

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 provider is

- 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 North Staffordshire CCG website.

Available at : www.northstaffscg.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

Freephone

0800 051 8371

enquiries@healthwatchstaffordshire.co.uk
www.healthwatchstaffordshire.co.uk



Choose Well

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

- **Newcastle-under-Lyme**
- **Staffordshire Moorlands**



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 either Newcastle-under-Lyme, the Staffordshire Moorlands or the Surrounding Area you should contact

Staffordshire Doctors Urgent Care

☎ **0300 7900 246 / 0300 123 0814**

Emergency Dentist

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

☎ **111**

- Alternatively contact the Dental Access Line available across North Staffordshire.

☎ **0300 123 0981**

Information and Advice Line (Age UK)

- Delivered by North Staffordshire Age UK in Newcastle-under-Lyme, and the Staffordshire Moorlands

☎ **01782 204 995**

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

Alternatively call the **Access Team-0300 123 0907**

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 |
|-----------------------------|-------------------------------|----------------------------|--|--|-------------|-------------|
| Kidsgrove-Newcastle | 0845 6779391 | Tesco Kidsgrove Superstore | Liverpool Road, Kidsgrove, Newcastle-under-Lyme, ST7 1DX | 08:00–20:00 | 08:00–20:00 | 10:00–16:00 |
| Newcastle | 01782 682310 | Sainsbury's Newcastle | Liverpool Road, Newcastle-under-Lyme, ST5 9EW | 07:00–23:00 | 07:00–22:00 | 10:00–16:00 |
| Newcastle | 01782 710968 | Morrisons Newcastle | Goose Street, Newcastle-under-Lyme, ST5 3HY | 08:00–20:00 (Mon-Wed) 08:00–21:00 (Thurs-Fri) | 08:00–20:00 | 10:00–16:00 |
| Wolstanton-Newcastle | 01782 622665/ 01782 349010 | Asda Wolstanton Superstore | Queensway, Newcastle-under-Lyme, ST5 OAP | 09:00–21:00 (Mon–Thu) 08:30–21:00 (Fri) | 08:30–20:00 | 10:00–16:00 |
| Leek | 01538 484000 | Sainsbury's Leek | Churnet Works, Macclesfield Road, Leek, ST13 8YG | 07:00–22:00 | 07:00–22:00 | 10:00–16:00 |
| Meir | 0845 6779472 | Tesco Meir | Lysander Road, Meir, Stoke-on-Trent, ST3 7TW | 08:00–20:00 | 08:00–20:00 | 10:00–16:00 |
| Trent Vale | 0845 6779660 | Tesco Stoke-on-Trent | 291 Newcastle Road, Trent Vale, Stoke-on-Trent, ST4 6PL | 08:00–20:00 | 08:00–20:00 | 10:00–16:00 |

Walk In Centres

From Newcastle the nearest Walk In Centres are

Haywood Walk In Centre

Haywood Community Hospital, High Lane, Burslem, Stoke-on-Trent, Staffordshire, ST6 7AG

☎ **01782 673500**

(No appointments needed, walk in service only)

Website: www.staffordshireandstokeontrent.nhs.uk/Services/haywood-hospital-walk-in-service.htm

Open 07:00–22:00, (Mon-Fri) 09:00–22:00, (Weekends)

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/

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

Patients please be aware of the following!!

Midway Walk In Centre

Morton House, The Midway, Newcastle-under-Lyme, ST5 1QG

☎ **01782 663757**

(Even though the outdoor sign says that Midway is a Walk In Centre, this service does not operate as one. To use this service patients must first register with the Practice and then book an appointment)

Website: www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=37876

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 the Staffordshire Moorlands the nearest **MIU** is **Leek Moorlands Hospital Ashbourne Road, Leek, Staffordshire, ST13 5BQ**

☎ **01538 487103 / 0300 123 1894**

08:00–20:00 Minor Injury Unit ☎ Extension Number **60815**
Services available include

X-ray facilities open...

(Mon - Fri 08:30–12:30 and Mon, Wed & Thu 13:30–17:00)

In Newcastle-under-Lyme the nearest **MIU** is **Haywood Hospital–Minor Injuries Unit High Lane, Burslem, Stoke-on-Trent, Staffordshire,**

☎ **01782 715 444**

Minor Injury Unit - Open 07:00–22:00 (Mon–Fri) and 09:00–22:00 (Weekends)

Services available include
Occupational Therapy Services
Physiotherapy Services.