

Injured or feeling unwell?

**THINK
ABC
BEFORE
A&E**

Anytime medical advice from NHS 111
Book an appointment with your GP surgery
Call in at your local Minor Injuries Unit

thinkABC.org.uk

This leaflet can help you find the best NHS service for you

Choosing the right health service when you are unwell or injured allows busy services like A&E to treat the people who need them most.

When to use A&E or 999

A&E departments provide urgent treatment for serious, life-threatening conditions. At A&E, the most seriously ill patients will be seen before those with less urgent conditions. This means you may have to wait for several hours for treatment, or you may be redirected, for example, to a GP, Walk-in Centre or a Minor Injuries Unit.

In a serious, life threatening emergency do not wait, call 999 for immediate assistance.

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If you would like this information in alternative formats or languages call **0117 900 3410** or email swcscomms@swcsu.nhs.uk.

This leaflet has been produced by NHS organisations in Bristol, North Somerset and South Gloucestershire.

Website: www.thinkABC.org.uk
Twitter: #thinkABC



Call in at your local Minor Injuries Unit

Yate MIU

West Gate Centre, 21 West Walk,
Yate, BS37 4AX **Tel:** 01454 315 355

Open: Monday – Friday 8.30am – 7.30pm,
Sat & Sun 10am – 1.30pm including bank holidays.

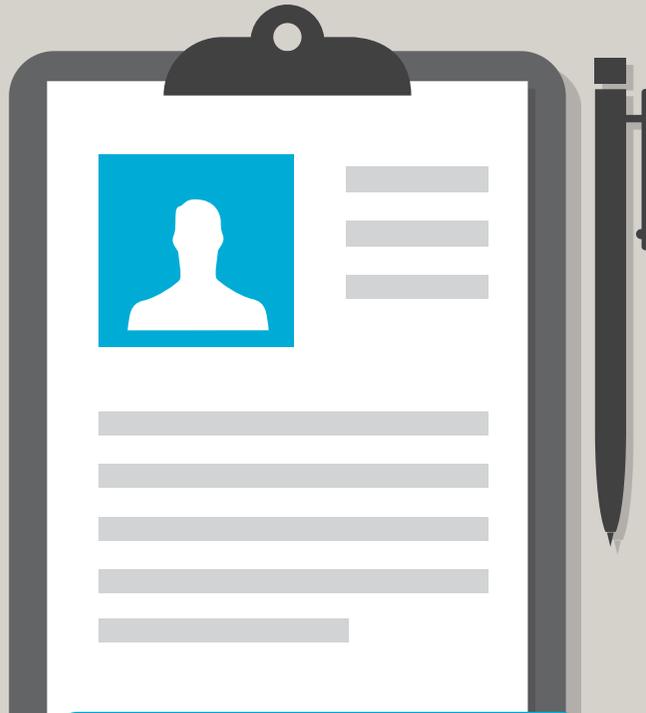
X-ray: Monday – Friday 8.30am – 4.30pm,
not available at weekends.

Southmead MIU

Southmead Hospital, Westbury-on-Trym,
Bristol, BS10 5ND **Tel:** 0117 323 5100

Open: 7 days a week including Sunday and bank holidays from 9am – 9pm. Patients can be booked in up until 8pm. If you are planning to attend after 6pm please call us.

Treatment can be provided to adults and children.



Anytime medical advice from NHS 111

NHS 111 has been introduced to make it easier for you to access local NHS healthcare services. It's available 24 hours a day, every day of the year and is free to call from your landline or mobile phone.

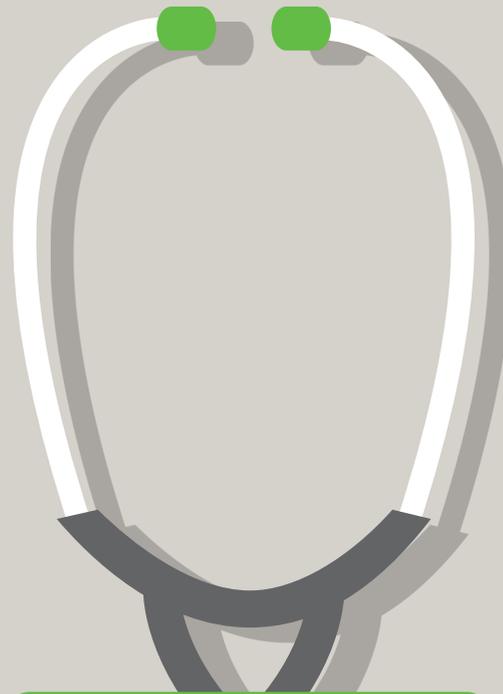
Use 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health or medical information, or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist.

If you call 111 you will be connected to fully trained advisers or nurses, who will ask you questions to assess your symptoms. They may provide information and guidance or direct you to the most appropriate local service that can help you best.

When you call 111, you will be assessed straight away. If it is an emergency, an ambulance is dispatched immediately without the need for any further assessment.



Book an appointment with your GP surgery

Your GP surgery should be your first port of call when you are feeling unwell, have any on-going illnesses or need advice in managing your long-term condition.

Many GP practices offer later and longer opening hours – including early mornings, late evening and Saturday appointments. Many also offer emergency appointments.

If it is urgent you can also see a GP outside of usual opening hours. Just call your GP surgery as usual and a recorded message will tell you how to contact the out of hours GP service.

If you need urgent medical care when your surgery is closed (and you can't wait until the morning), call 111 who can help direct you to the most appropriate local service.

Call in at your local Minor Injuries Unit (MIU)

Minor Injuries Units are able to treat a range of less serious injuries. Conveniently located in Southmead, Yate, Hengrove and Clevedon, waiting times are often lower than busy A&E departments which focus on more serious accidents and illnesses.

Most MIUs are open 7 days a week, including bank holidays. You don't need to make an appointment and you'll be seen by emergency nurse practitioners in a calm, relaxed setting. You can drop in without an appointment, or you may be referred by your GP or other healthcare professional.

MIUs will not treat minor illnesses. For those, see your pharmacist or GP.

MIU treatments include:

- CUTS AND GRAZES
- SPRAINS AND STRAINS
- BROKEN BONES*
- TRIPS AND FALLS
- BITES
- MINOR HEAD INJURIES
- MINOR BURNS
- MINOR EAR/EYE PROBLEMS

*Please see website for a full list of treatment

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