

## Your choices in an emergency

### **Useful Numbers!!**

#### **Emergency 999**

For use in a critical or life-threatening situation, for example loss of consciousness, severe chest pain, breathing difficulties

#### **Leigh Walk In Centre 01942 264000**

Phone to check types of injury dealt with, but may be able to treat:

Sprains and strains, minor burns and scalds, minor head injuries, insect and animal bites

#### **Sullivan Way Surgery 01942 243649**

For routine appointments with the doctor or nurse

#### **Out of Hours Service 01942 829911**

When the surgery is closed (from 6.30 p.m. to 8.00 a.m.) weekdays, and all weekend.

**At some point, most people will need to get help because of an accident or a medical emergency. This is more likely if you have children or elderly relatives living with you. Planning ahead and understanding what your options are in an emergency will help you get the best care as quickly as possible.**

Your options in an emergency include:

### **Calling 999**

Only dial 999 in a critical or life-threatening situation, for example if someone has:

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

If you or someone else is having a [heart attack](#) or [stroke](#), call 999 immediately. Every second counts with these conditions.

## Accident and Emergency (A&E) departments

Major A&E departments are usually open 24 hours a day, every day of the year. A&E departments have access to specialists and specialist investigations. When you go to A&E, a doctor or nurse will assess your condition and decide what action to take. Your condition may need to be investigated further, for example you may need to have an [X-ray](#) or you may need to be [admitted into hospital](#) for a longer stay or receive long-term treatment. The treatment you receive will depend on your clinical need.

If you don't know whether your situation is an emergency, or you don't think it is but don't know where to access appropriate help then one of the following services maybe more suitable.

Please be aware that the A & E Department may ask you to return to your GP or Out of Hours service, in line with the "choose well" campaign.

## GP services

For illnesses that are not life-threatening, contact your GP surgery. Outside of normal surgery hours you can still phone your GP, but you will usually be directed to [an out-of-hours service](#). The out-of-hours period is from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays. During out-of-hours periods you can also call the Out of Hours on 01942 829911.

## Minor injuries units, walk-in centres and urgent care centres

If your injury is not serious, go to a [minor injuries unit \(MIU\)](#), [walk-in centre](#) or urgent care centre rather than an A&E department. You could be seen more quickly than in A&E, and it allows staff in A&E to concentrate on people with serious and life-threatening conditions.

The types of injury they can treat varies, so it is best to phone before you go to check, but they may be able to treat:

- [sprains and strains](#)
- broken bones in the arm, foot or ankle
- wound infections
- [minor burns and scalds](#)
- [minor head injuries](#)
- [insect](#) and [animal bites](#)
- [minor eye injuries](#)
- injuries to the back, shoulder and chest

The nearest Walk In Centre is:-

Leigh NHS Walk-In Centre, Leigh Infirmary, The Avenue, Leigh, Lancashire, WN7 1HS, 01942 264000

If there is not a minor injuries unit in your area then these services are also provided by [A&E departments](#).

MIUs and walk-in centres cannot treat:

- [chest pain](#)
- breathing difficulties
- major injuries
- [stomach pains](#)
- gynaecological problems
- [pregnancy problems](#)
- [allergic reactions](#)
- overdoses
- [alcohol](#)-related problems
- [mental health](#) problems
- conditions likely to require hospital admission

Be aware that some MIUs and walk-in centres do not have the facilities to treat young children. The decision lies with the MIU or walk-in centre and is based on the capacity, resource or skill levels available. Please contact your local MIU or walk-in centre in advance if you are not sure if you or your child can be treated there.



Plan ahead for an emergency. Go to [Find services](#) to find your local A&E department and MIU. Print out the details and keep them where you can see them, such as on your fridge door.



If you have a long-term condition, write down the details of your GP, prescriptions, other medications and any test results. Keep them handy so you can give as much information as possible to the person who provides treatment in an emergency.



Keep a basic first aid kit in your home and ensure that everyone, including children know where it is.

**SULLIVAN WAY SURGERY**

**Tel: 01942 243649**