

## Accident & Emergency Department

This leaflet tells you about the Accident & Emergency department and provides you with information on going to the right place for treatment, along with some useful contact numbers

***The prevention and control of infection is a major Trust priority.***

***Please help us by observing the signs and reminders displayed around the Hospital and by asking staff:***

***"Have you cleaned your hands?" before they care for you.***

'If you need this information interpreted into your language, please inform one of the health care staff'

如果你需要這些資料翻譯到你自己的語言，請通知其中一位健康管理的職員。

Pokud potřebujete tuto informaci přeložit do vašeho jazyka, informujte o tom prosím zdravotní personál.

‘तमने आ माहिती तमारी भाषामां सांभलली होय तो हेल्थ डेअर स्टाफने जखालो’

نهگهر دهنويت نهو زانباريانه وهر بگيز دريته سهر زمانى تو . تكلابه يماكيك له فهر مانبر انى چاوديزى ناگدار بگوه .

Jeżeli życzysz sobie tłumaczenia tej informacji w Twoim języku, poinformuj o tym personel medyczny.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਸੂਚਨਾ ਦੀ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਿਹਤ ਨਾਲ ਸਬੰਧਤ ਦੇਖ ਭਾਲ ਕਰਨ ਵਾਲੇ ਸਟਾਫ ਮੈਂਬਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Если Вам нужна эта информация на русском языке, обращайтесь к персоналу больницы.

# Accident & Emergency

Only attend a hospital Accident & Emergency department in the event of an accident or emergency.

An emergency is a critical or life-threatening situation, such as:-

• Unconsciousness	• Suspected broken bones
• Heavy blood loss	• Suspected heart attack
• Head injuries	• Chest pain
• Breathing difficulties	• Deep wounds, such as a stab wound

## Do not attend for:-

• Minor cuts	• Bruises
• Insect bites	• Minor scalds
• Coughs	• Colds
• Head & dizziness	• Back pain
• Stomach ache	• Indigestion
• Constipation	• Vomiting & diarrhoea
• Minor allergic reactions	• Minor infections & sore throats
• Toothache	• Scabies
• Rashes	• Head lice & Nappy rash
• Urinary infections & thrush	• Pregnancy testing
• 'Morning after' – Emergency contraception pill	• Eye problems such as conjunctivitis

If you present with any of the above you will not be seen and will be advised to go to your GP or your local Walk In Centre.

If you are unsure whether a health problem is an emergency needing A&E treatment then, call your GP or NHS Direct for advice.

# Minor Illness or Injury

If you have a minor illness or injury you can:



A confidential nurse-led telephone helpline available 24hrs, every day of the year – if necessary you will be passed automatically to the 999 services.



## For Wolverhampton they are:-

Phoenix Health Centre, Parkfield Road, Parkfields, WV4 6ED

Open Times: 10.00am – 7.00pm Monday to Friday  
9.30am – 4.30pm Weekends and Bank  
Holidays


Showell Park Health & Walk-in Centre, Fifth Avenue,  
WV10 9ST

Open Times: 8.00am – 8.00pm every day including Bank  
Holidays

No appointments are necessary. Babies under the age of 12 months must be seen by their own GP.

They will provide advice and treatment for a variety of complaints and minor problems.

**Contact your  
GP or GP out of  
hours service**



For most medical problems phone your GP practice for advice or to make an appointment.

If your surgery is closed and you need urgent advice or treatment you can call the GP out of hours service. For Wolverhampton this service is provided by Wolverhampton Doctors On Call on 0845 145 1800.

This service is for medical problems too urgent to wait until your own GP practice is next open. This service is provided between 6.30pm – 8.00pm Monday to Friday and all day Weekends and Bank Holidays

**The Accident & Emergency department is a service which sees many people every day, and often is challenged by the number of people who attend. We see a great deal of patients who require urgent and life threatening assistance, but we also have a great deal of people who seek A&E support for minor ailments as outlined.**

**Help us to ensure patients get the right treatment in the right place.**



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

Dial 08454647

**Whenever you need health advice and information**

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