

West Yorkshire Urgent Care Services

When you're feeling unwell, it can be worrying when you're not sure what to do for the best.

Our team of dedicated health advisors, nurses and GPs will ask you some questions to find out more about your illness or injury. If you're calling on behalf of someone else, try and make sure they are nearby so we can get the right information.

Our experts will offer advice and get the treatment that's right for you, and can provide you with an out-of-hours doctor's appointment if necessary.

West Yorkshire Urgent Care Services are not for life-threatening problems or emergencies. If you have called us and we think you need emergency treatment, we can arrange that directly.

0345 605 99 99*

www.wyucservices.nhs.uk

*Calls to 03 numbers should cost no more than 01 or 02 local calls and may be included within inclusive call minutes, subject to provider and call package. Calls from mobiles may vary depending upon network provider.

Walk-in Centre

Hillside Bridge Health Care Centre

4 Butler Street West, Bradford BD3 0BS
Tel: 0845 1211024.

The walk-in centre can assess and treat minor injuries and illnesses - but people should always try and see their own GP, leaving the service for those who need it most.

The centre is also intended to provide services for some groups of people who may find it harder to access healthcare. This includes people not registered with any GP, homeless people, asylum seekers and refugees, commuters and patients who have substance misuse problems.

Open from 2pm-8pm every day including all bank holidays.

It provides three aspects of service:

- a 'traditional' GP practice of up to 6,000 patients
- pre-bookable appointments for both registered and unregistered patients
- walk-in appointments for both registered and unregistered patients.

Please try to use your own GP and leave this service for those who need it most.

For more
information
direct to your
mobile phone



NHS Choices mobile

Find a whole range of nearby health services by simply sending a text message. It's easy, quick and completely free:

Simply text **64746** (NHS GO) to find your nearest NHS service. Text any of the following keywords:

- **Doctor** (for GPs)
- **Walk** (for walk-in centres)
- **Dentist** (for dentists)
- **Pharmacy** (for pharmacists)
- **Accident** (for A&E departments)

You will receive a reply within minutes with a list of services near you and their contact details.



You can now download the free NHS Yorkshire and the Humber app available for iPhone and Android.

Available at www.apple.com/iphone/apps-for-iphone/



A health information text phone service for the deaf and hard-of-hearing is available on 0845 606 4647. This leaflet can be available in Braille, large print, audio or other languages.



www.nhs.uk

A guide to choosing the right NHS service in Bradford and Airedale if you become ill or are injured.

2012/13



Unexpected sickness?
Severe pain?
Worsening health
conditions?

West Yorkshire Urgent Care Services
For accidents and unexpected health problems,
ring **0345 605 99 99*** day and night
www.wyucservices.nhs.uk

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When and why?

Call West Yorkshire Urgent Care Services 24 hours, seven days a week, for medical advice and attention. This service can help you to choose the correct health service and provide you with an out-of-hours doctor's appointment if necessary.



Hangover.
Grazed knee.
Sore throat.

Self-care

A lot of illnesses can be treated at home by keeping a well stocked medicine cabinet and by getting plenty of rest.

When and why?

Self-care is the best choice to treat very minor illnesses and injuries. Choosing well ensures you receive the best possible treatment, leaving emergency services to those who need them most.



Unsure?
Confused?
Need help?

NHS Direct

NHS Direct offers confidential health advice and information by telephone and on the internet, 365 days of the year.

0845 4647* www.nhsdirect.nhs.uk

*Calls to NHS Direct cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. For patients' safety, calls to NHS Direct are recorded.

When and why?

Contact NHS Direct if you are ill and have any questions about health. The service can also help you to find health services in your local area. Choosing well ensures you receive the best possible treatment, leaving emergency services to those who need them most.



Diarrhoea.
Runny nose.
Painful cough.
Headache.

Pharmacist (Chemist)

Your pharmacist is a highly trained healthcare professional and can give you advice on common illnesses and the medicines you need to treat them. Most now have a quiet area away from other customers where you can speak to the pharmacist more privately.

When and why?

Visit your pharmacy when you are suffering from a common health problem which does not require being seen by a nurse or doctor. Choosing well ensures you receive the best possible treatment, leaving emergency services to those who need them most.



Cuts.
Ear pain.
Stomach ache.
Back ache.

GP (Doctor)

You can make an appointment with your GP practice for medical advice, examinations and prescriptions. Medical assessment in the evening and at weekends may be available. Telephone your local surgery during the week for an appointment; at night and weekends you will be redirected to the most appropriate service.

When and why?

Contact your GP Monday to Friday, 8am to 6pm, if you feel that your illness cannot be treated by self-care. Please use THIS OPTION FIRST before considering the options below.



Cuts.
Strains.
Rashes.
Sprains.

NHS Walk-in Centre

NHS walk-in centres can treat minor illnesses and injuries and give you health advice.

When and why?

Hillside Bridge Health Care Centre's walk-in service is open from 2pm-8pm every day including all bank holidays - but people should always try and see their own GP, leaving the service for those who need it most. Choosing well ensures you receive the best possible treatment, leaving emergency services to those who need them most.



Choking.
Chest pain.
Severe bleeding.
Blacking out.

A&E or 999

Choose A&E ONLY if you need very urgent medical attention.

When and why?

Emergency services are very busy. They should only be used in very serious or life-threatening situations. They should NOT be used for minor illnesses. During the week contact your GP first and at evenings and weekends phone West Yorkshire Urgent Care Services (see above).