

Support & assistance

Age Concern Information Line: 0800 009966

7 days a week, 8am to 7pm - advice line for older people, their relatives, friends and carers

Alcoholics Anonymous: 0845 7697555

24hr helpline for people with, or affected by, an alcohol problem

Childline: 0800 1111

24hr helpline for children

National Domestic Violence Helpline: 0808 2000 247

24 hour helpline for women experiencing domestic violence

National Drugs Helpline: 0800 776600

24 hour drug information and advice (Talk to Frank) phone line

NSPCC: 0808 8005000

24 hour helpline for children in need or anyone with concerns about the welfare of a child

Parentline Plus: 0808 8002222

24 hour information and support for parents

Samaritans: 0845 7909090

24 hour emotional support for people who are experiencing feelings of distress or despair

Saneline: 0845 7678000

1pm to 11pm - telephone service offering emotional support and information to anybody affected by mental health problems

Shelter: 0808 800 4444

8am to midnight – telephone service offering advice on emergency housing and homelessness

www.swish.org.uk

Information about sexual health and services for young people in Brighton & Hove

Terrence Higgins Trust Direct: 0845 1221200

Telephone information & support for people who are living with HIV, newly diagnosed, or are worried they have put themselves at risk of transmission

Myths about A&E services

A&E is free. FALSE

A&E is free to the patient at the point of access, but unnecessary visits to A&E waste limited resources across the NHS and mean that money cannot be invested in other valuable services. It can also mean that patients who need to be treated in A&E have to wait longer.

A&E department doctors are more expert at dealing with medical problems than your GP. FALSE

Your GP is the expert in family medicine, A&E doctors are specialists in accidents and emergencies. You should not go to A&E for treatment for coughs, flu and earache or for illnesses which you have had for a number of days. You should go to your local GP or pharmacist for advice.

It is impossible to get an appointment at my GP surgery. FALSE

All GP surgeries are obliged to see urgent medical problems on that day. More routine problems should be seen at an appointment within 48 hours.

I will not have to pay if I go to A&E to get medicines. FALSE

If you usually pay a prescription charge, you will still have to pay for prescriptions you receive from A&E.

I should go by ambulance if I need to get to A&E. FALSE

You should call an ambulance if the patient's illness or injury is life threatening or it may get worse on the way to hospital. You should not dial 999 for minor ailments as this may delay an ambulance getting to someone who needs it. You should not use ambulances as a taxi service.

Local A&E Departments are:

Local minor injuries unit

Lewes Minor Injuries Unit
Lewes Victoria Hospital
Nevill Road
Lewes
BN7 1PE
Tel: 01273 402504

Local A&E department

Royal Sussex County
Hospital
Eastern Road
Brighton
BN2 5BE
Tel: 01273 696955

Patient Advice & Liaison Service (PALS)

It is often very confusing to try to understand how the NHS works and which is the right pathway for your needs. PALS can help explain and advise you on what to do, who to contact and how to access a service.

The PALS service also provides an accessible, approachable route to help with concerns that patients, carers or family members may have with their NHS care.

Contact PALS free on 0800 013 0251 or email brightonandhovepals@nhs.net

Brighton and Hove City 
Teaching Primary Care Trust

Right Care



Right Place



Right Time



Accessing the right treatment in Brighton & Hove

Each year the A&E departments in Brighton & Hove see almost 100,000 patients – this is an average of 274 patients per day. Of these it is estimated that up to 70 per day could have been treated by their GP, a local pharmacist or treated themselves with basic self-care, first aid and advice.

Many people automatically go to A&E as soon as they feel ill or have an accident. This leaflet highlights a range of options to help people get the treatment they need.

What to expect in A&E

After booking in at reception you will be assessed by a senior nurse who may see and treat you there and then, refer you for further treatment in A&E or refer you back to your GP or other community based services such as a pharmacist. If you need advice or help getting a GP appointment, or registering with a GP, you'll be assisted by a dedicated member of staff.

