

Everyone has access to 24/7 NHS healthcare in Bristol but we want to ensure those who need life-saving treatment are given the utmost priority.

This guide will help you decide where to go to find the most suitable treatment – and how to avoid potential delays in receiving help.

GPs



Access a doctor at their practice, by phone, or at an out-of-hours centre.

GPs can help with:

- an infection or minor illness
- concerns during pregnancy
- emergency contraception

There are two new GP services in Bristol:

South Bristol Walk-in Centre

Knowle West Health Park
Bristol BS4 1WH

open:

09.00-21.00 every day

tel: 0117 903 0000

Broadmead Medical Centre

Boots the Chemist
Bristol BS1 3EA

open:

08.00-20.00 Mon-Fri

09.00-13.00 Sat

tel: 0117 954 9828

You do not have to be registered to attend these practices.

Walk-in centres



Visit a walk-in centre if you:

- have a minor cut or wound
- have a muscle or joint injury, strain or pain
- have a skin complaint, for example a bite or sting, unexplained rash or severe sunburn
- have a stomach ache, indigestion or constipation
- have a minor infection
- need emergency contraception

Go to:

Bristol City Walk-in Centre

35 Broad Street

Bristol BS1 2EZ

open:

08.00-20.00 Mon-Sat

10.00-18.00 Sundays

tel: 0117 906 9610

South Bristol Walk-in Centre

Knowle West Health Park

open:

09.00-21.00 every day

tel: 0117 903 0000

NHS Direct



0845 4647

NHS Direct provides expert health advice and information 24/7, every day of the year.

Call NHS Direct for a variety of reasons, such as:

- rashes
- abdominal pain
- dental, tooth and jaw pain
- medicines advice

You can also use the health and symptom checkers or the self-help guide for:

- cold and flu information
- mental health advice
- men's sexual health
- contraception advice

To access NHS Direct:

- call 0845 4647
- go online at www.nhsdirect.nhs.uk
- use NHS Direct Interactive on your television

Pharmacies



Pharmacists are experts in medicines and how they work and can help you with a wide range of health matters. They can also help you decide whether you need to see the doctor.

A pharmacist can advise on urgent health issues such as:

- dispensing medicines and giving advice on how to use them safely and effectively
- emergency hormonal contraception. The 'morning after pill' is free to under-20s
- how to treat minor ailments – a consultation area may be available to talk in private and some pharmacies can give prescription treatments
- helping you find other places of healthcare

Visit NHS Choices at www.nhs.uk to find your nearest pharmacy.

Minor Injuries Units



Minor Injuries Units are for less serious injuries.

Visit a Minor Injuries Unit if you have:

- sprains and strains
- broken bones
- minor head injuries
- eye problems, such as a minor eye infection, scratches or something stuck in your eye

Go to:

Minor Injuries Unit

Southmead Hospital
Monks Park Road
Bristol BS10 5NB

open:

09.00-21.00 every day

Dentists

If you need urgent dental care and do not have a NHS dentist, book an urgent pain relief appointment by calling the NHS Dental Helpline on 0845 120 6680.

open:

09.00-18.00 Mon-Fri

Out-of-hours service after 18:00

Emergency departments



Don't delay if you, or someone else, is suffering from a life-threatening injury or illness.

Dial 999 if the person:

- is unconscious
- is suffering a suspected stroke
- has had heavy blood loss
- has broken bones
- has a deep wound, such as a stab wound
- has difficulty breathing
- has suffered severe pain or burns
- has suffered an allergic reaction

Call 999, or go to:

Bristol Royal Infirmary

Marlborough Street
Bristol BS2 8HW

open:

24/7, every day of the year

Frenchay Hospital

Frenchay Park Road
Bristol BS16 1LE

open:

24/7, every day of the year

THINK!

Many infections can be passed easily from one person to another – but there are some simple steps you can take to prevent the spread of infection in our hospitals.

See overleaf for tips and advice on how to keep yourself – and others – free from infection this winter.

Robert Woolley
Acting Chief Executive



"Here at the Trust we're facing some huge challenges throughout the coming months with increasing cases of swine flu, and every minute we see more and more patients.

"You can do your bit to help. By using this guide you'll be able to make informed choices about where to go for help. This will ease the pressure on busy Emergency Departments and help us save lives and treat and care for those who really need us."

Christine Perry
Director of Infection
Prevention & Control



"We have worked hard with patients and staff to prevent infections coming into the hospitals. Our hospitals are busy places, with thousands of patients passing through our doors each day.

"We need your help to keep our hospitals infection-free. For example, if you've had symptoms of diarrhoea and vomiting don't visit our hospitals for 48 hours, to prevent the spread of Norovirus, which spreads really easily from person to person.

"Please remember these top tips to help prevent the spread of infection:

- use alcohol hand gel when entering or leaving clinical areas
- use a paper tissue to blow your nose, then throw it away
- wash your hands regularly, particularly after going to the toilet and before eating
- if you've got symptoms of an infection (e.g. diarrhoea and vomiting), please don't come to hospital but seek advice from your GP or NHS Direct over the telephone."

Bernadette Greenan
Matron, Emergency Medicine



"Over 200 patients are seen and treated in the emergency department every day. We ask you to think carefully about the service you require. Our teams of staff are highly trained and our efforts need to be focused on the most seriously ill. Please think about all the alternative care resources available to you if your injury or illness is minor in nature. Bristol has many pharmacies, some minor injury units, walk-in centres and GP surgeries available."



Thank you for helping
us to help others