

Alternatives to Accident & Emergency Department: Where to go when it is not an emergency

An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds

Less severe injuries can be treated in urgent care centres or minor injuries units. An A&E is not an alternative to a GP appointment. If you feel your health problem cannot wait until the next available appointment, speak to a healthcare professional in your surgery.

When the GP Surgery is closed

The surgery is closed 6.30pm to 8.00 am, Monday to Friday; 6.30pm Friday to 8.00 am Monday; public holidays. If you have a health problem when your GP surgery is closed and are not sure what to do, then telephone your GP surgery and listen to the answerphone message. This should state options available in your local area.

NHS 111

One of the options is NHS 111 a national helpline, who will direct you to the best local service to treat your injury. Your local NHS 111 service has access to information on all the local health services and may refer you to one of these if you need to be seen.

Walk in Centres

Alternatively, you can visit an NHS Walk in Centre, which will also treat minor illnesses without an appointment. Your nearest Walk in Centre is:

South Birmingham GP Walk in Centre
15 Katie Road
Selly Oak
Birmingham B29 6JG
Telephone: 0121 415 2095

This Walk in Centre is open 8.00am to 8.00pm every day, including bank holidays. Occasionally the Walk in Centre may close early, so please call first on 0121 415 2095 to check the closing time

Pharmacies (Chemists)

Pharmacists are qualified experts who can offer health advice and remedies for a range of minor medical problems, without the need for an appointment. Pharmacies dispense medicines prescribed by your GP and can offer advice on a range of common conditions including:

- Coughs and colds
- Minor injuries
- Tummy troubles
- Women's health
- Skin conditions
- Allergies
- Aches and pains
- Children's ailments

Pharmacies can also provide emergency contraception and may be able to provide a small supply of repeat medicines if you run out of medication when your surgery is closed.

Dental Surgeries

If you have toothache and are not registered with a dentist, do not waste your time going to A&E or your GP. All areas have an emergency dental service. Telephone NHS 111 for advice on where to go.

**Remember we must keep our Accident & Emergency Departments
for those that really need them and are suffering with
life-threatening and emergency conditions.**