

**The Emergency Department (A&E) at the Norfolk and Norwich University Hospital is working with NHS Norfolk to make sure all our patients get treatment in the right place.**

### How are we doing this?

Following triage\* assessment, you may be redirected to another healthcare provider to get treatment, such as a GP or pharmacist.

### Why are we doing this?

If you are asked to go elsewhere for treatment this is because we think that your problem or condition could be easily treated by another service. A large number of people who visit Emergency Departments in Norfolk could have been treated elsewhere. This means that local emergency services are slowed down unnecessarily, and for some this can mean life or death.

### \*What is Triage?

Triage is a process of prioritising when and where patients are treated based on their needs.

### What should I do next time?

Confused about what to do next time? Don't be. We want to tell you about the range of options you have in getting treatment when you are hurt or feeling unwell....

### Self-care

Self-care is the best choice to treat very minor illnesses and injuries. A range of common illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest.

Ensure your medicine cabinet is well stocked with:

- Paracetamol or aspirin
- Anti-diarrhoeal medicine
- Rehydration mixture
- Indigestion remedy
- Plasters and a thermometer.

### NHS Direct 0845 46 47

For internet information on all aspects of health and healthcare, go to [www.nhs.uk](http://www.nhs.uk). It allows you to look up your symptoms, check hundreds of conditions and treatments and find telephone numbers and addresses for most NHS organisations, including hospitals and GPs.

For confidential health advice and information around the clock call: **0845 46 47**.

### Pharmacy

Pharmacists are experts in the use of medicines, who can offer advice on the treatment of common health problems, such as coughs and colds. They will also advise you if you need to see a doctor or nurse.

To find your local pharmacist, including details of opening hours, please visit:

- [www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories) or call NHS Direct on **0845 46 47**
- For details on pharmacy services during bank holidays, please visit [www.norfolk.nhs.uk](http://www.norfolk.nhs.uk)

### GP surgery

If you have an urgent medical problem you will be seen on the same day, or a GP may be able to help you over the phone. Routine appointments should be given within 48 hours and many practices offer extended opening times during the week for pre-bookable appointments only. Remember – you don't have to be registered at the practice to be seen by a member of the medical staff. Core hours are 8am – 6.30pm Monday to Friday.

The GP out-of-hours service is for urgent medical problems that can't wait until the next day for treatment. The out-of-hours service operates 6.30pm – 8am Monday to Friday and all weekend and Bank Holidays, and can be accessed via your usual GP number or call direct on **01603 488488**.

To find your local GP surgery:

- Contact the NHS Norfolk PALS team on **0800 587 4132** (freephone) or email: [pals@norfolk.nhs.uk](mailto:pals@norfolk.nhs.uk)
- Visit our website [www.norfolk.nhs.uk](http://www.norfolk.nhs.uk)
- Visit [www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories)
- Call NHS Direct on **0845 46 47**

### Minor Injuries Unit (MIU) or Walk-in Centre

Minor injuries include minor cuts and burns, sprains, grazes, dislocated fingers, sunburn and minor head injuries. MIUs are run by experienced emergency nurse practitioners.

GP practices are also able to provide a minor injuries service in normal opening hours, which people can use without an appointment.

Walk-in centres are open seven days-a-week and you do not need an appointment. You will be seen by an experienced nurse or GP.

**NHS Walk-in Centre**, The Timber Hill Health Centre, Level 4, The Mall, Norwich NR1 3DD. Tel: **0300 0300 333**.

[www.timberhillhealthcentre.com](http://www.timberhillhealthcentre.com)

### Minor Injuries Unit

Cromer Hospital, Mill Road, Cromer NR27 0BQ. Tel **01263 513571**.

### In hours

**Pharmacy** – To find your nearest pharmacy call NHS Direct on **0845 46 47**.

**GP Surgery** – Telephone or go to your nearest General Practice 8am to 6.30pm.

**Minor Injuries** – Go to your nearest General Practice or Cromer Hospital, Mill Road, Cromer NR27 0BQ. Tel: **01263 513571**. Open 7 days-a-week 8am-8pm.

