E or 999 should only be used in a critical or life-threatening situation.

Choosing well ensures that essential treatment is given, in the shortest possible time.

999

Your local A&E department is situated at:
Queen Elizabeth Hospital
Gateshead NE9 6SX Tel: 0191 482 0000
24 hours 7 days per week
www.gatesheadhealth.nhs.uk

South Tyneside District Hospital
Harton Lane, South Shields NE34 OPL
Tel: 0191 404 1000
24 hours 7 days per week www.stft.nhs.uk

City Hospitals Sunderland
Kayll Road, Sunderland SR4 7TP
Tel: 0191 565 6256
24 hours 7 days per week
www.sunderland.nhs.uk/chs

Essential Information

Bensham Walk-in Centre Gateshead NE8 4YL
Tel: 0191 445 5454 07.00hrs-22.00hrs 7 days per week

Blaydon Minor Injury and Illness Unit *
Shibdon Road, Blaydon NE21 5NW
Tel: 0191 443 6302 08.00hrs-20.00hrs 7 days per week

South Tyneside District Hospital, Minor Injury Unit
Harton Lane, South Shields NE34 OPL
Tel: 0191 404 1000 24 Hours 7 days per week

Palmer Community Hospital Jarrow NE32 3UX
Tel: 0191 451 6000 09:00 - 17:00hrs Monday - Friday only

Grindon Lane Primary Care Centre Grindon, Sunderland SR3 4DE
Tel: 0191 525 2300 24 Hours 7 days per week

Bunny Hill Primary Care Centre Hylton Lane, Sunderland SR5 4EA
Tel: 0191 519 5800 08.00hrs to 20.15hrs 7 days per week

Washington Primary Care Centre Washington NE38 7QZ*
Tel: 0191 502 7569 08.00hrs to 20.00hrs 7 days per week

* These units also provide GP access without an appointment.

Cuts. Strains. Itches. Sprains.

For anything from slips to skin complaints, choose an NHS Minor Injury and Illness Unit or Walk-in Centre.

Minor Injury or Illness Unit

Minor Injury and Illness Units and Walk-in Centres treat minor injuries, illnesses and provide general medical advice.

Open within accessible hours, assessments are carried out by experienced nursing staff. The public do not need an appointment.

When and why?

Use your local minor injury and illness unit if you require medical treatment or advice which does not need a visit to A&E or a medical appointment.

Choosing well ensures you receive the best possible treatment, leaving in-demand services to those who need them most.

Vomiting. Ear pain. Sore tummy. Back ache.

For ear and viral infections and everything between, choose a GP.

GP

The GPs at your local surgery provide a range of services by appointment, including medical advice, examinations, and prescriptions.

When absolutely essential, GPs can also provide home visits, including out-of-hours – in these circumstances, phone your local surgery and follow the recorded instructions.

When and why?

Make an appointment with your local GP when you have an injury or illness that just won't go away.

Choosing well ensures that your ailment is dealt with effectively, reducing the burden on essential emergency services.

GP - essential information:

To find your local GP surgery, visit:

- www.nhs.uk/servicedirectories or call NHS Direct on 08454647
- Visit our website www.sotw.nhs.uk or contact the North East Family Health Services Agency on 0191 219 6200

Phone number of my local surgery:

Diarrhoea. Runny nose. Painful cough. Headache.

For common colds, sickly stomachs, and everything between, choose a pharmacist.

Pharmacist

Your local pharmacist can provide advice on common illnesses and the best medicines to treat them.

Some pharmacies also offer other services such as:

- Advice on Stopping Smoking
- Emergency Contraception

When and why?

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

Choosing well ensures you get the treatment you need in the shortest possible time, reducing the pressure on essential NHS services.

Pharmacist - essential information:

To find your local pharmacy, visit:

- www.nhs.uk/servicedirectories or call NHS Direct on 08454647
- Visit our website www.sotw.nhs.uk

Address of my local pharmacy:

Unwell? Unsure? Confused? Need help?

For absolutely any questions about health, choose NHS Direct.

NHS Direct

NHS Direct provides confidential health advice and information by phone and online, 24 hours a day.

When and why?

Contact NHS Direct if you are ill or injured and unsure what to do next, have any questions about a condition or treatment, or require information about local health services.

Choosing well ensures you get expert advice in the shortest possible time, meaning busy NHS services can help those who need them most.

0845 4647

www.nhsdirect.nhs.uk

Calls to NHS Direct cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. For patients' safety, calls to NHS Direct are recorded.

For further local health information visit:
www.sotw.nhs.uk

Hangover. Grazed knee. Sore throat. Cough.

For wear and tear, minor trips, and everything between, choose self-care.

Self-care

A range of illnesses can be treated at home by combining a well stocked medicine cabinet with plenty of rest.

When and why?

Self-care is the best choice to treat very minor illnesses and injuries which strike you down at any time.

Choosing well ensures you receive the rest and recovery you need, meaning busy NHS services can help those who need them most.

Self-care - essential information:

Ensure your medicine cabinet is well stocked with:

- **paracetamol;**
- **anti-diarrhoeal medicine;**
- **rehydration mixture;**
- **indigestion remedy;**
- **plasters; and**
- **a thermometer.**

For any help or advice please visit:

- www.nhs.uk/servicedirectories or call NHS Direct on 08454647
- Visit our website www.sotw.nhs.uk