

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

- New Cross Hospital – Wolverhampton (Open 24 Hours)
- Manor Hospital – Walsall (Open 24 Hours)
- Russells Hall Hospital – Dudley (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



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

- **Seisdon Peninsula including**
- **Codsall**
- **Kinver**
- **Featherstone**
- **Wombourne**
- **Perton**



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 Seisdon Peninsula (Codsall, Kinver, Featherstone or Wombourne) you should contact

The NHS 111 Service

 **111**

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)

 **07731 107470**

Care and Help at Home Careline

- Delivered by South Staffordshire Age UK in South Staffordshire (the Seisdon Peninsula)

 **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
Wednesfield	01902 304444	Sainsbury's Wednesfield Superstore	Sainsbury's Rookery Street, Wolverhampton, WV11 1UP	08:00–22:00	08:00–22:00	10:00–16:00
Wolverhampton	01902 7140848	Asda Wolverhampton Superstore	Asda, Molineux Way - Waterloo Road, Wolverhampton, WV1 4DE	09:00–22:00	08:30–22:00	10:00–16:00
Walsall	01922 498000	Asda Bloxwich Superstore	Asda, Woodhall Street, Walsall, WS3 3JR	08:00–23:00	07:00–22:00	10:00–16:00
Walsall	01922 432747/ 0845 0269674	Tesco Walsall Extra	Littleton Street West, Walsall, West Midlands, WS2 8EQ	06:30–22:30	06:30–22:00	11:00–17:00
Dudley	01384 849647/ 0845 0269961	Tesco Dudley Extra	Tesco, Town Gate Retail Park, Birmingham Road, Dudley, DY1 4RP	08:00–21:00	08:00–21:00	10:00–16:00
Kingswinford	01384 401611	Morrisons Kingswinford Store	Morrisons, Charterfield Shopping Centre, Charterfield Drive, Kingswinford, DY6 7SH	08:30–20:00 (Mon-Wed) 08:30–21:00 (Thu-Fri)	08:00–20:00	10:00–16:00
Kidderminster	01562 535247/ 0845 6779390	Tesco Superstore Kidderminster	Tesco, Castle Road, Kidderminster, DY11 6SW	08:00–22:30 (Mon) 06:30–22:30 (Tue-Fri)	06:30–22:00	10:00–16:00

Walk In Centres

For Wombourne (South Staffs) the nearest Walk In Centre is

Dudley Borough Walk in Centre
Stourbridge Road, Dudley, West Midlands, DY1 2ER

 **0330 123 9225**

(No appointment needed)

Website: www.dudleyboroughwhic.nhs.uk/

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

For Perton & Codsall (South Staffs) the nearest Walk In Centre is

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/

Open 10:00–20:00 Monday - Friday,

08:00–20:00 Saturday and Sunday

For Featherstone (South Staffs) the nearest Walk In Centre 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/

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

Alternatively patients could use **Phoenix Walk In Centre**

Phoenix Health Centre, Parkfields Road, Wolverhampton, WV4 6ED

 **01902 444677**

(No appointments needed, walk in service only)

Open 10:00–19:00 (Mon–Fri) and 10:00–16:00 (Sat–Sun)

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 Wombourne (South Staffs) the nearest **MIU** is

Holly Hall Clinic
Stourbridge Road, Dudley, West Midlands, DY1 2ER.

 **0330 123 9225**

Open 08:00–20:00, 7 days a week

(Treatment for minor injuries and illnesses only)

In Kinver (South Staffs) the nearest **MIU** is

Minor Injuries Unit: Kidderminster
Kidderminster Hospital, Bewdley Road, Kidderminster, DY11 6RJ

 **01562 513039**

Open 24 hours/ 7 days a week

In Featherstone (South Staffs) the nearest **MIU** is

Cannock Chase Minor Injury Unit
Cannock Chase Hospital, Brunswick Road, Cannock, WS11 5XY

 **01543 572757**

Minor Injury Unit (Open 10.30–18.30)

Services available include

X-ray facilities

Physiotherapy

 Extension Number **6152**

 **01543 576411**