

### A & E 999

Accident and Emergency (A&E) and the 999 ambulance service should only be used in real emergencies. As A&E can get very busy it is good to know the alternative services which are available.

Your nearest A&E providers include

- Queen's Hospital – Burton-upon-Trent (24 Hours)
- Royal Stoke University Hospital – Newcastle/Stoke-on-Trent (Open 24 Hours)

### NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

### NHS Walk In Centres, Minor Injury Units, and Urgent Care Centres

Choose Walk In Centres, Minor Injury Units and Urgent Care Centres, when you have a health problem that isn't a 999 emergency. You don't need an appointment to visit and you'll be seen in priority order by a doctor or experienced nurse. (Details of Local Walk In Centres and Minor Injury Units are supplied inside this leaflet)

Walk In Centres can be the best option for treatment and/or providing advice on

- Headaches, ear problems and sore throats
- Sprains and strains
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Skin conditions
- Chest problems and abdominal pain
- Insect and animal bites
- Minor eye injuries
- Injuries to the back, shoulder and chest
- Emergency contraception
- Minor Surgery

(Please note, not all treatments/services listed will be available in every NHS Walk In Centre)

### Pharmacists

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines that can help with lots of common conditions such as stomach upsets, headaches, coughs and colds. A list of late night opening chemists can be found inside this leaflet.

**Self-care**  
Treat yourself at home with a stocked up cupboard of medicine for minor injuries and illnesses like coughs and colds

**NHS Walk-in Centre**  
Provides confidential, expert advice and medical treatment for a range of common illnesses

**NHS 111**  
For when you need medical advice fast, but it's not a 999 emergency

**Local Pharmacy**  
Open until late and can treat minor injuries, trips, falls and skin complaints

**Your GP**  
Have an illness or injury that won't go away? Make an appointment with your GP

**A&E or 999**  
Life threatening emergencies and care only

For more information on services available to you in your local area, please visit the East Staffordshire CCG website.

Available at : [www.eaststaffscg.nhs.uk](http://www.eaststaffscg.nhs.uk)



Want to leave feedback on any of the services in this leaflet? Our Experience Exchange lets you have your say on local Health and Social Care  
[www.healthwatchstaffordshire.co.uk/x2](http://www.healthwatchstaffordshire.co.uk/x2)

### Freephone

**0800 051 8371**

[enquiries@healthwatchstaffordshire.co.uk](mailto:enquiries@healthwatchstaffordshire.co.uk)  
[www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk)



## Choose Well

A simple guide to the best use of **A&E** and **Health and Social Care Services** in

- **Burton-upon-Trent**
- **Uttoxeter**
- **And the Surrounding Area**



## Useful Numbers

### Out of hours Urgent Care

- You should call your GP directly and will be advised on how to contact the Out of Hours Service or
- Alternatively if you live in Uttoxeter, Burton-upon-Trent, or the Surrounding Area, you should contact

### Staffordshire Doctors Urgent Care

**0300 7900 247 / 0300 123 0814**

### Emergency Dentist

- Call your Dentist, who will inform you how to access out-of-hours dental care treatment.

**111**

- Alternatively call the Dental Access Centre which covers East Staffordshire.

**01889 562377**

(Provides emergency dental treatment even if you are not registered with a dentist. You will need to book an appointment)

### Care and Help at Home Careline

- Delivered by South Staffordshire Age UK in Uttoxeter, Burton-upon-Trent and the surrounding area.

**01785 788 477**

### Mental Health Helpline

- Staffordshire Mental Health Helpline

**0808 800 2234**

**Lines are open**

7pm - 2am weekdays, 2pm - 2am weekends

Every day of the year

If you call out of hours you will be asked to leave your number with a message and the Mental Health Line will call you back as soon as possible.