**Walk-in Centre** – Go to Timber Hill Health Centre, Level 4, The Mall, Norwich NR1 3DD. Tel: **0300 0300 333**. Open 7am to 9pm. [www.timberhillhealthcentre.com](http://www.timberhillhealthcentre.com)

## Emergency Departments (A&E)

Emergency Departments (A&E) provide 24-hour emergency care for people with life-threatening symptoms or critical conditions. This includes: unconsciousness; heavy blood loss; a deep wound, such as a stab wound; a suspected heart attack or stroke; difficulty in breathing; severe burns; severe allergic reaction; suspected broken bones.

Your nearest A&E department is at the:  
Norfolk and Norwich University  
Hospitals NHS Foundation Trust  
Colney Lane  
Norwich  
NR4 7UY  
Tel: **01603 286286**  
[www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)

**Press out this handy card so that you know where to go for the right treatment, in the right place, at the right time.**

### Out-of-hours

**Pharmacy** – Find your nearest out of hours pharmacy by calling NHS Direct on **0845 46 47**.

**GP Out-of-Hours Service** – 6.30pm to 8am Monday to Friday, and all day at weekends and bank holidays. Telephone your local GP practice to be transferred automatically or call the out-of-hours service direct on **01603 488488**.

**Minor Injuries** – Go to Cromer Hospital, Mill Road, Cromer NR27 0BQ.  
Tel: **01263 513571**. Open 7 days-a-week 8am-8pm.

**Walk-in Centre** – Go to Timber Hill Health Centre (details overleaf) up until 9pm, 7 days-a-week.

## Swifts and Night Owls

Swifts and Night Owls provide a free service to help older people and adults with a long term physical condition who have unplanned needs anytime during the day or night.

They provide immediate access to hands on care / support in the person's own home, offering essential urgent care, or relief for carers in crisis. The service operates 24 hours-a-day 365 days of the year. They aim to prevent unnecessary hospital admittance and they will provide support and practical help in a crisis.

Swifts work from 8am to 10pm and Night Owls take over from 10pm to 8am. To request a visit contact Swifts on **01603 442008** and Night Owls on **01603 481409**.

## Dental problems

For emergency dental treatment in normal working hours you should contact your own dental practice as early as possible in the morning. If you don't have a regular dentist, call NHS Norfolk PALS for in-hours routine and emergency dental care. It is not necessary to register with a dentist. For all out-of-hours dental emergencies call **0845 600 3246**.

For help finding a dentist for regular treatment, NHS Norfolk's website also features an interactive map to help you search for available dentists in your area. Visit [www.norfolk.nhs.uk](http://www.norfolk.nhs.uk) for more details.

## Have your say

What do you think of your experience today? Have you got any experiences of urgent and emergency care you want to share with us? Contact PALS with your feedback for a confidential service. Your feedback will be reviewed and used for improving services.

NHS Norfolk PALS provides free and confidential advice, support and information on NHS services to patients and their families and carers. They will also listen to your concerns and suggestions, and help sort out problems quickly on your behalf.

They can be contacted 9am - 5pm  
Monday to Friday on:  
Freephone: **0800 587 4132**  
Mobile: **07500 990815**  
Fax: **01603 257299**  
Email: [pals@norfolk.nhs.uk](mailto:pals@norfolk.nhs.uk)  
Website: [www.norfolk.nhs.uk](http://www.norfolk.nhs.uk)



If you would like this leaflet in Large Print, Audio, Braille, in a different language (a summary version can be provided) or format, please contact the Communications and Marketing Team on 01603 257006 and they will do their best to help.

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NHS Norfolk  
and Norfolk and Norwich  
University Hospitals NHS Foundation Trust



# Did YOU Choose Well?

**Get the right treatment  
In the right place  
At the right time**

