

### A & E 999

Accident and Emergency (A&E) and the 999 ambulance service should only be used in real emergencies. As A&E can get very busy it is good to know the alternative services which are available.

Your nearest A&E providers include

- New Cross Hospital – Wolverhampton (Open 24 Hours)
- Manor Hospital – Walsall (Open 24 Hours)
- County Hospital – Stafford (Open 08:00–22:00)

### NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

### NHS Walk In Centres, Minor Injury Units, and Urgent Care Centres

Choose Walk In Centres, Minor Injury Units and Urgent Care Centres, when you have a health problem that isn't a 999 emergency. You don't need an appointment to visit and you'll be seen in priority order by a doctor or experienced nurse. (Details of Local Walk In Centres and Minor Injury Units are supplied inside this leaflet)

Walk In Centres can be the best option for treatment and/or providing advice on

- Headaches, ear problems and sore throats
- Sprains and strains
- Wound infections
- Minor burns and scalds
- Minor head injuries
- Skin conditions
- Chest problems and abdominal pain
- Insect and animal bites
- Minor eye injuries
- Injuries to the back, shoulder and chest
- Emergency contraception
- Minor Surgery

(Please note, not all treatments/services listed will be available in every NHS Walk In Centre)

### Pharmacists

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines that can help with lots of common conditions such as stomach upsets, headaches, coughs and colds. A list of late night opening chemists can be found inside this leaflet.

**Self-care**  
Treat yourself at home with a stocked up cupboard of medicine for minor injuries and illnesses like coughs and colds

**NHS Walk-in Centre**  
Provides confidential, expert advice and medical treatment for a range of common illnesses

**NHS 111**  
For when you need medical advice fast, but it's not a 999 emergency

**Local Pharmacy**  
Open until late and can treat minor injuries, trips, falls and skin complaints

**Your GP**  
Have an illness or injury that won't go away? Make an appointment with your GP

**A&E or 999**  
Life threatening emergencies and care only

For more information on services available to you in your local area, please visit the Cannock Chase CCG website.

Available at : [www.cannockchaseccg.nhs.uk](http://www.cannockchaseccg.nhs.uk)



Want to leave feedback on any of the services in this leaflet? Our Experience Exchange lets you have your say on local Health and Social Care  
[www.healthwatchstaffordshire.co.uk/x2](http://www.healthwatchstaffordshire.co.uk/x2)

### Freephone

**0800 051 8371**

[enquiries@healthwatchstaffordshire.co.uk](mailto:enquiries@healthwatchstaffordshire.co.uk)  
[www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk)



## Choose Well

A simple guide to the best use of **A&E** and **Health and Social Care Services** in

- Cannock
- Hednesford
- Rugeley
- Heath Hayes



## Useful Numbers

### Out of hours Urgent Care

- You should call your GP directly and will be advised on how to contact the Out of Hours Service or
- Alternatively if you live in Cannock, Heath Hayes or Norton Canes you could contact

### Badger Healthcare

 **0121 766 2170**

### Emergency Dentist

- Call your Dentist, who will inform you how to access out-of-hours dental care treatment.

 **111**

- Alternatively the Emergency Dentist Service available in Cannock Chase

 **01543 576 210**

### Care and Help at Home Careline

- Delivered by South Staffordshire Age UK in Cannock, Rugeley, Hednesford, Heath Hayes, and the surrounding area.

 **01785 788 477**

### Mental Health Helpline

- Staffordshire Mental Health Helpline

 **0808 800 2234**

### Lines are open

7pm - 2am weekdays, 2pm - 2am weekends,  
Every day of the year

If you call out of hours you will be asked to leave your number with a message and the Mental Health Line will call you back as soon as possible.

