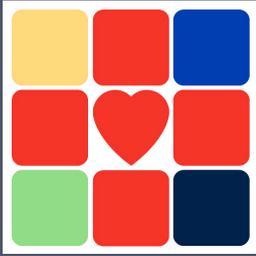


# Charnock Health Newsletter



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[www.charnockhealth.nhs.uk](http://www.charnockhealth.nhs.uk)

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## Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

### Illness and injury : Getting it right first time....

*There seem to be so many different ways of getting medical help it can sometimes be difficult to know where to go with a health problem. Some services can help you with really urgent problems whilst others are a better choice for more routine things. Do you know how to decide who can help you best?*

*Together with other GP practices in Sheffield we are currently involved in checking to see if people using emergency care services could have been seen more effectively elsewhere. NHS Sheffield tell us that often many of the problems being seen in Accident and Emergency (Casualty) could be better dealt with somewhere else.*

*Sometimes this can mean that people who are seriously ill are not seen quickly enough because they are being delayed by others with non-urgent problems. These non-urgent problems still need sorting out, but a busy Accident and Emergency department may not be the right place for this.*

*Here is a list of the places where you can go to get help with a whole range of problems.*

**Self-care** is often the best plan for coughs, colds, sore throats, and minor aches and pains. Rest, fluids and simple painkillers like paracetamol may help.

**A Pharmacist** can often give you professional advice about common illnesses such as diarrhoea, painful coughs, runny noses, headaches and insect bites and stings .

**Your GP at Charnock Health** will be able to see you with illnesses or injuries that don't go away with simple treatment. If we are closed and your problem cannot wait, then calling our usual number will put you through to the out-of-hours GP service.

**Sheffield NHS walk-in services** are based on Broad Lane and can help with minor illnesses, cuts, strains and sprains, rashes and other injuries not severe enough to need treatment in Accident and Emergency

**Accident and Emergency or 999** are there only to treat severe injuries, accidents or symptoms of a serious illness. Call 999 in cases of difficulty breathing, chest pain, blackouts, severe bleeding or poisoning. Adult casualty (age 16+) is at the Northern General Hospital. Childrens' casualty (16 years or less) is at Sheffield Childrens' Hospital

**Call 111** can advise you if you're still not sure. Phone 111 for advice. you will not be charged for your call.

**Choose well, and by getting it right first time you can help yourself and help other people with serious problems to get the urgent care they need too.**



### Emergency?

You need to call 999 or go immediately to Accident and Emergency if someone is...

- Unconscious
- Bleeding heavily
- Having chest pain
- Having breathing difficulty
- Known to have taken an overdose or swallowed something harmful
- Suffering from a wound or suspected broken bones

### Important!

**To call a doctor when surgery is closed just phone our usual number**  
**0114 239 9202**

### Need more information about this?

More details of NHS services for illness or injury are available in a leaflet called "Which service is best for me?". This is published by NHS Sheffield and copies are available from reception at Charnock Health.

There is also more information online at [www.charnockhealth.nhs.uk](http://www.charnockhealth.nhs.uk) and on the NHS Choices website, [www.nhs.uk](http://www.nhs.uk)