### Safeguarding of Children

- Staffordshire (First Response)

**0800 1313126**

Out of Hours service

**0845 6042886**

### Safeguarding of Adults

- Staffordshire (First Response)

**0845 6042719**

Out of Hours Service

**0845 6042886**

### The NHS 111 Service

**111**

(See overleaf for details of when to ring 111)

## Late Opening Chemists

Town	Telephone	Pharmacy	Address	Mon- Fri	Sat	Sun
Burton-upon-Trent	01283 523200	Asda Burton-upon-Trent Supermarket	Asda, Octagon Centre, Octagon Street, Burton-upon-Trent, DE14 3TN	08:00–22:00	08:00–22:00	10:00–16:00
Burton-upon-Trent	01283 543311 / 01283 563947	Morrisons Burton Supermarket	Morrisons, Wellington Road, Burton, DE14 2AR	08:30–20:00	08:00–18:00	10:00–16:00
Burton-upon-Trent	01283 591847 / 0845 6779100	Tesco Burton-upon-Trent Superstore	Tesco, St. Peters Bridge, Burton-upon-Trent, DE14 3RJ	08:00–22:30 (Mon) 06:30–22:30 (Tue–Fri)	06:30–22:00	10:00–16:00
Burton-upon-Trent	01283 740123	Sainsbury's Burton-upon-Trent Supermarket	Sainsbury's, Union Street, Burton-upon-Trent, DE14 1AA	08:00–22:00	08:00–22:00	10:00–16:00
Burton-upon-Trent	01283 566535	All Saints Pharmacy	28 All Saints Road Burton upon Trent Staffordshire DE14 3LS	07:00–23:59	09:00–17:30	Closed
Uttoxeter	01889 254347 / 0845 6779688	Tesco Uttoxeter Superstore	Tesco, Brookside Street, Uttoxeter, ST14 8AZ.	08:00–22:30 (Mon) 06:30–22:30 (Tue–Fri)	06:30–22:30	10:00–16:00

## Walk In Centres

For Burton-upon-Trent the nearest Walk In Centre is

### Derby Walk In Centre

**Entrance C, London Road Community Hospital, Osmaston Road, Derby, DE1 2GD**

**01332 224700**

(No appointments needed, walk in service only)

Website: [www.derbyshirehealthunited.com/ContactUs/Locations/DerbyWIC.aspx](http://www.derbyshirehealthunited.com/ContactUs/Locations/DerbyWIC.aspx)

Open 08:00–19:30, 7 days per week, 365 days per year

For Uttoxeter the nearest Walk In Centre is

### St Oswald's Hospital Walk In Centre

**Clifton Road, Ashbourne, Derbyshire, DE6 1DR**

**01335 230000**

(The Hospital only offers Walk In Centre services when your GP surgery is closed, no appointments are needed)

Open Saturday, Sunday and Bank Holidays, (09:00–13:00)

If Patients in Uttoxeter require a Walk In Centre outside of these hours, it is advised that they either go to the Derby Walk In Centre, or the Hanley Health and Wellbeing Centre.

### Hanley Health and Wellbeing Centre

**69/71 Stafford Street, Hanley, Stoke-on-Trent, Staffordshire, ST1 1LW**

**0300 123 6759**

(No appointments needed, Walk in service offered to patients registered with other GP practices as well as to those who are not registered with any GP)

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

Open 08:00–20:00, 7 days per week, 365 days per year

## Minor Injury Units (MIU)

If you have an injury which is not serious, you can get help from a **Minor Injuries Unit (MIU)**, rather than going to an A&E department. This will allow A&E staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait.

In East Staffordshire the nearest **MIU** is

### Samuel Johnson Community Hospital

**Trent Valley Road, Lichfield, Staffordshire, WS13 6EF**

**01543 412900**

24/7 minor injury unit service

Extension Number **3130**

Services available include

X-ray facilities

Extension Number **2907**

Physiotherapy

Extension Number **3084**

Patients could also go to the

### Queen's Hospital

**Belvedere Road, Burton-upon-Trent, DE13 0RB**

**01283 566333**

However Queen's hospital caters for A&E patients as well.

Additional services are on offer at this facility, please refer to the hospital website

Website: [www.burtonhospitals.nhs.uk/hospitals-and-clinics/queens-hospital.htm](http://www.burtonhospitals.nhs.uk/hospitals-and-clinics/queens-hospital.htm)