

Your guide to local NHS services



Right care

First time

Welcome

Did you know that around one in four local people who go to A&E could get the care they need more quickly from their GP or another community health service?

Or that many of the people who go to their GP for very minor ailments could receive the same care and advice by popping in to their high street pharmacist?

When you're injured or unwell, choosing the right care, first time can save you time and effort, as well as helping to make sure you get the treatment you need as soon as possible.

And it's better for the NHS too, because it helps to relieve pressure on busy services and makes the best use of NHS resources.

Get the right care, first time

This booklet will help you get the right care, first time with up-to-date information about a wide range of local NHS services, from pharmacists to minor injuries units.

Need more advice?

Dial NHS 111, free, at any time.

Visit your local NHS website at:

- www.southgloucestershireccg.nhs.uk/rightcarefirsttime
- www.bristolccg.nhs.uk/rightcarefirsttime
- www.northsomersetccg.nhs.uk/rightcarefirsttime

Download your local NHS 'service finder' app.

See back page for details.

Self Care

Self-care is perfect if your condition is something you will be able to treat at home – in fact, home is the best place for you.

A big part of your recovery from these minor ailments is to rest and drink plenty of fluid. You can plan ahead by stocking up on healthcare

essentials you might need, like paracetamol – ask your pharmacist for advice on stocking your home medicines cabinet.

If you are ill and don't have these in your house, ask a friend, family member or carer to get them on your behalf.

Need advice?

- The NHS Choices symptom checker can help you identify your condition and what to do next – see www.nhs.uk
- If you're caring for a poorly child, use the NHS HANDi smartphone app for guidance on common childhood illnesses. It's free to download for Apple and Android phones (see back page for more information).
- Visit www.nhs.uk/staywell for advice on avoiding illness over the winter months.

Stay well

The best way to avoid falling ill is to stay as healthy as you can. Eat well, stay active and take up the flu vaccination if you're eligible. It's free if you are 65 or over, pregnant, or have a long-term medical condition. The nasal spray flu vaccine is also available for children – ask at your GP practice.

Pharmacies

Your local pharmacist (chemist) is your healthcare expert on the high street.

They provide confidential, expert advice and treatment for a range of common ailments.

They can also help you decide if you need to see a GP or other health service.

No appointment is needed, and many have separate consulting rooms.

Pharmacists can:

- dispense medicine on prescription
- dispense repeat prescriptions without the need to visit your GP
- give advice on treating common problems like coughs and colds
- give sexual health and contraception advice
- provide treatments for minor ailments such as head lice and athlete's foot.

Pharmacists can also provide free emergency contraception including the morning after pill.

Many are open late and on weekends, and there are always some open over Bank Holidays. Check your local NHS website for details of opening times (see inside front cover) or call NHS 111 at any time.

GP Surgeries

Contact your local GP for help with non-emergency illnesses or injuries that won't go away.

GPs provide a range of services by appointment including medical advice, examinations and prescriptions, and using a GP can save time as they know your medical history.

Many are open longer hours including early morning, late evenings and Saturdays, and offer emergency appointments for urgent cases.

Not registered with a GP? You can find your nearest surgery by visiting your local NHS website (see inside front cover) or calling NHS 111.

GP Out-of-Hours Service

If you need to see a GP outside normal surgery hours because you have an urgent medical need that can't wait until your surgery re-opens, you can call NHS 111 for assistance. If required, they will direct you to the out-of-hours urgent care GP service.

The service is operated by GPs and nurses, who offer telephone advice, face-to-face consultations, or home visits for patients who are housebound.

It's available during the hours that your GP surgery is closed, between 6.30pm to 8am every weekday, and 24 hours a day over weekends and Bank Holidays.

DID YOU KNOW? The GP out of hours service is available 24 hours a day over weekends

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NHS 111

NHS 111 is the telephone helpline for when you urgently need medical help or advice but it's not a life-threatening situation. It's open 24 hours a day, every day of the year and is free

to call from your landline or mobile phone. Using 111 will help you get the right care, first time, and can save you time, effort and unnecessary journeys.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service such as minor injuries or the out-of-hours GP
- you don't know who to call or you don't have a GP to call
- you need health or medical information, or reassurance about what to do next.

When you call 111, you will talk to trained advisers or nurses, who will assess your symptoms then give you the healthcare advice you need, or direct you straight away to the local service that can help you best. If it is an emergency, an ambulance is dispatched immediately.

DID YOU KNOW? NHS 111 can book you an appointment with the right service for your needs and will dispatch an ambulance if it's an emergency.

Walk-in Centres

NHS Walk-in Centres offer fast and convenient access to health advice, information and first aid. You can walk in seven days a week.

Professional nurses run the centres and are on hand to offer help when and where you need it.

The service is available for all patients whether they are registered with a local GP practice or not.

The service can treat any minor illness or minor injury and offers other services such as emergency contraception and wound management.

Your nearest Walk-in Centre:

Bristol City Walk-in Centre

Broadmead Medical Centre (above Boots),
59 Broadmead, Bristol BS1 3EA

Telephone: 0117 954 9828

Open Monday - Saturday 8am - 8pm

The Broadmead walk-in service to see a nurse is available from 8am-4pm Monday - Friday. After 4pm you will be offered an appointment. Appointments are available from 6pm and need to be booked in person at the centre.

