

MINOR INJURIES UNIT

If you have minor injuries such as sprains, cuts and grazes, you can see a nurse without an appointment. The Minor Injuries Unit even deals with broken bones and minor head injuries. If you are unsure about whether your condition can be treated in a Minor Injuries Unit contact NHS Direct on 0845 46 47 for advice. It is likely that you will be seen quicker at a Minor Injuries Unit than an A&E Department.

St. George's Centre

St. George's Road, Middleton, Leeds LS10 5UZ
Telephone 0113 392 9800

Open* 8am-9.00pm Mon to Fri

(Closing times may vary. Please telephone the above number to hear a recorded message)

Wharfedale Minor Injuries Unit

Wharfedale General Hospital, Otley LS21 2LY
Telephone 0113 392 1647

Open* 8am-11pm everyday

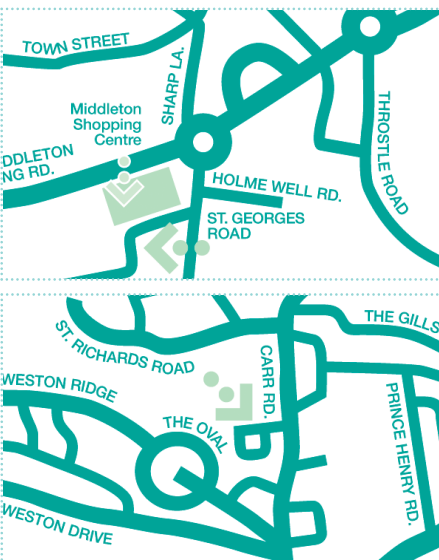
* Times may vary over holiday periods

The MIU team is able to treat:

- Sprains and strains ✓
- Broken bones ✓
- Infected wounds ✓
- Minor burns and scalds ✓
- Minor head injuries ✓
- Bites and stings ✓
- Minor eye injuries ✓

The team can also:

- Stitch cuts ✓
- Remove foreign bodies from ears, noses etc ✓
- Remove splinters ✓
- Dress minor wounds, cuts and grazes ✓
- Apply plaster of Paris ✓
- X-ray ✓



- Chest pain ✗
- Breathing difficulties ✗
- Major injuries ✗
- Stomach pains ✗
- Pregnancy problems ✗
- Allergic reactions ✗
- Overdoses ✗
- Alcohol related problems ✗
- Mental health problems ✗
- Conditions which are likely to need admission to hospital ✗
- X-ray spinal, hip and children's hips ✗

QUERIES, COMMENTS, COMPLIMENTS & COMPLAINTS

The Patient Advice and Liaison Service (PALS) provides confidential non-medical advice about NHS services both citywide and locally. They can also be contacted if you have any queries, comments, suggestions, complaints or concerns regarding the content of this leaflet or any of the services described.

PALS Freephone 0800 0525 270 or email pals@leedspect.nhs.uk

We welcome any feedback, suggestions, comments, complaints or concerns that you may have.

To make a formal complaint write to:

Chief Executive
 Leeds Primary Care Trust
 North West House
 West Park Ring Road
 Leeds LS16 6QG

This leaflet can be made available in larger print, as an audiotape or in other languages. Please contact the PALS team on 0800 0525 270 to request copies.

SOME USEFUL NUMBERS

The PALS Service provides confidential non-medical advice about NHS services both citywide and locally.

PALS Freephone 0800 0525 270

Samaritans 08457 909 090

NHS Direct 0845 46 47

Childline 0800 1111

www.nhsdirect.nhs.uk

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Leeds **NHS**
 Primary Care Trust

an essential

Guide to NHS Services in Leeds 2008



Accident and Emergency Departments aren't the only option! Make the right choice and get the best possible treatment.

This leaflet contains information about health services throughout the Leeds area.

Leeds **NHS**
 Primary Care Trust



SELF CARE



You can ask your pharmacist who will be able to offer advice on healthy living and minor illnesses. The internet can also be a good source of information, try www.nhsdirect.nhs.uk

A well-stocked medicine cabinet will help you treat everyday illnesses at home

NHS DIRECT



NHS Direct provides confidential health advice and information around the clock. If you are feeling ill and are unsure what to do, would like to find out more about a condition or treatment, or need details of local health services NHS Direct can help. You can:

- visit www.nhsdirect.nhs.uk
- go to NHS Direct Interactive on digital TV – on Sky Digital, press the ‘Interactive’ button and scroll down the menu to page 2 – on Freeview, go to Channel 108;
- or call NHS Direct on 0845 46 47*.

