

### 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 (Open 24 Hours)
- Manor Hospital – Walsall (Open 24 Hours)
- County Hospital – Stafford (Open 08:00–22:00)
- Good Hope Hospital – Sutton Coldfield (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 South East Staffordshire and Seisdon Peninsula CCG website.

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

- **Lichfield**
- **Tamworth**



## 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 the either Tamworth, or Lichfield, 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 the South Staffs Emergency Dental Service (please note this is a private service)

**01889 562377**

### Care and Help at Home Careline

- Delivered by South Staffordshire Age UK in Lichfield and Tamworth

**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
<b>Burntwood–Lichfield</b>	01543 676952	Day & Night Pharmacy	Unit 4, Swan Island Precinct, Chase Road, WS7 0DW	07:00–22:00	07:00–22:00	07:00–22:00
<b>Lichfield</b>	01543 401447 / 0845 0269566	Tesco Lichfield Extra	Church Street, Lichfield, WS13 6DZ	08:00–20:00	08:00–20:00	10:00–16:00
<b>Tamworth</b>	01827 302180 / 01827 302210	Asda Tamworth Superstore	Asda, Ventura Park Rd, Bitterscote Retail Park, B78 3HB	08:00–22:00	08:00–22:00	10:00–16:00
<b>Tamworth</b>	01827 568888 / 01827 474111	Sainsbury's Superstore	Sainsbury's, Bitterscote Drive, Bonehill, B78 3HD	07:00–23:00	07:00–22:00	10:00–16:00
<b>Tamworth</b>	01827 312631	Boots Pharmacy	Ventura Retail Park, Tamworth, Staffordshire, B78 3JD	09:00–20:00	09:00–19:00	11:00–17:00
<b>Tamworth</b>	01827 63118	Peel Court Pharmacy	2 Aldergate, Tamworth B79 7DL	07:30–22:30	08:30–22:30	09:00–20:00
<b>Minworth</b>	0121 313 7100	Asda Minworth Superstore	Walmley Ash Road, Sutton Coldfield, B76 1XL	08:30–22:30	08:00–22:00	10:00–16:00
<b>Rugeley</b>	01889 582347	Morrisons Superstore Rugeley	Market Street, Rugeley, WS15 2JJ	08:30–20:00	08:00–20:00	10:00–16:00

## Walk In Centres

Patients please be aware of the following!!

**Burntwood Health and Well-Being Centre**  
High Street, Chasetown, Burntwood, WS7 3XH

**01543 687440**

(The Burntwood Health and Well-Being Centre is no longer a Walk In Centre, it is a GP Practice however there are a limited number of acute appointments for unregistered patients who can ring on the day to book an appointment at the Centre)

Website: [www.burntwoodhealth.co.uk/](http://www.burntwoodhealth.co.uk/)

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

The nearest Walk In Centre for Lichfield and Tamworth is

**Walsall Walk In Centre**  
19-20 Digbeth, Market Square, Walsall, West Midlands, WS1 1QZ

**01922 605730**

(No appointments needed, walk in service only)

Website: [www.phoenixprimarycare.co.uk/patients/surgeries/the-walsall-walk-in-health-centre/](http://www.phoenixprimarycare.co.uk/patients/surgeries/the-walsall-walk-in-health-centre/)

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

Alternatively patients may attend

**Showell Park Health & Walk In Centre**  
Fifth Avenue, Low Hill, Wolverhampton WV10 9ST

**01902 446711**

(It is advised that patients ring in advance and book an appointment, due to the high patients numbers you may not be seen straight away)

Website: [www.showellparkhealthcentre.co.uk/](http://www.showellparkhealthcentre.co.uk/)

Open 10:00–20:00 Monday - Friday,  
08:00–20:00 Saturday and Sunday

## 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 Lichfield the nearest **MIU** is  
**Samuel Johnson Community Hospital**  
Trent Valley Road, Lichfield, Staffordshire, WS13 6EF

**01543 412900**

24/7 minor injury unit service **01543 412900**

Services available include

X-ray facilities

Physiotherapy

Extension Number **2907**

Extension Number **3084**

In Tamworth the nearest **MIU** is  
**Sir Robert Peel Hospital**  
Plantation Lane, Mile Oak, Tamworth, Staffordshire, B708 3NG  
**01827 263800**

24/7 minor injury unit service **01827 263800**

Services available include

X-ray facilities

Physiotherapy

Extension Number **3807**

Extension Number **3842**