

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 channel or call NHS Direct on 0845 4647.

EMERGENCY CONTRACEPTION



The emergency contraception pill and other sexual health services are available from some pharmacies free of charge for women of all ages. Some pharmacies may also allow you to buy the emergency contraception 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 295 3359 for opening times and information about its drop-in clinics.

DENTISTS



If you are a patient 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 Thursday and 9am- 4.30pm on Friday. For advice about urgent or emergency dental services outside these hours, you can contact NHS Direct on 0845 4647.

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.

SOME USEFUL NUMBERS



The Patient Advice and Liaison Service (PALS) provides confidential non-medical advice about NHS services both citywide and locally.

PALS Freephone 0800 0525 270
Samaritans 08457 909090
NHS Direct 0845 4647

Childline 0800 1111
www.nhsdirect.nhs.uk



Produced for Leeds Primary Care Trust
October 2006
Design for Health ref: 2791

an essential Guide to Services 2007



**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

Essential Guide
to Services 2007

SELF CARE



The 2006/2007 edition of the Thomson Local Directory has a four page section on health and the NHS. 'Localplus' contains full information on NHS Direct and its new health information channels, the website, www.nhsdirect.nhs.uk and an interactive site on Sky digital TV.

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.

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

NHS DIRECT



NHS Direct is a multi-channel service providing confidential healthcare advice and information 24 hours a day. You can access NHS Direct at www.nhsdirect.nhs.uk or via the Sky TV service for advice on what to do if you are ill, if you have health concerns about someone close to you or for information about local health services.

Alternatively you can call them on 0845 4647 for advice.

If English is not your preferred language, you can use a translation service. If you are deaf or hard of hearing and have a text phone, call on 0845 606 4647.

Calls cost a minimum of 4p per minute from a BT landline. The cost of calls from mobiles and other networks may vary, your service provider will charge a minimum cost per call. For patients' safety, all calls 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, such as 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 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, hand them in to your pharmacist and buy yourself a replacement 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 4647 who can advise you what to do.

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 4647 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

Opening times* 8am-10.30pm Mon to Fri

Wharfedale Minor Injuries Unit

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

Opening times* 8am-11pm everyday

COMING SOON! The Headrow Walk-in Centre.
Watch local press or call NHS Direct for information



*Times may vary over holiday periods