

### 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

- County Hospital – Stafford (Open 08:00–22:00)
- 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 Stafford and Surrounds CCG website.

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

- **Stafford**
- **Stone**
- **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 Stafford, Stone, or the Surrounding Area, you could contact

### Badger Healthcare

 **0121 766 2170**

### 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 which covers Stafford and Surrounds (please note this is a private service).

 **07731 107470**

### Care and Help at Home Careline

- Delivered by South Staffordshire Age UK in Stafford, Stone 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
<b>Stafford</b>	01785 782010 / 01785 782000	ASDA Stafford Superstore	Asda, Queensway, Stafford, ST16 3TA	08:00–23:00 (Mon) 07:00–23:00 (Tue–Fri)	07:00–23:00	10:00–16:00
<b>Stafford</b>	01785 319847 / 0845 6779834	Tesco Extra Stafford	Tesco, Newport Road, Stafford, ST16 2HE	08:00–22:30 (Mon) 06:30–22:30 (Tue–Fri)	06:30–22:00	10:00–16:00
<b>Stafford</b>	01785 225711	Sainsbury's Stafford Superstore	Sainsbury's, Chell Road, Stafford, ST16 2TF	08:00–22:00	08:00–22:00	10:00–16:00
<b>Stafford</b>	01785 245736	Boots Pharmacy	Boots, Queensville Retail Park, Stafford, ST17 4SU	08:30–17:30	08:30–17:30	10:30–16:30
<b>Stone</b>	01785 819 999	Stone Pharmacy	5-7 High Street, Stone ST15 8AJ	07:30–22:30	07:30–22:30	10:00–17:00
<b>Meir</b>	01782 290549 / 0845 6779472	Tesco Meir Superstore	Lysander Road, Meir, Stoke-on-Trent, ST3 7TW	08:00–20:00	08:00–20:00	10:00–16:00
<b>Longton</b>	01782 424447 / 0845 6779798	Tesco Extra Superstore Longton	Baths Road, Longton, Stoke-on-Trent, ST3 2JB	08:00–21:00	08:00–21:00	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

Patients from Stafford and Surrounding area may also choose to use

### 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

For Stone the nearest Walk In Centre is

### Hanley Health and Well Being 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.

For Stafford the nearest **MIU** is

### Cannock Chase Minor Injuries Unit

**Cannock Chase Hospital, Brunswick Road, Cannock, WS11 5XY**

 **01543 572757**

10:30–18:30

Services available include

X-ray facilities

 Extension Number **6152**

Physiotherapy

 **01543 576411**

For Stone 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.

The Minor Injury Units listed above are only open certain times throughout the day. Both

**Sir Robert Peel Hospital**–Tamworth and

**Samuel Johnson Community Hospital**–Lichfield

Offer a 24 hour, 7 days a week, minor injury unit service.