

**WE
HAVE
INTRODUCED
NEW
URGENT
TREATMENT
SERVICES
QUICKER
THAN A&E.**

We know that finding the right place to go when you become ill or are injured can be confusing.

This guide is just one of the ways we want to help you choose well and stay well in the East Riding of Yorkshire.

By selecting the right service for your illness or injury, you're not only looking after your health but using NHS services responsibly.



SELF-CARE.

Self-care is the best way to treat common illnesses and injuries such as coughs, colds, slight cuts and grazes. You can treat them at home with a range of medicines and a first aid kit bought from a pharmacy or supermarket.

You can prepare for many common illnesses and injuries by having a chat with your local pharmacist who can give you advice on what self-care medications to have at home.

Some of the essentials are:

Pain relief

Painkillers such as paracetamol and ibuprofen are highly effective at relieving most minor aches and pains.

Antihistamines

These are useful for dealing with allergies and insect bites. They're also helpful if you have hay fever.

Fluid replacement drinks

Fever, diarrhoea and vomiting make you lose water and essential minerals, and lead to dehydration. Drinking lots of water and fluid replacement drinks will help to restore your body's natural balance of minerals and fluids.

Indigestion treatment

Effective if you have indigestion, heartburn or trapped wind.

Sunscreen

Keep a lotion of at least factor 15. Even brief exposure to the sun can cause sunburn and increase your risk of skin cancer.

First aid

As well as the medicines mentioned, keep a well-stocked first aid kit such as plasters, bandages and antiseptic cream. This can help to treat minor cuts, sprains and bruises.

Remember

With all self-care if your symptoms recur, or if you are no better after two days, call NHS 111 for advice or contact your GP.

For more information on self-care help and advice visit [nhs.uk](https://www.nhs.uk)



NHS 111.

If you need medical help but you're not sure where to go, then please **Talk before you walk.**

You can call NHS 111 free, 24 hours a day, 365 days a year and, where appropriate, a clinical advisor will assess your symptoms, decide what medical help you need and advise where you need to go.

Clinical advisors can arrange an appointment for you at an Urgent Treatment Centre, 8 to 8 Centre or an out of hours GP if your condition means you need to see a health care professional within the next 12 hours.

Clinical advisors can also give you self-care advice and information.

If you are deaf or hard of hearing, use the Text Relay service – Text Relay 18001 111.

For more information and to download the Text Relay app to your mobile device, visit ngts.org.uk



Talk before you walk. Contact NHS 111



PHARMACY.

Your local pharmacist is a healthcare professional who can give you clinical advice and treatment for common illnesses such as coughs, colds, aches and pains. They can also help you decide whether you need to contact other healthcare services such as contraception and sexual health.

You can talk to your pharmacist in confidence, even about the most personal symptoms without an appointment. Many pharmacies now have a consultation area where you can discuss health concerns in private.

Some of the services available from your local pharmacy include help for:

- Emergency contraception (morning after pill)
- Raised temperature/fever
- Coughs/colds/flu
- Ear infections/earache
- Urine infections/cystitis
- Diarrhoea/vomiting
- Skin infections/rashes/allergic reactions
- Conjunctivitis
- Emergency repeat prescription service



GP SURGERY.

Your local GP surgery provides a wide range of family health services that include advice on health concerns, how to prevent you becoming unwell, vaccinations, examinations and treatment, and prescriptions for medicines. They can also refer you to other health services.

GP surgeries usually have a range of staff including practice nurses, advanced nurse practitioners, health care assistants and pharmacists. You don't always have to see your GP, another member of the team may be able to see and treat you. The receptionist can help you make the right choice for you. Your GP surgery will work in partnership with community services, which provide health

visitors, physiotherapists, occupational therapists and district nurses.

In some practices, you can now have a consultation with your GP online with e-Consult. Simply fill in an online questionnaire and you'll receive a response no later than the end of the next working day. Visit your GP's website for more information.

OUT OF HOURS GP.

The out of hours GP service is a separate facility where a team of GPs and nurse practitioners provide services from 6pm to 8am weekdays, bank holidays and weekends. They offer

help, advice and treatment if you have an urgent clinical need that cannot wait for your own GP practice to open.

If you need to see or speak to a GP when your surgery is closed,

call NHS 111 and, where appropriate, a clinical advisor will assess you, give advice on when and where to go for treatment, or book you in to see an out of hours GP if needed.

