

A Quick Guide to Your Local Health Services

This guide will help you find information about where to go in your local area if you, or a member of your family, is feeling unwell. Finding the right person to talk to will help you get the most appropriate advice and treatment.

Repeat prescriptions and medication:

Make sure you have enough for Bank Holidays.

Useful numbers:

My GP's number is:

My local Pharmacy number is:

My Dentist's number is:

Visit www.nhs.uk to check your symptoms, find information such as an A-Z guide to health and keeping well, how to find a GP, pharmacist, dentist and other health services.



www.traffordccg.nhs.uk

If you would like to receive this leaflet in another language or format such as audio, large print or braille, please contact our communications and engagement team on 0161 873 6048 or use the Text Relay service.

Urgent Dental Care Service: (unregistered patients)

0161 476 9649 Mon-Fri: 8am-6pm
0161 337 2246 Mon-Fri: 6pm-10pm, weekends and bank holidays: 10am-10pm.

Out of Hours GP Service (via Mastercall):

0161 476 2299
If you need to see a GP urgently and your surgery is closed (or you can ring your surgery and be diverted).

Minor Injuries Unit:

0161 934 8300 (located off Greenwood Street at the rear of Altrincham Hospital, WA14 1PE)
Open Mon-Fri 8am-8pm, weekends/Bank Holidays 10am-6pm (closed Christmas, Boxing and New Year's Day).



Trafford Urgent Care Centre:

0161 746 2699 (located at Trafford General Hospital, Moorside Road M41 5SL)
Treatment of a wide range of emergency illnesses and injuries by A&E consultants and nurses - open 8am-midnight every day.



Trafford Walk-in Centre:

0161 747 4978 (located at Trafford General)
Treatment of minor injuries for all age groups - open 8am-8pm every day.



Local A&E departments:

- Manchester Royal Infirmary (Adults), Upper Brook Street, Manchester, M13 9WL Tel: 0161 276 4147
- Royal Manchester Children's Hospital (Children), Hathersage Road, Manchester, M13 9WL Tel: 0161 701 9101/2
- Salford Royal Hospital, Stott Lane, Salford, M6 8HD Tel: 0161 789 7373
- UHSM (Wythenshawe Hospital), Southmoor Road, Manchester, M23 9LT Tel: 0161 998 7070



Right CARE



Right TIME



Right PLACE

Please keep this leaflet for when you might need it



Right CARE

Self care - it's not an emergency.

Lots of health problems can be treated just by looking after yourself.

Problems such as vomiting, diarrhoea and tickly coughs can be treated at home.

Here are some tips for looking after yourself and your family.

- Keep a well stocked medicine cabinet and a supply of over-the-counter products such as painkillers and antiseptic products at home. (Check regularly and dispose of any out-of-date medicines safely.)
- Drink lots of fluids if you are feeling unwell.
- Get plenty of rest.
- Keep a thermometer at home to check your temperature - a normal one is around 37°C. For children a fever is anything above 37.5°C, for adults it's anything 38°C and above (taken from NHS Choices).

For further advice and tips, speak to your Pharmacist or visit www.nhs.uk to learn more about looking after yourself.



Right TIME

You need to see a doctor or health professional.

Pharmacist

- Cold and flu, stomach upsets, sore throats, cold sores
- Skin conditions, allergies, head lice treatment
- Cystitis, urinary infections and thrush
- Emergency contraception
- Offer guidance regarding how long symptoms may last.

GPs or Walk-in Centre

- Persistent cough, headaches, earache, backache, abdominal pain, sprains, shortness of breath, low mood or existing long term medical conditions.
- Examinations and prescriptions

Community Services

There are a number of community services which will support your care, including community nursing and healthcare therapy services which you can access.

Dentist

- Toothache, lost fillings, mouth infections, in pain or need emergency treatment.

Optician

- Conjunctivitis, dry eye and general eye health and sight tests.

If you need to see a GP urgently outside surgery hours, please call your own practice or 111 (or textphone by calling 18001 111).



Right PLACE

It IS an emergency.

The Minor Injuries Unit in Altrincham

Staffed by experienced emergency nurse practitioners who can assess and treat a wide range of minor injuries.

Trafford Urgent Care Centre

Open 8am-midnight every day.
(formally A&E based at Trafford General)

Staffed by A&E consultants and nurses who treat a wide range of emergency illnesses and injuries for adults and children of all ages.

For life-threatening injuries and conditions (such as collapse or unconsciousness, severe chest pain, severe broken bones, deep wounds), you should call 999 or go to the nearest A&E department - see overleaf for details.

Mental health

If a person's mental or emotional health quickly worsens this can be treated as a mental health emergency. It is important to get help as soon as possible. Call 111 (or textphone by calling 18001 111) for further advice.

Remember that A&E and 999 should only be used in emergencies. If you access urgent care and emergency services inappropriately, you may be turned away and directed to another NHS service.