



NHS
North Tees and Hartlepool
NHS Foundation Trust

H&SH
Hartlepool & Stockton Health
(G.P. Federation)

NHS
North East
Ambulance Service
NHS Foundation Trust

NHS
Hartlepool and
Stockton-on-Tees
Clinical Commissioning Group

Talk before you walk

From 1 April 2017 a new integrated urgent care service for illness and minor injuries will be launched in Stockton and Hartlepool.

If you are unwell and need to use the service we advise that you book an appointment first by calling **NHS 111**.

If you have a minor injury please walk into the centres.

You will be treated by a GP (doctor) or urgent care practitioner who will be based in the urgent care centre. These centres are located at the University Hospital of Hartlepool and the University Hospital of North Tees.

If you are unsure if you need to see your normal GP (doctor) or attend an urgent care centre then **NHS 111** will advise you.

This leaflet provides information on where to go if you're feeling unwell or have a minor injury.

Information for patients

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



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

**Please keep this leaflet
in a safe place**

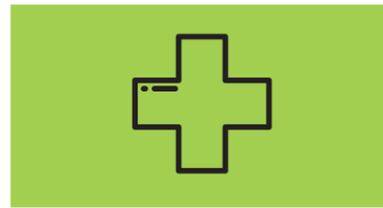
Feeling unwell? Make sure you make the right choice



Self-care

Have some basic first aid and medication in a safe place at your home. These can be bought from shops, supermarkets or pharmacies.

REMEMBER Keep medication such as aspirin, paracetamol or ibuprofen in a safe place away from children.



Pharmacy

Visit your local pharmacy to get advice and buy medication.

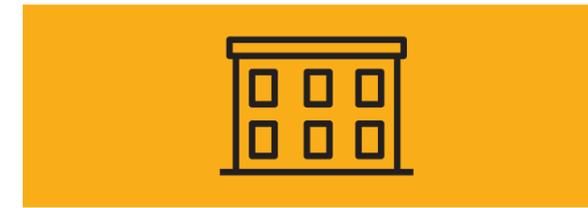
REMEMBER Most people live within a short walk of a pharmacy to get help for the majority of ailments. They have fully trained staff and often have a private room if you need to speak about a confidential matter.



GP (doctor)

Contact your own GP practice during their opening hours. When your GP practice is closed call **NHS 111** for advice.

REMEMBER Outside of your GP surgery opening hours you can call **NHS 111** to make an appointment. **NHS 111** may be able to make a GP (doctor) appointment for you.



Urgent Care Centre

We advise you call **NHS 111** to make an appointment to attend your local centre for urgent medical problems. However, if you have a minor injury, no appointment is needed, simply walk in.

Your two local urgent care centres operate 24 hours a day, seven days a week, 365 days a year.

REMEMBER If you are unsure about anything, call **NHS 111**. It is manned by our local ambulance service call handlers who can give the best advice where to go or they will book you an appointment at the right place.



Emergency department (A&E) or 999

You should call 999 straightaway if you are worried about a life-threatening emergency or serious injury.

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 emergency services you will be directed to a more appropriate health care provider.

Choose right, avoid the emergency department (A&E) where possible

Hospitals are under pressure - especially emergency departments. We need to make sure specialised hospital staff treat people who really need their expert help in life-threatening or emergency situations.

Changes to existing walk-in centres

Walk-in services at Tithebarn House in Stockton-on-Tees will close on 31 March 2017. The GP surgery will remain open. The walk-in service and minor injuries service at One Life Hartlepool will close on 31 March 2017, but other services at One Life Hartlepool will remain. These walk-in and minor injuries services will be re-provided in the new integrated urgent care centres at the University Hospital of North Tees and the University Hospital of Hartlepool. A simple phone call to **NHS 111** will direct you to the right service.

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 has been produced by the organisations providing the **NHS 111** service and urgent care centres. 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.



North Tees and Hartlepool NHS Foundation Trust are providing the premises and clinical staff to treat you.



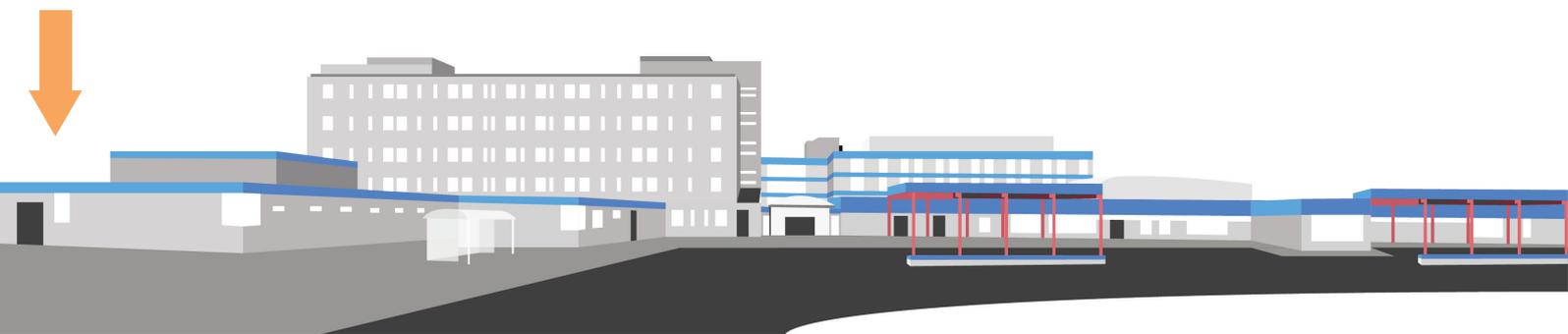
North East Ambulance Service NHS Foundation Trust provide the **NHS 111** call centres staffed by experienced medical support teams to direct you to the right service.



Hartlepool and Stockton Health – your local GP Federation providing a GP-led service.

Urgent Care Located to the left of the main entrance.
Car parking is available opposite the building.

University Hospital of Hartlepool, Holdforth Road, Hartlepool, TS24 9AH



Urgent Care Located between the emergency department (A&E) and main outpatients.
Car parking is available opposite the building.

University Hospital of North Tees, Hardwick, Stockton-on-Tees, TS19 8PE