URGENT TREATMENT CENTRES.

If you have an urgent injury or illness that is not serious, life or limb threatening, then the nearest Urgent Treatment Centre to you can provide assessment, advice and/or treatment.

Common conditions that can be treated in an Urgent Treatment Centre are:

- Cuts and grazes
- Sprains and strains
- Simple broken bones
- Wound and wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries (foreign bodies in eye)
- Minor back injuries
- Emergency contraception
- Skin infections/rashes/allergic reactions
- Urine infections
- Raised temperature/fever.

Based in Beverley, Bridlington and Goole, Urgent Treatment Centres are open 7am to 11pm, 7 days per week.

You can walk into an Urgent Treatment Centre, however we always recommend you **Talk before you walk** by calling NHS 111. Where appropriate, a clinical advisor will assess your symptoms, decide what medical help you need and advise where you need to go.

Clinical advisors can also arrange an appointment for you at an Urgent Treatment Centre, 8 to 8 Centre or an out of hours GP if your condition means you need to see a health care professional within the next 12 hours.

Depending on your symptoms, Urgent Treatment Centres are able to carry out blood tests and x-rays to get a better understanding of what is wrong with you and, if needed, can prescribe medication and issue prescriptions for some conditions.

**urgenttreatment⊕
centre**



8 TO 8 CENTRES.

Driffield, Hessle and Withernsea have 8 to 8 Centres. They are different from Urgent Treatment Centres and are designed to provide a range of community services for non-urgent and planned care.

8 to 8 Centres are open from 8am to 8pm, 7 days a week.

Driffield and Withernsea 8 to 8 Centres have qualified nurses who can assess a number of minor injuries such as:

- Cuts and grazes
- Sprains and strains
- Wound and wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites

You cannot walk-in to an 8 to 8 Centre for treatment of minor injuries. You have to ring NHS 111 who will assess your symptoms and give advice on where to go for treatment or arrange an appointment for you, if appropriate, at the 8 to 8 Centre.

Please be aware Hessle 8 to 8 Centre does not offer appointments for minor injuries.

Talk before you walk. Contact NHS 111



ACCIDENT & EMERGENCY (A&E) OR 999.

You should only attend A&E with the most serious, life or limb threatening emergencies, and only dial 999 if you think you need an emergency ambulance.

Symptoms of serious illness include:

- Life threatening choking
- Chest pain
- Stroke
- Blacking out
- Severe blood loss
- Severe breathing difficulty
- Severe injury
- Broken bones (where the bone sticks out or severe deformity)
- Large/deep cuts
- Stab wounds
- Severe burns

A&E is for real emergencies. If you are in doubt **Talk before you walk** and ring NHS 111.



WHERE EVERYTHING IS.



Key

- 1 Alfred Bean Hospital, Driffield
- 2 Beverley Urgent Treatment Centre
- 3 Bransholme Urgent Care Centre
- 4 Bridlington & District Hospital
- 5 Bridlington Urgent Treatment Centre
- 6 Diana, Princess of Wales Hospital (A&E)
- 7 Driffield 8 to 8 Centre
- 8 East Riding Community Hospital, Beverley
- 9 Goole & District Hospital
- 10 Goole Urgent Treatment Centre
- 11 Hesse 8 to 8 Centre
(Appointments for minor injuries not available)
- 12 Hornsea Cottage Hospital
- 13 Hull Royal Infirmary (A&E)
- 14 Scarborough General Hospital (A&E)
- 15 Scunthorpe General Hospital (A&E)
- 16 Withernsea 8 to 8 Centre
- 17 Withernsea Community Hospital
- 18 York Hospital (A&E)

 Community Hospital

 District Hospital

 Urgent Treatment Centre

 8 to 8 Centre

 Hospital with A&E

Locations shown are indicative only.



East Riding of Yorkshire Clinical Commissioning Group

This document is available in alternative languages and other formats including Braille, audio tape and large print by contacting us in the following ways:

NHS East Riding of Yorkshire Clinical Commissioning Group
Health House
Grange Park Lane
Willerby
East Riding of Yorkshire
HU10 6DT

 01482 650700

 eryccg.contactus@nhs.net

 [@EastRidingCCG](https://twitter.com/EastRidingCCG)

 eastridingofyorkshireccg.nhs.uk