### Safeguarding of Children

- Staffordshire (First Response)

 **0800 1313126**

- Out of Hours service

 **0845 6042886**

### Safeguarding of Adults

- Staffordshire (First Response)

 **0845 6042719**

- Out of Hours Service

 **0845 6042886**

### The NHS 111 Service

 **111**

(See overleaf for details of when to ring 111)

## Late Opening Chemists

Town	Telephone	Pharmacy	Address	Mon- Fri	Sat	Sun
<b>Cannock</b>	01543 573757	Sainsbury's Pharmacy	Sainsbury's, Voyager Drive, Orbital Retail Centre, Cannock, WS11 8XP	07:00–22:00	07:00–22:00	10:00–16:00
<b>Cannock</b>	01543 401847 / 0845 6779119	Tesco Cannock Superstore	Tesco, Heath Hayes District Centre, Hawkes Green, Cannock, WS12 3YY	08:00–20:00	08:00–20:00	10:00–16:00
<b>Cannock</b>	01543 579863	Boots Cannock Orbital Retail Park	Boots, Voyager Drive, Cannock, WS11 8XP	09:00–20:00	09:00–18:00	10:00–16:00
<b>Hednesford</b>	01543 406847 / 0845 6719560	Tesco Hednesford Superstore	Tesco, Victoria Street, Hednesford, WS12 1BT	08:00–22:30 (Mon) 06:30–22:30 (Tue-Fri)	06:30–22:00	10:00–16:00
<b>Rugeley</b>	01889 582347	Morrisons Rugeley Supermarket	Morrisons, Market Street, Rugeley, WS15 2JJ	08:30–20:00 (Mon–Wed) 08:30–21:00 (Thu–Fri)	08:00–20:00	10:00–16:00
<b>Walsall</b>	01922 498000	Asda Bloxwich Superstore	Asda, Woodhall Street, Walsall, WS3 3JR	07:00–23:00 (Mon) 08:00–23:00 (Tue-Fri)	07:00–22:00	10:00–16:00
<b>Walsall</b>	01922 432747 / 0845 0269674	Tesco Walsall Extra	Tesco, Littleton Street West, Walsall, West Midlands, WS2 8EQ	08:00–23:00 (Mon) 07:00–23:00 (Tue-Fri)	06:30–22:00	11:00–17:00

## Walk In Centres

Patients please be aware of the following!!

### Burntwood Health and Well-Being Centre

High Street, Chasetown, Burntwood, WS7 3XH

 **01543 687440**

(The Burntwood Health and Well-Being Centre is no longer a Walk In Centre, it is a GP Practice however there are a limited number of acute appointments for unregistered patients who can ring on the day to book an appointment at the Centre)  
Website: [www.burntwoodhealth.co.uk/](http://www.burntwoodhealth.co.uk/)  
Open 08:00–20:00 7 days per week, 365 days per year

Patients from Cannock may also choose to use

### Walsall Walk In Centre

19-20 Digbeth, Market Square, Walsall,  
West Midlands, WS1 1QZ

 **01922 605730**

(No appointments needed, walk in service only)  
Website: [www.gpwalsall.co.uk/wic/home.aspx](http://www.gpwalsall.co.uk/wic/home.aspx)  
Open 08:00–20:00 7 days per week, 365 days per year

### Showell Park Health & Walk In Centre

Fifth Avenue, Low Hill, Wolverhampton WV10 9ST

 **01902 446711**

(It is advised that patients ring in advance and book an appointment, due to the high patients numbers you may not be seen straight away)  
Website: [www.showellparkhealthcentre.co.uk/](http://www.showellparkhealthcentre.co.uk/)  
Open 10:00–20:00 Monday - Friday,  
08:00–20:00 Saturday and Sunday

## Minor Injury Units (MIU)

If you have an injury which is not serious, you can get help from a **Minor Injuries Unit (MIU)**, rather than going to an A&E department. This will allow A&E staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait.

In Cannock and Hednesford the nearest **MIU** is

### Cannock Chase Minor Injuries Unit

Cannock Chase Hospital, Brunswick Road,  
Cannock, WS11 5XY

 **01543 572757**

10:30–18:30

Services available include

X-ray facilities

Physiotherapy

 Extension Number **6152**

 **01543 576411**

Patients in Rugeley could also use the **MIU** at

### Samuel Johnson Community Hospital

Trent Valley Road, Lichfield, Staffordshire, WS13 6EF

 **01543 412900**

Open: 24/7

Services available include

Minor injury unit service

X-ray facilities

Physiotherapy

 Extension Number **3130**

 Extension Number **2907**

 Extension Number **3084**