



Know which NHS service to use in County Durham

Minor illness or injury

Emergency care

Pharmacy:



Advice and treatment for a range of minor illnesses including:

- Aches and pains
- Earache
- Teething
- Sore throat
- Cystitis
- Red eye
- Coughs, colds and flu
- Skin rashes
- Diarrhoea

Search 'pharmacy' at: www.nhs.uk to find a local pharmacy and opening hours

No need for an appointment and you can talk in confidence - just walk in

NHS 111:



NHS 111 online can help if you have an urgent medical problem and not sure what to do. They can support to get you the best service for your needs, including access to pharmacy services, emergency dental care, urgent treatment centres and emergency services.

Open 24 hours a day, 7 days a week.

Get help online at www.nhs.uk or phone NHS 111

GP Practice:



Make a GP practice appointment for illnesses or health concerns that aren't going away. GPs monitor long term health conditions, can provide minor surgery and prescriptions for medication. GPs also provide routine contraception, immunisations and can refer to other services.

Open 8am – 6pm, Monday – Friday

Call your GP practice for an appointment - no walk-in available

GP Hubs:



Extended hours GP appointments are available at hubs in Peterlee, Newton Aycliffe, Bishop Auckland and Durham. If you need to be seen today by a GP or nurse and there are no appointments, ask your practice for an 'extended access to primary care hub' appointment.

Open 6.30pm - 9pm Mon - Fri, and 8am - 2pm Sat and Sun.

Urgent appointment via GP practice, or contact NHS 111 - no walk-in available

Urgent Treatment Centres: (UTCs)



For injury or illness requiring **urgent** attention but not **life threatening**. UTCs can provide emergency contraception and treat conditions such as:

- Sprains
- Minor burns
- Minor illnesses, like sore throats and earaches
- Simple fractures
- Minor head injuries
- Simple wounds
- Skin and eye problems

Peterlee: 8am - midnight Mon-Fri, Durham: 6pm-8am Mon-Fri, both open 24/7 at weekends, Shotley Bridge and Bishop Auckland - both open 24/7

Appointments available 365 days a year. by referral from NHS 111 or your GP. Walk-in is for injuries only

Emergency care: (for life threatening injuries or illness only)



You should only go to A&E if you or someone else has a **life-threatening emergency**, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Chest pain or breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions, burns or scalds
- Major trauma, like a road traffic accident
- Stroke
- Sepsis

Open 24/7, 365 days a year. If in doubt, contact NHS 111 online www.nhs.uk for advice in the first instance. They will be able to assess what level of care you need, including emergency care

If you require **emergency care**, you should call 999, or go to your nearest Emergency Department. Referrals from GP and 111, via ambulance or walk in