Please keep this leaflet in a safe place

momentum pathways to healthcare

NHS

Urgent and Emergency Care in Hartlepool is changing from 2 August 2011

Get to the **right place, first time** when you need urgent or emergency care.

This information is available in other formats and in other languages by telephoning 0800 013 0500

هذه المعلومة متوفرة في أشكال و لغات اخرى من خلال الاتصال بالهاتف رقم 08000130500

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Cette information est disponible dans d'autres formats et dans d'autres langues en appelant le 0800 013 0500

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From 2 August 2011

Urgent and Emergency Care is changing

From 2 August urgent and emergency care in Hartlepool is changing.

This leaflet is designed to ensure you get to the right place, first time when you need urgent or emergency care. Please keep it in a safe place.

If an illness or injury is serious do not stop to think about how to get the patient to hospital. Phone 999 straightaway.

If an adult or child is seriously ill or injured **phone 999** straightaway. For all other illnesses and injuries you can go to the urgent care centre at One Life Hartlepool in Park Road.

If you attend One Life Hartlepool the reception staff will ensure you are directed to either:

- the minor injuries centre (open 24-hours a day)
- the walk-in centre (open 8am to 8pm every day)

If you phone your GP out of hours you will get through to the out-of-hours service which is based at One Life Hartlepool.

What's changing and what's not

No change

There will be no change to services for **seriously injured** adults and children. They will be taken to the University Hospital of North Tees as they are now.

There will be no change to services for **seriously ill** children. They will be taken to the University Hospital of North Tees as they are now.

Changes for seriously ill adults

Patients whose GPs ask for them to be taken to hospital because of a medical emergency are already taken to the emergency assessment unit at the University Hospital of Hartlepool.

The emergency assessment unit has a highly skilled team of doctors, nurses and other health professionals who are specially trained to deal with patients with serious medical problems.

If there is a medical emergency you should phone 999. The ambulance service will assess the situation and make sure the patient is taken to the right place. Most of the time this will be to the emergency assessment unit at the University Hospital of Hartlepool.

CALL YOUR GP

or go to One Life Hartlepool, Park Road

IF YOU OR A PERSON:

- ✓ has an infection or rashes
- ✓ has a stomach upset
- ✓ has cuts and bruises
- ✓ has a burn, strain or sprain
- ✓ has a fracture (broken bone) and or laceration (deep cut) and can walk without severe pain

CALL 999

IF YOU OR A PERSON:

- ✓ has severe pain not relieved by over the counter medicines
- ✓ is in a confused state
- ✓ has persistent severe chest pain
- ✓ has breathing difficulties
- ✓ or if a person is unconscious

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What this means for you

Some examples of what the new services will look like...

Margaret, 70

Chest problems and difficulty breathing through the night

When her daughter Mary comes to visit she realises her mum isn't well and phones 999 straightaway. The ambulance takes Margaret to the emergency assessment unit at the University Hospital of Hartlepool where a team of doctors and nurses examine her. She is given some oxygen and is well enough to go home later that day. The community respiratory team receive Margaret's details so they can support her at home.

Jackie, 60

Breaks her leg when out shopping on a wintry day in Hartlepool

Her friend Linda takes her to One Life Hartlepool where she has an x-ray. It's a straight break which will take about six weeks to heal. Jackie has a plaster put on and later she comes back to One Life Hartlepool to have the plaster removed.

Jim, 55

Cut his thumb while opening a tin of corned beef

He quickly wraps his hand in a tea towel and asks his friend John to take him to One Life Hartlepool. A specially trained nurse looks at Jim's hand and puts on a dressing. On rare occasions a cut is deep enough to damage a nerve. If this had happened in Jim's case the nurse would refer him to the plastic surgery team at The James Cook University Hospital to have the nerve repaired as he or she would now.

John, 75

Has severe chest pain and is very worried so calls 999

The ambulance arrives and the paramedics carry out a heart test (ECG). They take John to the emergency assessment unit at the University Hospital of Hartlepool where a team is on hand to find out what the problem is. They treat Jim and refer him either back to his GP or to the heart specialists at the University Hospital of Hartlepool for further care and treatment. As they are now, some patients will be taken straight to The James Cook University Hospital to have arteries around their heart unblocked.

Sophie, 12

Has a very sore throat

Her mum brings her to One Life Hartlepool. The receptionist directs Sophie and her mum to the walk-in centre where a GP looks at her very swollen tonsils which are very badly infected. The GP examines Sophie and decides the infection has been caused by a virus. After a few days rest Sophie is feeling much better.

Your questions answered

Does this mean accident and emergency at the University Hospital of Hartlepool is closing?

The department is closing but patients will still be treated in Hartlepool. From 2 August:

- adults and children with less serious injuries and illnesses will go to One Life Hartlepool
- seriously ill adults will be taken to the emergency assessment unit at the University Hospital of Hartlepool
- seriously ill children will be taken to the University Hospital of North Tees as they are now
- seriously injured adults and children will be taken to the University Hospital of North Tees as they are now

What happens if I take a patient to One Life Hartlepool and their illness or injury is far worse than I thought?

Here are some examples of what will happen when the changes take place:

1. A person falls down in the road outside One Life Hartlepool. Friends manage to get the person to the urgent care centre at One Life Hartlepool but staff discover a bone has broken badly and it is likely the patient will need an operation to straighten the bone and allow it to heal. Staff make the patient comfortable and ring for an ambulance to take the patient to the University Hospital of North Tees. Patients with complicated breaks already go to the University Hospital of North Tees where the specialist emergency orthopaedic team is based.
2. A person collapses while in the urgent care centre at One Life Hartlepool. Staff make the person comfortable and call 999 straightaway. The ambulance arrives within eight minutes and the crew take the patient to the emergency assessment unit at the University Hospital of Hartlepool where, after a short recovery time and observation, the patient is able to go home later that day.
3. A person who is worried about their wife who has chest pain has put her in a car and brought her to One Life Hartlepool. The pain is so bad that the woman is hardly able to stand on her own and it is clear to the One Life Hartlepool staff that she needs urgent medical care. The staff make the woman comfortable and call 999 straightaway.
   The ambulance arrives and takes the woman straight to the emergency assessment unit at the University Hospital of Hartlepool. A heart trace does not pick up any serious heart problem but it's clear it does need further investigation. She is seen in hospital by the cardiology team who arrange treatment and an outpatient appointment.

Is this about saving money?

No, the *momentum: pathways to healthcare programme* is about providing as many services as possible in or closer to people's homes with people only going to hospital when they really need to.

Changing accident and emergency services in this way will also mean we can improve safety and quality. The programme is still committed to building a new hospital for our area and that has always been the plan. The other things, like moving services out of hospital and changing the way services are provided have to be in place first and this is why things are changing. Most services aren't moving out of Hartlepool, they are just being provided in a different place.

For more information about these changes visit:

www.momentum.nhs.uk

or email **communications@nth.nhs.uk**

> **Most services aren't moving out of Hartlepool, they are just being provided in a different place, either One Life Hartlepool or, for patients brought by ambulance, the emergency assessment unit at the University Hospital of Hartlepool. However once these changes have been made the accident and emergency department itself will close.**

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