By making the right choice at the right time you can get the right treatment from your NHS

NHS Direct →

0845 4647 or visit www.nhsdirect.nhs.uk

If you are not sure what to do and need some advice, you can ring NHS Direct 24 hours a day, 365 days a year and speak to an experienced nurse. They will provide you with expert, confidential advice and information on what to do if you are feeling ill. Translators are available.

First Aid →

Basic first aid courses are available at a small cost from a range of organisations around Brighton & Hove such as the Red Cross (Freephone: 0870 5878929) and St John ambulance (Tel: 01273 371510).

Self-care →

A well stocked medicine cabinet will help you deal with many common illnesses. Ask your pharmacist if you need help to decide what you need. Remember to keep all medicines out of sight and reach of children and always follow the dosage instructions on the label. If you have an on-going medical condition such as asthma you should always ensure you have adequate supplies of the medication you require at home.

Pharmacist →

From sprains to stomach upsets, your local pharmacist is able to give expert advice without an appointment. Each pharmacy has a fully qualified pharmacist available to offer free advice on common ailments, health matters, and medicines. Pharmacists also sell condoms and emergency contraception (the morning after pill). Some pharmacies are able to provide emergency contraception free of charge to under-21s.

In Brighton & Hove there are two pharmacies that are open late (until 10pm) seven days a week: **Ashton's** at Seven Dials and **Weston's** on Lewes Road. **Boots** on North Street is open until midnight from Monday to Saturday. You should check the opening times of your local pharmacy as many offer late, and Sunday, opening.

Dental problems →

If you have a dental emergency you should phone NHS Direct **0845 4647** or Patient Services on **01273 403546** who will provide you with contact details for dentists who may be able to offer an appointment. Genuine dental emergencies out of surgery hours can receive treatment by phoning **01273 486444** between 6.30pm – 9.30pm weekdays and 9.00am – 12.30pm weekends and bank holidays.

GP's (family doctors) →

Your local GP practice provides a comprehensive range of services including general medical advice and treatment. They deal with a very broad range of complaints, including infections like cystitis and sore throats, mental health problems like depression and anxiety, joint pains and arthritis. If you require more specialised care they will refer you to a specialist service or hospital. To register with a GP practice, you can approach the nearest surgery directly or you can get assistance by telephoning Patient Services on **01273 485364**.

GP out-of-hours →

If you have an urgent problem that you think cannot safely wait until routine surgery hours and think you need to see a nurse or family doctor when the GP surgery is closed, call the out-of-hours service on **0845 456 5420**. A trained nurse or doctor will talk to you and assess your needs and then advise and direct you to the most appropriate place for you to get treatment. This is not a drop-in – you must phone first. This service is only available when your GP surgery is closed.

Minor injuries unit →

This is based at the Lewes Victoria Hospital in Lewes. This service is available from 8am to 8pm and provides treatment for less serious injuries, such as sprains, cuts and grazes. The waiting times are usually much shorter than those in A&E. The service is led by highly qualified nurse practitioners with more experience and expertise than many doctors in this kind of treatment.

A&E / 999 →

A&E is for serious injuries or illnesses. If someone has had a serious fall or accident, is bleeding significantly, is dizzy or has passed out, or has severe chest pains, you should dial 999 or take them to the A&E department at the Royal Sussex County Hospital on Eastern Road, Brighton.

A&E is not for minor injuries such as small bumps and cuts or minor illnesses such as coughs, flu and earache or for illnesses which you have had for a number of days.

Emergency ambulances are not a taxi service it is not appropriate to call them for minor illnesses and injuries as this may delay an ambulance getting to someone in real need. You should call an ambulance by dialling 999 if:

- you think the patient's illness or injury is life-threatening
- you think the illness or injury may become worse, or even life-threatening on the way to the hospital
- moving the casualty without skilled people or special equipment could cause further injury

If you think a patient is suffering from one of the following you must dial 999 for an ambulance:

- heart attack
- sudden unexplained shortness of breath
- heavy bleeding
- unconsciousness (even if the patient has regained consciousness)
- traumatic back/spinal/neck pain