*Calls cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. A confidential interpretation service is available in many languages. For patients’ safety, calls to NHS Direct are recorded.

PHARMACIES



Pharmacists (sometimes called Chemists) can offer advice on medicines and how to take them. They can also offer advice on common complaints including coughs, colds, aches and pains, and other health issues such as healthy eating and giving up smoking. You can talk to your pharmacist in confidence, even about personal symptoms. Most pharmacists now have a quiet area away from other customers where you can speak to the pharmacist more privately. Some pharmacies offer a collection and delivery service for prescriptions and many are now open longer hours. Call your pharmacy for details and opening times.

You can buy a wide range of medicines from your local pharmacy to relieve your symptoms of coughs, colds and flu and for pain relief.

REPEAT PRESCRIPTIONS



Make sure you have enough prescribed medicines to see you through the weekend and Bank Holidays. Put in your request for repeat medicines in good time and to cover the whole holiday period, and don’t forget to check that your medicines are all in date. If not, return out of date medicines to your pharmacist and buy replacements or get a new prescription from your doctor. With prescribed medicines and those bought over the counter, follow advice from the pharmacist, doctor or nurse. Always read the instructions and do not go over the recommended dose.

DOCTORS



Your local surgery provides a range of services including general medical advice and treatment, prescriptions, referral to a specialist or a hospital, immunisations and tests. If you ring your surgery when it is closed, you will be transferred to an out of hours service or you will receive a message telling you where to phone. If you are not sure about the best way to deal with your symptoms, call NHS Direct on 0845 46 47 who can advise you what to do.

THE HEADROW NHS WALK-IN CENTRE



The Headrow NHS Walk-in Centre is based in The Light shopping centre in Leeds city centre. Access is from The Headrow. The Walk-in Centre team includes doctors, highly experienced nurses (who can prescribe) and a physiotherapy team. **No appointment is necessary.**

Amongst the many conditions they can see and treat are coughs, colds and flu-like symptoms, ear, nose and throat problems, diarrhoea and vomiting, eye infections, scalds, cuts and stings, rashes and skin complaints, muscle and joint injuries. Confidential advice on domestic violence, sexual health matters and the emergency contraceptive pill can also be obtained as well as general information on healthy living and local healthcare services.

The Walk-in Centre is open 7am – 7pm, Monday to Friday and no appointment is necessary. It is also open every Bank Holiday except Christmas Day, Boxing Day and New Year’s Day.

Call 0870 818 0003 for further advice and information.

EMERGENCIES



Emergency Departments (A&E) are a 24 hour service for people who have a serious and new injury or illness. Please think carefully about using A&E; it should not be used for minor problems as this may lead to a considerable wait and may prevent others with life-threatening conditions from receiving emergency care. If you are unsure if you need to go to hospital, check the NHS Direct website www.nhsdirect.nhs.uk, check the Sky digital or Freeview channels or call NHS Direct on 0845 46 47.

EMERGENCY CONTRACEPTION



The emergency contraceptive pill and other sexual health services are available from some pharmacies free of charge for women of all ages. It is also available at The Headrow NHS Walk-in Centre (see section above). Some pharmacies may also allow you to buy the emergency contraceptive pill over the counter if you are over 16 and if a specially trained pharmacist is on duty. For more information contact the Contraceptive and Sexual Health Service (CASH) at James Reed House, Beeston, Leeds 11. Call 0113 305 7884 for opening times and information about its drop-in clinics.

DENTISTS



If you are a patient living in the Leeds Primary Care Trust (PCT) area (look on website www.leedsnhs.uk) and you want information about dental services that are available or to add your contact details to a database of people looking for a new dentist please ring the Dental Advice Line on 0800 298 5787. Lines are open between 9am and 5pm Monday to Friday. For advice about urgent or emergency dental services outside these hours, you can contact NHS Direct on 0845 46 47. To add your name, or the name of someone you care for, to the database you can also e-mail pals@leedsnhs.uk Please leave the following information for everyone looking for a new dentist: name, date of birth, address and telephone number, name of previous dentist and the date your/their next dental appointment is due.