



## Emergencies

A&E (also known as the Emergency Department) deals with genuine life-threatening emergencies such as:

- Loss of consciousness
- Fits that are not stopping
- Severe chest pain
- Breathing difficulties
- Stroke
- Severe bleeding that can't be stopped
- Feelings of self-harm or suicide

**If you or someone you know is experiencing an emergency, dial 999 or go to A&E.**

**Remember, A&E is for life-threatening emergencies.**

**If it's not an emergency, contact NHS 111 first before travelling to A&E.**

For different language versions of this leaflet, please scan the QR code.

للحصول على هذا المنشور بلغات أخرى، من فضلك الرجاء مسح رمز الاستجابة السريعة أدناه.

مختلف زبانوں کے کتابچہ کے لیے نیچے دیے گئے QR کوڈ پر اسکین کریں۔

Inne wersje językowe tej ulotki dostępne poprzez skanowanie kodu QR.

Si aad warqdan oo afaf kale ku qoran u heshid, fadlan taabo QR koodka hoose.

扫描以下的二维码可详细阅读本单张之中文版内容

Pentru versiuni in alte limbi ale acestui pliant, vă rugăm să scanați codul QR de mai jos.



To request this leaflet in an alternative format, email [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net) or ring 0117 900 2655

Healthier **Together**



Improving health and care in Bristol, North Somerset and South Gloucestershire

## Feeling unwell and need health advice?

Your one stop guide to accessing the right care in the quickest way





## Self-care at home

Visit [NHS.uk](https://www.nhs.uk) to check symptoms and find out how to treat very minor ailments and illnesses at home.

## Caring for a poorly child?

The free **NHS HANDi App** provides detailed care advice for parents of young children. It's available for Android and iPhones.



## Ask your pharmacist

Community pharmacists will advise you on medicines and can help with common problems like coughs, colds, rashes and allergies.

They can dispense emergency prescriptions and emergency contraception and will tell you if you need to see a GP.



## Service finder

Scan the QR code for details of NHS services near you. Or visit [bnssgccg.nhs.uk/health-services](https://bnssgccg.nhs.uk/health-services)



## Speak to your GP

Speak to your GP if you have an illness or health concern that won't go away after self-care or speaking to a pharmacist.

Contact them by phone, online or via the **NHS App**. Not registered with a GP? Use the link above to find your nearest.

111

## Contact NHS 111 first

When you need help right away but it's not life-threatening, contact NHS 111 first, online at [111.nhs.uk](https://111.nhs.uk) or via free call **111**.

**NHS 111** is available 24/7. They will help right away and guide you to the right service for your needs. If needed, a healthcare professional will call you for a telephone consultation.



## Minor Injury Units and Urgent Treatment Centres

The Minor Injury Units (MIUs) in Yate and Clevedon treat injuries that aren't life-threatening, such as:

- Minor broken bones
- Minor burns
- Sprains
- Cuts and splinters
- Minor eye injuries

The Urgent Treatment Centre (UTC) in Hengrove, South Bristol treats all the above, plus minor illnesses.

**Units are open from 8am to 8pm (9pm at Clevedon MIU) seven days a week.**



**Contact NHS 111 for details of your nearest unit.**

You can also walk-in during opening hours.

**Yate MIU**, 21 West Walk, Yate BS37 4AX.

**Clevedon MIU**, Old Street, Clevedon BS21 6BS.

**Bristol UTC**, Hengrove Promenade, Bristol BS14 0DE.