

# IMPORTANT CHANGES TO URGENT CARE SERVICES IN SOUTH TEES FROM 1 APRIL 2017

## Local GP extended hours centres



After listening to local people, we are now making it easier and more convenient for you to access general practice (GP) appointments 7 days a week.

From 1 April 2017, four GP centres will be open from 6pm to 9.30pm - Monday to Friday - and 8am to 9.30pm on weekends and Bank Holidays.

These will be based in North Ormesby Health Village, One Life Centre in Linthorpe, Redcar Primary Care Hospital and East Cleveland Hospital in Brotton.

### How do I access one of the new GP centres?

The centres operate an appointment based system - **you won't be able to just walk-in.**

Having four centres means you will be offered a choice of where to go and an appointment time which may be better for you. It also means that you are seen promptly and shouldn't have to wait in a queue.

The service will be operated by local doctors and nurses from the South Tees area with access to your patient records.

There are a number of ways to make an appointment:

- **Telephone your own GP surgery** which has access to appointments in the extended hours GP centres.
- **Your own surgery will always try to meet your needs first** but if you require an appointment urgently and they can't fit you in - or if it is more convenient for you to be seen in the evening or at the weekend, they will make an appointment for you at one of the centres.
- **Telephone NHS 111** (free phone number) – **NHS 111** has access to appointments in normal hours or in the extended hours GP centres. If you need to be seen, they will be able to make you an appointment.
- **Access online** – if your practice offers online appointment booking, this will be extended to include access to the centres. If you are not sure whether your practice offers online booking, please contact them directly.



**when it's less urgent than 999**

### What if I have an urgent need after 9.30pm when the GP centres are closed?

- Simply call **111** and they will direct you to the most appropriate service.

**PLEASE KEEP IN A SAFE PLACE**

## Self care



**Grazed knee  
Sore throat  
Cough  
Hangover**

## NHS 111



**Unwell?  
Unsure?  
Confused?**

## Pharmacist (Chemist)



**Diarrhoea  
Runny nose  
Painful cough  
Headache**

## GP (General Practice)




**Fever  
Ear pain  
Unexplained pains  
Feeling ill**

## Minor Injuries




**Cuts  
Sprains  
Strains**

## Mental Health Crisis



**Self-harm  
Suicidal feelings  
Hearing voices**

## Accident & Emergency (A&E) or 999



**Heavy bleeding  
Chest pain  
Stroke  
Serious injury**

A lot of illnesses and symptoms can be treated in your home by making use of a well stocked first aid kit and by getting plenty of rest.

**Keep stocked up:**  
Be prepared with essential medicines and supplies in case you get ill. Useful items include: paracetamol or ibuprofen, oral rehydration sachets for diarrhoea, antacids, anti-histamines, plasters, bandages and thermometer.

For further information visit NHS Choices [www.nhs.uk](http://www.nhs.uk)



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Developed by hospital specialists, doctors, health visitors and pharmacists across the North East

You should call the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. Access this service by simply ringing **111**.

The service is available 24 hours a day, seven days a week to help you access local urgent health services.

If you have difficulties hearing or communicating you can use the **NHS 111** service through a textphone by calling **18000 111**.

North East Ambulance Service (NEAS) provide the **NHS 111** service, which is staffed by experienced clinical support teams to direct you to the right service.

We have made a number of improvements to the service including more input from doctors and nurses as well as booking appointments directly with GP surgeries if required.

Pharmacies can be found locally across Middlesbrough and Redcar and Cleveland. Your local pharmacist is a highly trained healthcare professional who can give you advice on common illnesses and the medicines you need to treat them.

Pharmacies also have a quiet area for consultation if you need to speak to the pharmacist in private.

Local GP surgeries can be found across Middlesbrough, Redcar and East Cleveland.

From 1 April 2017, our four GP extended hours centres will also be open from 6pm to 9.30pm - Monday to Friday - and 8am to 9.30pm on weekends and Bank Holidays.

Outside of these hours simply call **111**.

Local doctors and nurses from the South Tees area will operate this service, offering telephone and face to face consultations.

Minor injury units (MIU) can assess and treat: minor burns, scalds, infected wounds, sprains, cuts, grazes and possible broken bones.

If you have a minor injury you can go to Redcar Primary Care Hospital. [www.southtees.nhs.uk/redcar-miu](http://www.southtees.nhs.uk/redcar-miu) Please note, the opening times have been changed to reflect patient demand. The new opening times are **8am to 9.30pm, 7 days a week and include access to x-ray**.

The James Cook University Hospital's A&E department also treats minor injuries.

If your condition does not require this service, you will be directed to the most suitable service for you.

If you experience a mental health crisis you can either:

Contact your GP or NHS 111 who will put you in contact with the crisis team; or

**If you are 16 or over**, you can attend the Crisis Assessment Suite at Roseberry Park Hospital. **Crisis Assessment Suite, Marton Road, Middlesbrough, TS4 3AF**

If you are already having care through a mental health team contact them directly.

Talking therapies are also available at: [www.wecantalk.org](http://www.wecantalk.org) Call **0345 045 0620**.

Hospital emergency departments and 999 calls provide immediate care for people who show symptoms of serious illness or are badly injured. Such as:

- Unconsciousness
- A suspected stroke or heart attack
- Heavy blood loss
- Severe allergic reaction
- Difficulty in breathing
- Severe burns

Only use this service in an emergency.

**Accident & Emergency James Cook University Hospital, Marton Road, Middlesbrough, TS4 3BW**

**REMEMBER:**  
All accident and emergency departments use a priority system where the most seriously ill or injured patients are seen first. If your condition does not require this service you will be directed to the most suitable service for you.

**Keep A&E for those who really need it!**

# Changes to existing walk-in centres

As part of our changes to offer 7 day access to GP services across four new extended hours GP centres, the Walk-in Centres at North Ormesby (part of Resolution Health Centre) and Eston Grange will close on 31 March 2017.

The GP practice at Resolution in North Ormesby will remain open for **registered patients**.

## If you aren't registered with a GP practice, it is easy to do so.

Find your nearest NHS doctor by visiting [www.nhs.uk](http://www.nhs.uk).

Contact the GP surgery and ask to register with them.

They will usually ask you for details such as:

- Your name and address
- Your date of birth
- Your NHS number (if you know it)
- Other information, such as the name and address of your previous GP

## Unsure? Confused? Need help?

**Call NHS 111** – they will give advice or book you in to see the right service.

**Call NHS 111** for free, 24 hours a day, seven days a week, 365 days of the year – it operates weekends and Bank Holidays.

**Talk** before you **walk**



**when it's less urgent than 999**

This leaflet can be made available in other formats, including large print, CD and Braille, and in languages other than English, upon request. Please call 01642 745401.

This document was produced on behalf of NHS South Tees Clinical Commissioning Group (CCG), First Floor, 14 Trinity Mews, North Ormesby Health Village, Middlesbrough, TS3 6AL. Keep it in a safe place for you, your family and relatives in case you need to check where to go for the right treatment. For further information about the CCG, Telephone: 01642 263030. Email: [STCCG.enquiries@nhs.net](mailto:STCCG.enquiries@nhs.net). Website: [www.southteesccg.nhs.uk](http://www.southteesccg.nhs.uk).



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