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NHS services for you and your family



Thank you for supporting your local NHS -
Here's a handy guide to help you choose
the right healthcare service.



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Help Us Help You

By choosing the right place, first time



Contact your Pharmacist

for health advice, mild illnesses and ailments



Contact your GP Practice

if you have an ongoing illness or concern that you need help with



Call 111

or visit the online symptom checker
111.wales.nhs.uk/SelfAssessments for urgent medical advice or help if you are unsure where to go



Go to a Minor Injury Unit

at Nevill Hall, the Royal Gwent, Ysbyty Ystrad Fawr or Ysbyty Aneurin Bevan hospitals with injuries that are not life-threatening, such as broken bones, cuts, minor head or face injuries, and bites



Call 999, or go to The Emergency Department at The Grange University Hospital

if you have a LIFE-THREATENING ILLNESS or SERIOUS INJURY such as suspected stroke, severe chest or stomach pains, seizure or severe blood loss



Taking Care of Yourself and Your Family

Leading a healthier lifestyle can have lots of benefits, which include living a longer life and being less likely to develop serious illnesses.

Staying healthy starts at home. Making a few changes to your lifestyle can make a big difference to your health, such as eating a balanced diet, exercising regularly and getting enough sleep. For lots of great tips on how you can stay healthy at home, visit abbhealthiertogether.cymru.nhs.uk.

Keeping a well-stocked first aid kit and medicine cabinet is essential, as lots of mild illnesses and injuries can be treated at home. Your local Pharmacist can advise on everything you need to include.

Your mental health is important and we want you to know we are here if you need us. While we can't take away life's problems, we can help you find better ways to cope with them. You can find lots of free self-help resources at www.melo.cymru. Please contact your GP Practice if you need further help and support.



Even the healthiest people need medical help sometimes. This booklet offers information to help you choose the right healthcare service, first time.



Pharmacy Services



Many illnesses can be treated at home with medicine from your local Pharmacy. From hay fever to indigestion, the **Common Ailments Service** provides NHS approved advice and treatment for a range of 28 common ailments, without the need to see a GP. For a full list of the conditions included, please visit our website (address below), or ask your Pharmacist for more information.

Your Pharmacy can also help you stop smoking. They can offer a 12 week support programme and nicotine replacement treatment. With the help of specially trained Pharmacy staff, smokers are four times more likely to quit than going it alone.

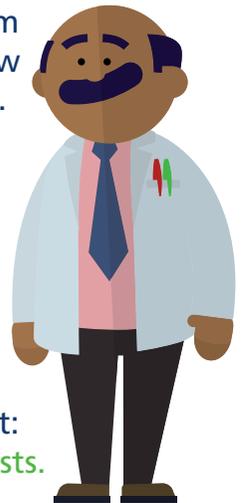
If you've run out of your prescribed medicines and can't get a prescription from your doctor, your local Pharmacy may be able to provide you with a temporary supply until you see your GP.

If you, or a relative, have recently been discharged from hospital, your Pharmacy can offer support with any new medicines and check how you're getting on with them.

Our Pharmacies also offer confidential access to emergency contraception.

All of these services are funded by the NHS, are **free** to patients and provided by a fully trained healthcare professional.

For more details, please ask your local Pharmacy or visit: abuhb.nhs.wales/healthcare-services/pharmacies-chemists.



Please scan the QR codes for further information.



GPs, Dentists and Opticians



Contact your **GP Surgery** if you have a health concern - please don't leave it until it becomes more serious. You can contact your GP by telephone or e-consult (via your GP's website). To check whether your GP is signed up to this online service, visit: econsult.net/nhs-patients.

It is important that you are registered with a GP practice so you have easy access to help when you need it. Contact your local GP Surgery to register.

GPs now work alongside a wide range of health professionals in local Surgeries and Health Centres. You don't always need to see your GP – your Surgery may recommend you see another health professional who is better suited to deal with your issue, including Practice and District Nurses, Children's services, Pharmacists and Mental Health professionals.

For urgent GP care when your own Surgery is closed, contact NHS 111.

Dentists can provide treatment if you have tooth or gum pain. For urgent, out of hours dental care, contact the Dental Helpline on 01633 744387.

Local **Opticians** can help with an eye problem that needs attention. For urgent eye care, contact your local Optician, or contact NHS 111 if your optician has closed for the day.



NHS 111

Contact NHS 111 if you are unwell, unsure what to do and need help.

You can also check your symptoms online and get trusted NHS advice at:

111.wales.nhs.uk/SelfAssessments



H Minor Injury Units

Our **Minor Injury Units** are there for people with injuries that aren't life-threatening.

