

A&E Department

DO NOT
DISTURB

Everything & Anything. Well not quite right, did you know there in excess of 20 million visits to A&E Departments every year and the number is increasing. There were more than 106,000 patients treated in Kings Mill Hospitals A&E during 2010-2011. A&E departments are generally part of a hospital site and whose job is to assess and treat patients with serious injuries or illness. Broadly speaking you should only attend A&E or call 999 for life threatening emergencies. For example,

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped

If an ambulance is needed, call 999 the emergency telephone number in the UK. Teach your children how to call for help. Don't panic keep calm, help is a phone call away and you will be speaking directly to a health care professional.

Primary care

Health care provided in the community for people making an initial approach to a medical practitioner or clinic for advice or treatment.

"GPs occupy key positions in primary care"

As many people's first point of contact with the NHS, this contact will be with a GP, Dentist or Optician around 90 per cent of patient interaction is with primary care services. In addition to GP practices, primary care covers dental practices, community pharmacies and high street optometrists. It is generally regarded as the 'gateway' to receiving more specialist care.

Secondary care

A patient who has been provided with primary care may be referred to a secondary care professional – a specialist with expertise on the patient's issue. These are consultant-led services which include psychology, psychiatry and orthopaedics.

Secondary care is usually (but not always) delivered in a hospital/clinic with the initial referral being made by the primary care professional.

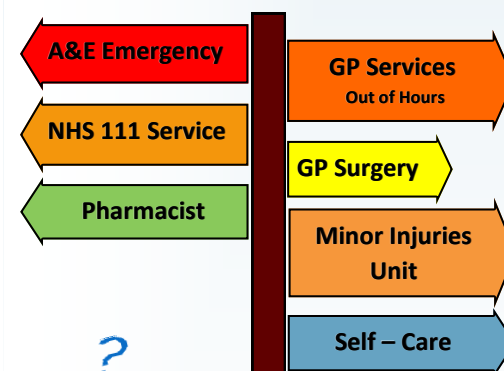
Tertiary care

Once a patient is hospitalised, they may require highly specialised treatment and care within the hospital. Tertiary care requires professionals, usually surgeons, with specific expertise in a given field, to carry out investigation and treatment for the patient. Examples include neurosurgery, cardiac surgery and cancer management.



when it's less
urgent than 999

Choosing the right service matters...



Choose the right place for NHS treatment to get the right care, as soon as possible.



Patient Healthcare Pathway

Your health and well-being is important and by choosing the right place for NHS treatment will help you get the right care at the right place as soon as possible. It could also save you an unnecessary visit to the hospital. Please read this leaflet carefully so that you understand the options available so that you can choose the right service for the treatment you require. There are many options to help you information is included here to help you make the right choice.

Start your journey here...

DIY Self-Care—Hangover, Grazed Knee, Cough, Sore Throat, Headache, Period Pains, A Cold, Small Cuts.

Keep a well stocked Medicine Cabinet. Pain Killers, Antihistamines, Oral re-hydration salts, Anti-diarrhoea tablets, Indigestion Treatment, Sunscreen, Tweezers, Bandages, Plasters, Thermometer, Eye-wash, Antiseptic, Sterile Dressings, Medical Tape

Pharmacist — Muscle Pain, Headache, Bites & Stings
Minor Infections,

Pharmacy First — Patients who are eligible for free prescriptions can speak with their local Pharmacist instead of trying to see their own GP for a range of conditions such as:-Fever/Temperature, Threadworm, Haemorrhoids, Warts/Verruca's, Hay fever, Insect Bites, Head lice, Athletes' Foot, Sore-throat, Bacterial Conjunctivitis, Vaginal Thrush, Teething Pain, Constipation (adults & child) Toothache, Diarrhoea

Your local pharmacist can help with lots of everyday ailments/treatments and offers good advice.

GP surgery—Feverish Children, Vomiting, Ear Pain, Feeling Ill, Sprains, Strains, Back Pain, Mental Health, Joint Problems, Breathing problems

Minor Injuries Unit. (usually at GP Surgery) - Minor Burns, Cuts, Dog Bites, Bumps & Bruises, Sprains, Splinters, Foreign Bodies, Dislocated Fingers, Hand injuries, Lacerations.

NHS 111 Service.- Telephone for medical advice. Talk to a Healthcare Professional. 24hrs a day 7 days a week.
Also acts as 'out of hours' service when Surgeries are closed.

A&E Department.- Life Threatening Emergencies. Breathing Difficulties, Persistent Severe Chest Pain, Loss of Consciousness, Severe Bleeding that cannot be stopped.

How it works

Major A&E Departments offer access 24 hours a day 365 days a year. At A&E a Healthcare professional will assess your condition (Triage) is the process of determining the priority of patients treatments based on the severity of their condition and decide upon further action.

If it is not an immediate emergency then call the 111 service available 24hrs a day seven days a week they provide professional medical advice and advise you on the best local service to offer the care you need.

For illness / injury that are not life threatening you should first contact your GP surgery other options would be to see your local pharmacist, dentist, optometrist based on your needs.

Outside of normal surgery hours, weekends and bank holidays you will be directed to the 'out of hours' 111 service where you will be in direct contact with a health professional.



Mansfield and Ashfield
Clinical Commissioning Group