



High Weald Lewes Havens
Clinical Commissioning Group

Don't
just go
to A&E



You could get quicker
treatment closer to home

Accident and Emergency (A&E) departments are for critical or life-saving situations.

For less severe problems there are a number of services available where you can go:

- **Your GP**
- **Out of hours GPs**
- **Walk in centres**
- **Minor injuries units**
- **Pharmacies**
- **NHS 111 for assistance, information and to access the out-of-hours doctors**
- **Emergency dental service**
- **Emergency contraception and sexual health**
- **Ophthalmologists (for minor eye conditions)**

Your GP

GPs specialise in treating many health problems and can also often treat minor injuries. Because your practice is local to you, it makes getting there easier and you may not need to wait as long as you would at A&E. Although GP practices vary slightly with their surgery opening times, generally they should be open from 8.30am until 6.30pm Monday to Friday and most are also open longer on some days during the week and sometimes at weekends too. It is worth finding out what these are next time you visit your doctor, or by checking your practice's website. An immediate consultation may not always be available; however practices will do their best to see you as soon as possible. Your practice will also have your medical history to hand, which helps them make the best treatment decisions for you.



Out of hours GPs

When your own GP surgery is closed, and you have a problem you feel cannot wait for the surgery to open, you can still access advice or a face-to-face consultation with a GP. Out of hours GPs are based at Chapel Street Surgery in Newhaven and Uckfield and Crowborough community hospitals. You will need to call 111 first and if you need a consultation the advisor will let you know which one is open, most locally to you.

Walk in centres

If the surgery where you are registered is not open, it is possible to see a GP at one of the walk in centres based at Brighton or Eastbourne railway stations, without having to register.

Consultations are seven days a week between 8am and 8pm:

Brighton Station Walk In Centre: 03333 210946

Eastbourne Station Walk In Centre: 01323 726650

Minor injuries units

Minor injuries units are open from 8am-8pm seven days a week at Lewes, Uckfield and Crowborough community hospitals.

Minor injuries units treat sprains and strains, broken bones (not hips), wound infections, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries, injuries to the back, shoulder and chest. X-ray facilities are for shoulder, upper arm, collar bone, elbow, wrist, hand, ankle, foot, toe and knee.

If attending a minor injuries unit it is worth noting that X-ray opening times are:

Uckfield Community Hospital, Framfield Road, TN22 5AW

01825 745030: Monday to Friday 9am-5pm (closed 12.30-1pm)
and 12 noon-6pm at weekends.

Crowborough Memorial Hospital, Southview Road, TN6 1HB

01892 603602: Monday to Friday 9am-4.30pm (closed 12.30-1pm).

Lewes Victoria Hospital, Nevill Road, BN7 1PE

01273 474153/402504: Monday to Friday 9am-5pm (not weekends).



Pharmacies

Your local pharmacist can help with advice on a number of different problems such as: coughs, sore throats, wound dressings, skin rashes, diarrhoea/vomiting, constipation, headache, minor eye conditions, hay fever, head lice, insect bites and worms. They can also help with inhaler or insulin pen problems or emergency supplies of regular medications. Need late, Sunday, Bank Holiday opening times? Call NHS 111 for this information or search "pharmacies" at: www.nhs.uk.



NHS 111 for health problems and access to out of hours doctors



Telephone 111 any time, 24 hours a day, seven days a week for 365 days of the year. You will be asked a series of questions relating to your health problem and be offered advice on further action, or treatment. Consultations with out of hours doctors are also arranged via 111.

Emergency dental service

This is for urgent, out of hours, emergency dental treatment, when your own dentist is closed (or if you do not have a dentist). Call promptly to avoid disappointment. NHS dental charges apply.

Lewes: 01273 486444. Lines open: Weekdays from 6.30pm-10.30pm. Weekends and bank holidays from 9am-1.30pm.

Hailsham: 01323 449170. Lines open: Weekdays from 6.30pm-10.30pm. Weekends and bank holidays from 1pm-5.30pm.

Hastings: 01424 850792. Lines open: Weekdays from 6.30pm-10.30pm. Weekends and bank holidays from 9am-1.30pm.

Need a dentist in daytime hours? **Dental helpline:** 0300 123 1663



Emergency contraception and sexual health

At practices: The Circle Room (under 25s) at School Hill Surgery Lewes, 01273 480888. Drop-in at Meridian Surgery, Peacehaven 01273 588200.

Details of local community-based clinics:

Eastbourne: Avenue House, 01323 416100, Freephone 0808 168 1282
www.eastsussexsexualhealth.co.uk

Brighton: Claude Nicol Centre, The Royal Sussex County Hospital, 01273 523888.
Morley Street Clinic, 01273 242091 www.brightonsexualhealth.com

Pharmacies, walk in centres and the out of hours GP service (available via NHS 111) can often provide help with emergency contraception.

Optometrists (for minor eye conditions)

If you have a problem with your eyes, this service can assess and treat you. The service is funded by the NHS and is available from local opticians throughout the area. Appointments are normally available within 5 working days. If you are unsure whether your symptoms can be assessed and treated by the service, please contact one of the optometry practices listed in this leaflet and they will advise you. Conditions covered by this service include:

- Red eye or eyelids
- Dry eye, gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes and floaters
- Painful eye
- In-growing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

Ingram & Schofield, Peacehaven,
BN10 8JR 01273 582549 **Specsavers Opticians**, Uckfield,
TN22 1PX 01825 746750

Sussex Eyecare Opticians, Seaford,
BN25 1LS 01323 892211 **Focus Medical Eye Centre**, Hailsham,
BN27 1BJ 01323 442062

Wilson, Wilson & Hancock, Lewes,
BN7 2AF 01273 472360 **Arthur Hayes Opticians**, Crowborough,
TN6 1DR 01892 664826

Spectrum Eyecare, Lewes, BN7 2AH
01273 480303 **People & Broad Opticians**, Heathfield,
TN21 8JB 01435 863232



A&E departments provide immediate emergency care for people who show the symptoms of serious illness or have injuries that could be life threatening, such as:

- **Loss of consciousness**
- **Stroke**
- **Acute confused state and fits that are not stopping**
- **Persistent, severe chest pain**
- **Serious injury/trauma**
- **Choking**
- **Breathing difficulties**
- **Severe bleeding that cannot be stopped**
- **Severe allergic reactions**
- **Severe burns or scalds**



Please remember

A&E is there to use when the situation is urgent, when it is not safe to wait and there is no simple alternative available elsewhere. We want all patients to get high quality care in the best place for them - whether that is at a pharmacy, their GP or A&E.

Health Help Now - download the app

Download the app for East Sussex and find out where to go for help according to your problem.

eastsussex.healthhelpnow.nhs.uk

HEALTH
help NOW.

For more information about health services in the community telephone Sussex Community NHS Foundation Trust HQ
01273 696011 www.sussexcommunity.nhs.uk

This leaflet can be provided in other languages and formats on request.
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Contact: 01273 485411