You can visit one of our Units for:

- Limb injuries, which include broken bones (fractures) and dislocations to toes and fingers
- Wounds, grazes and minor burns
- Head injuries, provided there is no loss of consciousness and the patient is not taking blood thinning drugs
- Face injuries, provided there is no loss of consciousness
- Minor neck and back injuries (when the patient can walk, has no pins and needles and has not fallen from a height greater than 1m, or 5 stairs)
- Eye, ear and nose injuries
- Rib injuries
- Insect, animal and human bites



The following can also be provided:

- Access to X-Rays for injuries
- Wound closure, including stitching and gluing
- Application of dressings, plaster casts, splints, strappings and slings
- Reduction of minor joint dislocations
- Eye washouts
- Removal of foreign bodies
- Administration of medication to treat the injury



There are Minor Injury Units at the **Royal Gwent Hospital, Nevill Hall Hospital, Ysbyty Ystrad Fawr** and **Ysbyty Aneurin Bevan**. Each Unit is run by an experienced team of highly skilled staff.

Children aged 1 year and over with a minor injury can be treated at our Minor Injury Units. *Please note that all children aged under 1 year will need to go to The Grange University Hospital.*

Minor Injury Units can't treat illnesses. If you have an illness or injury that is not life-threatening and you are unsure what to do, contact NHS 111.



Emergency Hospital Services

The Grange University Hospital is a purpose-built centre of excellence to treat our most seriously ill patients, or those with severe injuries.

Please call 999 or go straight to The Grange University Hospital if you have a life-threatening illness or serious injury, including:

- Severe breathing difficulties
- Severe pain or bleeding
- Chest pain or a suspected stroke
- Serious trauma injuries (eg. from a car crash)



Choose the right service in an emergency

If you attend the Royal Gwent, Nevill Hall or any of our other hospitals and you have a life-threatening illness or serious injury, you will need to be transferred to The Grange University Hospital.

Attending the wrong hospital when you have a life-threatening condition may put you in more danger.

If you attend The Grange University Hospital with a minor injury or illness, you will be redirected to another hospital or service that is more appropriate for your needs.



Children's Emergency Hospital Services

Children who require emergency treatment should go to The Grange University Hospital, where specialist children's doctors and nurses will care for them.

Our local **Minor Injury Units** can treat children over 1 year old and are located at The Royal Gwent Hospital, Nevill Hall Hospital, Ysbyty Ystrad Fawr and Ysbyty Aneurin Bevan.



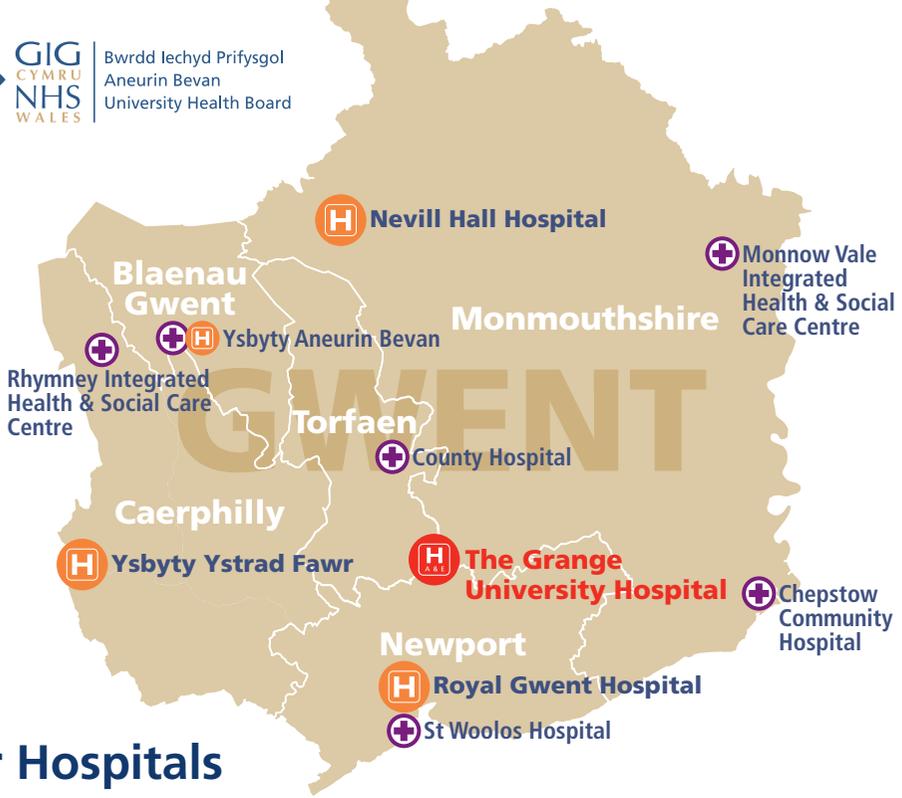
All children aged under 1 year need to be seen at The Grange University Hospital.





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Our Hospitals



The Grange University Hospital

Caerleon Road, Llanfrechfa, Cwmbran NP44 8YN



Royal Gwent Hospital Cardiff Road, Newport NP20 2UB

Nevill Hall Hospital Brecon Road, Abergavenny NP7 7EG

Ysbyty Ystrad Fawr Ystrad Mynach, Hengoed CF82 7GP

Ysbyty Aneurin Bevan Lime Avenue, Ebbw Vale NP23 6GL



Hospitals marked with this icon provide important non-urgent care to our patients.

Please contact us if you would like to access this information in a different format or language.

For more detailed information, please visit our website at abuhb.nhs.wales



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This booklet was produced by Aneurin Bevan University Health Board.