

## Before you go to A&E, think!

Is this an emergency?

Can I wait and see my GP?

Would one of the services below be better and quicker?

A quick guide to alternative services:

### Ring your GP

If the practice is closed, your call will be diverted to the out of hours GP service

### NHS 111 - phone 111

Available 24 hours a day, 365 days a year

### NHS Walk-in Centre (adults & children)

Broad Lane, S1 3PB

Open 8am-10pm, 365 days a year

### NHS Minor Injuries Unit (adults only)

Royal Hallamshire Hospital, S10 2JF

Open 8am-8pm, 7 days a week

### Emergency Eye Care Service (adults only)

Phone 0114 271 2495

Royal Hallamshire Hospital, S10 2JF

Open Mon-Fri 8am-4:30pm

Children needing emergency eye care should be taken to the Sheffield Children's Hospital A&E

### Urgent Dental Care - Phone 111

Available 24 hours a day, 365 days a year

If you need this leaflet in a different language, audio, large print or braille, please email us on [sheccg.comms@nhs.net](mailto:sheccg.comms@nhs.net) or call 0114 305 1212.



[www.sheffieldccg.nhs.uk](http://www.sheffieldccg.nhs.uk)



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PD10292 v1 PIL2751  
Issue Date: 04/19

**NHS**

**Sheffield**

Clinical Commissioning Group

# Which service is best for me?

A guide to choosing the right NHS service if you become ill or are injured.

Accident & Emergency

Walk-in Services

GP (Doctor)

Pharmacy

NHS 111

Mental health help

Self Care

## Self Care

Hangover.  
Grazed knee.  
Sore throat.  
Cough.



## Mental Health Help

You're not alone: we can help you.



## NHS 111

Unsure?  
Confused?  
Need help?



## Pharmacy

Diarrhoea.  
Runny nose.  
Painful cough.  
Headache.



## GP (Doctor)

Vomiting.  
Ear pain.  
Back ache.  
Injury.



## Walk-in Services

If you can't get to see your GP and it's not getting any better.



## A&E or 999

Choking.  
Chest pain.  
Severe bleeding.  
Blacking out.



A lot of illnesses or symptoms, such as coughs, colds, sore throats, upset stomachs and aches and pains can be treated in your home by using a well-stocked medicine cabinet and by getting plenty of rest.

Stock your medicine cabinet with paracetamol, aspirin, ibuprofen, anti-diarrhoea medicine, re-hydration mixtures, indigestion remedies, plasters and a thermometer.

For more information, visit [www.nhs.uk](http://www.nhs.uk).

There are many different ways you can get support for your mental health, whatever your needs might be:

search for '**Sheffield Mental Health Guide**' online;

call Sheffield NHS's Single Point of Access for Mental Health Services on **0114 226 3636**;

make a GP appointment.

NHS 111 is a free to call service which will help you when you need to get medical or dental help fast and you're not sure what to do. If needed, a healthcare professional will speak with you.

It is available 24 hours a day, 7 days a week. Call **111** free from a landline or mobile, or visit [111.nhs.uk](http://111.nhs.uk).

To access the NHS 111 service via textphone, call **18001 111**.

Your local pharmacist (chemist) is a highly trained healthcare professional and can give you advice on common illnesses and the medicines you need to treat them.

They will have a quiet area where you can speak to the pharmacist more privately, and many are open during the evenings and weekends.

To find your nearest pharmacy, visit [www.nhs.uk](http://www.nhs.uk) or call **111**.

If you have an illness or injury that won't go away, make an appointment with your GP.

They provide a range of services by appointment, including medical advice, examinations and prescriptions.

To find your local GP surgery, their details & opening times, visit [www.nhs.uk](http://www.nhs.uk).

For an urgent GP appointment out-of-hours, just ring your GP practice's normal number.

Walk-in Services treat minor illnesses and injuries that do not need a visit to A&E. You do not need an appointment at the following and will be seen by an experienced nurse or doctor:

**Sheffield NHS Walk-in Centre**  
Broad Lane, S1 3PB  
Open 8am-10pm,  
365 days a year

**NHS Minor Injuries Unit** (for injuries, such as sprains, cuts and grazes)  
Royal Hallamshire Hospital, S10 2JF  
Open 8am-8pm,  
7 days a week

The Accident and Emergency (A&E) department and the 999 service should only be used in life threatening and serious situations only. They will give immediate care for people who show symptoms of serious illness or are badly injured. If you call 999, the advisor may send an ambulance vehicle to your location.

In Sheffield, A&E for adults (age 16+) is at **Northern General Hospital**, and A+E for children (under 16 years) is at **Sheffield Children's Hospital**.