

NHS Walk-in Centres - For treatment and advice for problems such as infections, small cuts or wounds and sprains.

Shakespeare Medical Practice

Burmantofts Health Centre
Cromwell Mount
Leeds
LS9 7TA
Tel: 0113 295 1132

Park Community Practice

Horne Street Health Centre
Hanson Lane
Halifax
HX1 5UA
Tel: 01422 399858

Dewsbury and District Hospital

Halifax Road
Dewsbury
WF13 4HS
Tel: 0844 811 8110

King Street Health Centre

47 King Street
Wakefield
WF1 2SY
Tel: 0845 121 1023

NHS Minor Injuries Units - For treatment and advice for sprains and strains, broken bones, wound infections, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries and injuries to the back, shoulders and chest.

St George's Centre

St George's Road
Middleton
Leeds
LS10 4UZ
Tel: 0113 392 9801

Leeds General Infirmary

Great George Street
Leeds
LS1 3EX
Tel: 0113 243 2799

Wharfedale Hospital

Newall Carr Road
Otley
LS21 2LY
Tel: 0113 392 1647

No appointments are needed but opening times vary so you may want to telephone before travelling. You may also wish to enquire beforehand as to whether the unit can help with your specific illness or injury.

For more information or to find your nearest minor injuries unit or walk-in centre visit www.nhs.uk

If you would prefer this document in another format, such as another language, large print, Braille or audio file, please contact our Corporate Communications department, tel: 01924 584035.

YAS-12-021-06



Yorkshire Ambulance Service 
NHS Trust

An Aspirant Foundation Trust

Feeling unwell?

How to choose the right NHS treatment for you in **West Yorkshire**

Self-care

NHS 111

Pharmacy

GP

NHS Walk-in Centre

A&E or 999

Choosing the right service best suited to your illness or injury will relieve the pressure on A&E, GPs and the ambulance service which can be a lifeline in a genuine life-threatening emergency.



www.yas.nhs.uk

If you feel unwell, you can seek care and advice in the following ways ...

Self-care

A range of common illnesses and injuries can be treated at home by combining a well-stocked medicine cabinet with plenty of rest. This is the best choice for very minor illnesses and injuries.

NHS 111

NHS 111 is a new service that provides confidential health advice and information by phone 24 hours a day, 7 days a week, every day of the year. You can call 111 when you need urgent medical help but it is not a 999 emergency. Calls are free from landlines and mobile phones.

Pharmacist

Your local pharmacist can give you advice on illnesses and the medicines you need to treat them. Visit a pharmacist when you are suffering from a common health problem which does not require being seen by a nurse or doctor.

GP

GP surgeries provide a range of services by appointment, including medical advice, examinations and prescriptions. They also provide an out-of-hours service which you can contact by telephoning your local surgery and following the recorded instructions.

NHS walk-in centre, urgent care centre or minor injuries unit

You do not need an appointment and you will be seen by an experienced nurse or GP. These services give healthcare advice and most are open from early morning until late at night. Visit one of these centres if you need medical treatment or advice which does not need a visit to A&E or a medical appointment.

Making your own way to hospital - If you do need hospital treatment, but are not in a life-threatening condition, you can arrive at A&E by getting a lift from friends and family or a taxi. **Arriving by ambulance does not necessarily mean you will be seen more quickly.**

In an Emergency

You should only call 999 for an ambulance in a medical emergency when it is obvious that you or another person has a serious or life-threatening illness or injury, such as*:

- ◆ cardiac arrest
- ◆ breathing difficulties
- ◆ chest pain
- ◆ stroke
- ◆ loss of consciousness
- ◆ heavy loss of blood
- ◆ severe burns and scalds
- ◆ choking
- ◆ fitting/convulsions
- ◆ drowning
- ◆ severe allergic reactions
- ◆ head injuries.

**Not an exhaustive list.*

Calling 999 wisely helps to avoid unnecessary pressure on this valuable life-saving service.

So, if you have a minor ailment or injury please consider the variety of other more appropriate healthcare services available to ensure emergency ambulances are not diverted away from those who need them most.

Ambulance Responses to 999 Calls

People with a serious or life-threatening illness or injury will be sent an ambulance and callers will receive help and advice over the phone until assistance arrives on scene.

Those with less serious conditions will be assessed over the phone to see if an emergency ambulance is what they need. Some patients will be advised to contact their own GP, make their own way to a minor injuries unit, walk-in centre or emergency department, or visit a pharmacist.