

## Useful contacts:

### My GP:

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### My Dentist:

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### My Local Pharmacy:

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## Useful websites:

NHS Nottinghamshire County  
[www.nottspct.nhs.uk](http://www.nottspct.nhs.uk)

NHS Direct  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NHS services  
Opening times and locations  
[www.nhs.uk](http://www.nhs.uk)

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This information is available in different  
languages and formats. For more information,  
please contact 01623 673128.

With thanks to NHS Nottingham City Clinical  
Commissioning Group.

# Contact information

## Walk-in Services:

### Nottingham NHS Walk-in Centre

Seaton House, London Road,  
Nottingham NG2 4LA  
Tel: 0115 883 8500

Open 7am to 9pm every day of the year  
including weekends and all bank holidays.

### 8am to 8pm Health Centre

79a Upper Parliament Street,  
City Centre NG1 6LD  
Tel: 0115 883 1960

Open 8am to 8pm every day of the year for  
walk-in and appointment services.

### Clifton Nurse Access Point

Clifton Cornerstone, Southchurch Drive,  
Clifton, Nottingham NG11 8EW

No appointment necessary, telephone for  
opening times on 0115 878 6100.

### Ilkeston Minor Injuries Unit

Ilkeston Community Hospital, Heanor Road,  
Ilkeston, Derbyshire DE7 8LN  
Tel: 0115 930 5522

Open 24 hours a day, 7 days a week.

### Minor Injuries Unit and Urgent Care Centre

Newark Hospital, Boundary Road,  
Newark NG24 4DE

Open 24 hours a day, 7 days a week

### Loughborough Walk-in Centre

Pinfold Gate, Loughborough, Leics. LE11 1BE

Open 24 hours a day, 7 days a week.



Nottinghamshire County



# Right Care

# Right Place

# First Time

## A step-by-step guide for when you need medical help or advice



## ↓ Step one

### Can I deal with this myself?

**Self-care:** A well stocked medicine cabinet will help treat many common illnesses. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines available over the counter.

It is worthwhile having a small stock of paracetamol and/or ibuprofen which can be used as pain killers as well as to control temperature.

Always follow the instructions on the medicine label and seek further advice if the illness continues or becomes more severe.

**Pharmacist:** Your nearest pharmacy can give on-the-spot advice for minor ailments, sells remedies for a wide range of problems including stomach upsets, aches and pains, allergies, coughs and colds, and can advise on where best to get further help.

Selected pharmacies offer extra services through Pharmacy First schemes, or sell additional treatments such as the emergency contraception pill. Some pharmacies are now open until midnight, details are available from NHS Direct.

**Opening hours and locations:** Opening hours (including evenings, weekends and bank holidays) and location of all health services in your area are available from NHS Direct on: 0845 46 47.

**Online services:** You can find out about all national and local NHS services, opening times and locations, and access a range of self-help information at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or [www.nhs.uk](http://www.nhs.uk).

## ↓↓ Step two

### Do I need more help, advice or treatment?

**GP services:** Your GP can treat a wide range of illnesses and minor injuries, provide prescriptions and advice on wellness to work.

**Out of hours service:** The out of hours service is for urgent medical care and advice when your GP surgery is closed. 'Urgent' means that you cannot safely wait until your GP surgery is next open. You can access the out of hours service by calling your usual GP surgery number. You will be transferred directly to the out of hours service, which operates in the evenings, on bank holidays and at the weekends.

**NHS Direct:** You can call NHS Direct on 0845 46 47 or go online to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for healthcare help and advice.

**Dentist:** Registered patients should phone their own dental practice. If the surgery is closed, you will receive information on what to do next. You can also phone NHS Direct at any time on 0845 46 47 for dental advice.

**Walk-in Centres:** You can see an experienced GP or nurse for the treatment of minor injuries or illnesses. You don't need to make an appointment. See the back page of this leaflet for locations and opening times.

**Minor Injuries Unit/Urgent Care Centre:** If it's not possible to go to your GP and if your injury or illness is not life-threatening, you can get help from the Minor Injuries Unit & Urgent Care Centre rather than going to Accident & Emergency.

## ↓↓↓ Step three

### Is it an emergency?

An emergency is a serious injury or life-threatening problem such as:

- Loss of consciousness
- Severe chest pain
- Severe breathing difficulty
- Heavy bleeding
- Suspected broken bones
- Deep wounds (e.g. stab wounds)
- Swallowing something harmful or poisonous

In an emergency you can go to your nearest Emergency Department (A&E) or call 999 for an ambulance.

Remember that A&E and 999 should only be used in emergencies – using them for minor problems or because you have no transport puts other people's lives at risk and wastes money that could be spent elsewhere to improve NHS services.

Phoning your GP practice, the out of hours service or NHS Direct for minor problems will usually result in faster and more appropriate advice and treatment.

Arriving at A&E by ambulance does not give you priority over other patients with similar problems who have come by car or public transport.