

## WHICH SERVICE DO I USE AND WHEN?



**Make an appointment with your GP** if you are feeling unwell or you have suffered a minor injury between the hours of 8.30am and 6.00pm. We would like to reassure you that we will always see **urgent same day requests**. **This should be your first port of call.**



**Ask your local pharmacist for advice** – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats. (Please see attached leaflet), instead of contacting the GP.



**Visit a walk-in centre, minor injuries unit or urgent care centre** if you have a minor illness or injury (cuts, sprains or rashes) and **it can't wait until your GP surgery is open.** **Westgate Walk in Centre** **0191 2823000**

**Molineux Street Walk in Centre**

**0191 2138566**

**Ponteland Road Health Centre**

**0191 2719030**

**Battle Hill Health Centre**

**0191 2958520**

**Please note the following cannot be assessed at a Walk in Centre:**

Children under the age of 2 years

Chest pain and/or shortness of breath

Head injuries with neurological symptoms

Back, neck, shoulder, hip or rib injuries

Any eye trauma or injury please attend RVI Eye emergency Department

Should any of the above apply to you, please see your GP or go to the **EMERGENCY DEPARTMENT AT THE RVI, QUEEN VICTORIA ROAD, NEWCASTLE UPON TYNE 0191 2336161**



**Call NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. **You can also call NHS 111 if you're not sure which NHS service you need.**



**Call 999** if someone is seriously ill or injured and their life is at risk. An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies (**not non urgent problems that your GP could deal with**)

- [loss of consciousness](#)
- acute confused state and fits that are not stopping
- persistent, [severe chest pain](#)
- breathing difficulties
- [severe bleeding](#) that cannot be stopped

- severe [allergic reactions](#)
- severe [burns or scalds](#)

***Your NHS & What it costs:***

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| ➤ To attend a walk in centre         | £15 in addition to the cost the NHS has already paid your GP for you to be registered with the Practice. |
| ➤ A call to NHS Direct (111 Service) | £16  |
| ➤ Taking yourself to A&E             | £111   |
| ➤ Calling an ambulance               | £240   |

I do hope you find this information useful, should you however require any further assistance of information, please do not hesitate to contact us at the surgery.