



# Know which NHS service to use in County Durham

## Minor illness or injury

## Emergency care

### Pharmacy:



Advice and treatment for a range of minor illnesses including:

- Aches and pains
- Sore throat
- Coughs, colds and flu
- Earache
- Cystitis
- Skin rashes
- Teething
- Red eye
- Diarrhoea

Search 'pharmacy' at: [www.nhs.uk](http://www.nhs.uk) to find a local pharmacy and opening hours.

No need for an appointment and you can talk in confidence - just walk in.

### NHS 111:



NHS 111 online can help if you have an urgent medical problem and not sure what to do. They can support to get the right service for you, including access to pharmacy services, emergency dental care, mental health support, urgent treatment centres and emergency services.

Open 24 hours a day, 7 days a week.

Get help online at [www.nhs.uk](http://www.nhs.uk) or phone NHS 111.

### GP Practice:



GP practice appointments - for illnesses or health issues that aren't going away and acute conditions that may have fast developing symptoms requiring medical care. GPs monitor long term health conditions, can provide minor surgery and medication prescription, contraception, immunisations, referrals to other services and support if you are struggling with your mental health and wellbeing.

8am - 6pm, Mon - Fri, with reduced services until 8pm and Saturdays

[www.kooth.com](http://www.kooth.com) - mental health support service for 11-18 years.  
[www.qwell.io](http://www.qwell.io) - mental wellbeing community for adults.

### GP Hubs:



Same day appointments are available at hubs in Peterlee, Newton Aycliffe, Bishop Auckland and Durham. If you need to be seen today by a GP or nurse and you have a same day / urgent need, NHS 111 may book you into one of these services close to where you live.

Open between 12-8pm Mon - Fri and 8am - 8pm at weekends; hours vary across sites

Urgent appointment via GP practice, or contact NHS 111 - no walk-in available.

### Urgent Treatment Centres: (UTCs)



For injury or illness requiring **urgent** attention but not **life threatening**. UTCs can provide emergency contraception and treat conditions such as:

- Sprains
- Simple fractures
- Simple wounds
- Minor burns
- Minor head injuries
- Skin and eye problems
- Minor illnesses, like sore throats and earaches

Peterlee: 8am - midnight Mon-Fri, Durham: 6pm-8am Mon-Fri, both open 24/7 at weekends, Shotley Bridge and Bishop Auckland - both open 24/7.

Appointments available 365 days a year. by referral from NHS 111 or your GP. Walk-in is for injuries only.

### Emergency Department: (for life threatening injuries or illness only)



You should only go to the Emergency Department if you or someone else has a **life-threatening emergency**, such as:

- Loss of consciousness
- Stroke
- Sepsis
- Acute confused state and fits that are not stopping
- Chest pain or breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions, burns or scalds
- Major trauma, like a road traffic accident

**Urgent mental health support - 24/7 for all ages:** Call 0800 0516171

Open 24/7, 365 days a year. If in doubt, contact NHS 111 online [www.nhs.uk](http://www.nhs.uk) for advice in the first instance. They will be able to assess what level of care you need, including emergency care.

For **emergency care**, call 999, or go to your nearest Emergency Department.

GP referrals and 111, via ambulance or walk in.

For mental health support visit: [www.teww.nhs.uk/services/crisis-advice](http://www.teww.nhs.uk/services/crisis-advice)