



**Durham Dales, Easington
and Sedgfield**
Clinical Commissioning Group

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Getting Care
Right For You



What do I do if I have a minor injury?



24/7, 365 days a year you can go to a minor injuries unit at:

**Bishop Auckland Hospital,
DL14 6AD** or

**Peterlee Community Hospital,
SR8 5UQ.**

However, we would advise that you call NHS 111 to get an appointment to reduce your waiting times.

If it's more serious you may need further treatment at a hospital close by.



24/7

CALL
111

Minor injury



Examples of minor injuries are:

- Sprains and strains
- Broken bones
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Minor eye injuries
- Insect and animal bites



Medical emergency



Call 999 in a medical emergency, when someone is seriously ill or injured and their life is at risk. This could include:

- Heart attack
- Stroke
- Major trauma (such as a serious road traffic accident, a fall from height or serious head injury)
- Loss of consciousness
- Severe confused state
- Fits that aren't stopping
- Breathing difficulties
- Severe allergic reactions, burns or scalds
- Severe bleeding that cannot be stopped
- Persistent, severe chest pain

When you dial 999 you will be assessed by a trained clinical advisor. You may receive treatment at the scene or be transferred to A&E at the most appropriate hospital.





Getting Care
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NHS
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What to do if you are unwell


Your quick guide to local health services


Help yourself: 
Hangover, grazed knee, cough and sore throat. Visit www.nhs.uk. Also download the free NHS child health app.

Pharmacy: 
Diarrhoea, runny nose, painful cough and headache. Health and wellbeing, stopping smoking.

Call NHS 111: 
Need help fast? Unsure? Not well? Easy, fast health services - keep 999 free for medical emergencies.

Minor injury: 
Strains, cuts, sprains and burns. Units at Bishop Auckland Hospital or Peterlee Community Hospital. 

GP practices: 
Ring your GP surgery Mon - Fri, 8am - 6pm.
Ring NHS 111 between 6pm - 8am and at weekends.

A&E or call 999: 
Chest pain, choking, severe blood loss, blacking out, unconsciousness, suspected stroke.

**The NHS belongs to us all.
Let's use it responsibly.**

Talk before you walk.

The way you use your NHS matters - using it wisely means we can develop and invest in local services to make your NHS fit for the future.

NHS 111 service

Need help fast? Unsure? Not well?

NHS 111 is available 24 hours a day, 365 days a year and can advise on alternative local NHS services available.

Talk before you walk - it's fast, easy and free!



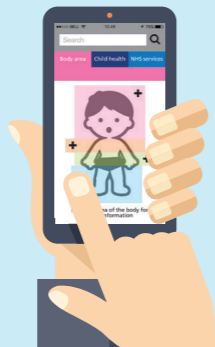
The NHS non-emergency number

Help yourself

Check your first aid kit is well stocked. Be prepared with basic medical supplies, eg pain relief tablets, plasters and antiseptic wipes.

NHS choices can help you understand how to treat some health conditions such as a common cold. Visit NHS Choices at: www.nhs.uk

If you are a parent or carer of a child under 5, search 'NHS child health' for a **free** app to help you look after your child's health.



Pharmacy

Pharmacists can help you with:

- Coughs and colds
- Aches
- Runny noses
- Headaches
- Emergency contraception
- Stopping smoking
- Pains
- Hay fever
- Healthy eating advice

Search NHS choices for your nearest pharmacy: www.nhs.uk



GP practices

Ring your GP surgery

Monday - Friday, 8am - 6pm.



Ring NHS 111

Between 6pm and 8am, and on weekends. They will signpost you to the appropriate service.



More appointments available

Ring NHS 111

Patients who need to be seen urgently on the same day will be offered an appointment either at their own GP surgery or at another GP surgery nearby called a Primary Care Service. You will be seen by a healthcare professional.

8am - 8pm: Monday - Friday

8am - 1pm: Saturday - Sunday



More appointments for you here

More **urgent** appointments will be available in the locations below.

Please note - you will not be able to just turn up. You will still need to book an appointment by calling NHS 111 where you will be directed to your nearest service.