The service is also open Saturday 8am to 8pm and on Sundays and bank holidays (except Easter Sunday and Christmas Day) 11am-5pm. The walk in service to see a nurse is available until 6.30pm on Saturdays and 3.30pm on Sundays.

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First time

Minor Injuries Units

Minor injuries units (MIUs) are there to help with injuries that need attention urgently but are not critical or life-threatening. They treat children as well as adults.

MIUs can help with:

- sprains, strains, cuts and grazes
- arm, foot and leg injuries
- bites, minor burns and scalds
- broken bones
- minor head injuries
- eye problems such as scratches and foreign bodies in the eye.

They're in convenient places and you can be seen much more quickly than at A&E. In fact, many A&E departments will pass you on to your nearest Walk-in Centre or minor injuries unit if your condition isn't serious enough for A&E – so you could save considerable time if you go straight there.

Most minor injuries units are open long hours. You don't need to make an appointment and you'll be seen by nursing staff in a calm, relaxed setting.

DID YOU KNOW? Waiting times at minor injuries units can be much shorter than at A&E.

Find your nearest Minor Injuries Unit

Southmead Minor Injuries Unit

The minor injuries unit at Southmead Hospital is based inside the Emergency Department. See A&E Departments (next page) for details.

Yate Minor Injuries Unit

West Gate Centre, 21 West Walk, Yate, BS37 4AX.

Telephone: 01454 315 355

Open seven days a week including bank holidays.

Mon-Fri 8.30am to 7.30pm, Sat-Sun 10am to 1.30pm.

X-ray available Monday to Friday 8.30am to 4.30pm.

Clevedon Minor Injuries Unit

Clevedon Community Hospital, Old Street, Clevedon, North Somerset, BS21 6BS.

Telephone: 01275 546852

Open seven days a week, 8am to 9pm. Opening hours for

X-ray: 9am to 12pm and 2pm to 4pm weekdays only.

South Bristol Urgent Care Centre

South Bristol NHS Community Hospital, Hengrove Promenade, Hengrove, Whitchurch Lane Bristol BS14 0DE.

Sat nav postcode: BS14 0DB.

Telephone: 0117 342 9692

Open seven days a week, 8am to 8pm.

X-rays are available for patients over two years old.

South Gloucestershire GP-based minor injuries service

Practices in South Gloucestershire also offer a minor injuries service for registered patients. The service is available during normal GP surgery opening times on weekdays. Call your GP surgery and book an appointment to use the service.

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A&E Departments

Accident and Emergency (A&E) departments and 999 are for serious and life-threatening emergencies only. You should travel to

A&E yourself if you can. But if someone is too ill, for example if they have collapsed or can't breathe, dial 999 for an ambulance.

A&E is for serious and life-threatening emergencies such as:

- loss of consciousness
- acute confused state or fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds.

At A&E, the most seriously ill patients will be seen before those with less urgent conditions. This means that if you attend with a minor injury or illness you may have to wait for several hours for treatment. You might also be redirected, for example, to a GP, Walk-in Centre or a minor injuries unit.

If you're not sure whether it's an emergency, dial 111 first to make sure you get the right care, first time.

DID YOU KNOW? A&E units may refer you to an alternative service if you go there with a minor injury or illness.

Find your nearest A&E Department

Southmead Emergency Department and Minor Injuries Unit

Gate 35, Level 0, Brunel building, Southmead Hospital, Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB.

Telephone: 0117 414 5100 or 0117 414 5101.

Open 24 hours, seven days a week including bank holidays.

Weston General Hospital A&E Department

Grange Road, Uphill, BS23 4TQ.

Telephone: 01934 636363

Open 24 hours, seven days a week including bank holidays.

Bristol Royal Infirmary A&E Department

Upper Maudlin Street, Bristol BS2 8HW.

Telephone: 0117 923 0000

Open 24 hours, seven days a week including bank holidays.

Bristol Royal Hospital for Children A&E Department

Paul O’Gorman Building, Upper Maudlin Street, Bristol BS2 8BJ.

Telephone: 0117 923 0000

Open 24 hours, seven days a week including bank holidays.

For children up to 16 years of age.

Bristol Eye Hospital A&E Department

Lower Maudlin Street, Bristol BS1 2LX.

Telephone: 0117 342 4613

Open 8.30am to 4.30pm, seven days a week. If you have an emergency eye problem outside of opening hours, contact your nearest A&E department.

Please call before you visit. Emergency line available 9am to 4pm, Mon-Fri and 9am to 2pm Sat-Sun.

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The smart choice for the right care, first time

Free NHS smartphone apps for patients and carers to help make sure you and your family are getting the right care, first time.



The **NHS Service Finder** app can help you find your nearest, most appropriate health service wherever you are. To download your local version, just search 'NHS service finder' in your app store.



The **NHS HANDi App** provides advice and support for parents and carers looking after a poorly child. It has straightforward advice on what to do and who to contact, with home assessment guidelines for common childhood illnesses. Search 'HANDi App' in your app store.



If you would like further copies of this leaflet or copies in other formats or languages, please contact 0117 900 2549.

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