



## *When Your GP surgery is closed – know your choices*

### **Your GP Surgery**

All surgeries within Stoke-on-Trent provide an out-of-hours service. To make contact telephone your normal GP surgery number: 01782 395101

### **NHS 111**

NHS 111 is a dedicated telephone service available 24 hours a day, 365 days per year and is available by dialing 111 from any telephone.

The service provides easy access to healthcare services and information when you need healthcare quickly, when the condition is urgent but not life threatening.

Callers go to a fully trained advisor supported by experienced nurses. They will assess symptoms, book appointments for some services or transfer callers to the most appropriate service. If necessary they will call an ambulance.

### **Dental Access Centre**

Provide emergency dental treatment even if you are not registered with a dentist. You will need to book an appointment.

Dental access centre is: Tel: 0300 123 0981

Reception opening times: Monday, Thursday, and Friday 8am-6.30pm; Tuesday and Wednesday 8am-7.30pm

## 999

The 999 service is for critical emergencies that are potentially life-threatening. These include:

- Loss of consciousness
- Severe chest pain
- Breathing difficulties
- Severe bleeding that can't be stopped
- Acute confusion or fits that are not stopping

## Accident and Emergency Department

The Accident and Emergency Department at University Hospital of North Staffordshire (UHNS) is open 24 hours a day every day of the year and should only be used for critical or life threatening situations. The Department provides immediate clinical care for people who are seriously ill or injured – **THINK TWICE ABOUT GOING TO A&E**

## Local Walk - Centres

When you require support for a minor illness or an urgent medical problem that is **NOT LIFE THREATENING**

- **Haywood Walk-in Centre**  
High Lane  
Burslem  
Stoke-on-Trent  
ST6 7AG  
Tel: 01782 673500  
Open 7am-10pm weekdays; 9am-10pm weekends and bank holidays
- **Leek Moorlands Hospital**  
Ashbourne Road  
Leek  
ST13 5BQ  
Tel: 01538 487103  
Open 8am-8pm seven days per week

## GP Led Walk-In Centres

GP Led Walk-in centres offer same day, pre-bookable appointments with a doctor if you are not able to get an appointment with your own surgery. You do not even need to be registered with a GP.

- **Hanley Health and Wellbeing Centre**

Stafford Street

Hanley

Stoke-on-Trent

ST1 1LW

Tel: 0300 123 6759

Open 8am-8pm seven days per week, 365 days a year

- **The Midway Medical and Walk-In Centre**

The Midway

Newcastle under Lyme

ST5 1QC

Tel: 01782 663757

Open 8am-8pm seven days per week. Walk-in appointments are limited, you should call first to book an appointment