

Patient information factsheet

Emergency and urgent care services in Southampton

Thank you for attending the emergency department at University Hospital Southampton NHS Foundation Trust.

Did you know that our emergency department is just one of the urgent care services in the city? There are a variety of other local health services available and selecting the right one will help you feel better faster. We've produced this factsheet to help you choose the right service for your needs.

**Minor injuries unit (MIU) Royal South Hants Hospital
Level B, Brintons Terrace, Southampton SO14 0YG
Telephone: 0333 999 7613**

The minor injuries unit (MIU) offers treatment, advice and information on a range of minor injuries, led by a team of skilled nurses.

No appointment necessary, just turn up.

Open from 7.30am to 9.30pm weekdays and 8.00am to 9.30pm on weekends and bank holidays (last patient accepted at 9.30pm).

What can the MIU treat?

- ✓ minor burns
- ✓ sprains and strains
- ✓ minor eye injuries
- ✓ wound infections
- ✓ minor head injuries
- ✓ insect and animal bites
- ✓ broken bones to arms, lower leg and feet
- ✓ minor injuries to back, shoulder and chest

The MIU can also:

- ✓ remove splinters
- ✓ plaster broken limbs
- ✓ stitch and close wounds
- ✓ dress minor wounds, cuts and grazes
- ✓ remove foreign bodies from ears, noses etc
- ✓ X-ray arms and legs (from 2 years old)

Find out more at www.royalsouthhantsmiu.nhs.uk

NHS 111

Need medical help or advice or have a dental problem? Call 111 first

Available 24 hours a day, 365 days a year. NHS 111 is a fast and easy way to get the right help, whatever the time. Calls are free from landlines and mobile phones.

The team of fully trained advisers, supported by experienced nurses and paramedics, can assess your symptoms and advise you or direct you to local services including an out of hours doctor or dentist, walk-in-centre, district nurse or 24 hour chemist.

Patient information factsheet

Call 111 if you:

- need medical help fast, but it's not a 999 emergency
- don't know who to call or don't have a GP to call
- think you need to go to A&E or need another NHS urgent care service
- need health information or reassurance about what to do next

Where possible, NHS 111 will book you an appointment or transfer you directly to the people you need to speak to, and if the NHS 111 advisers think you need an ambulance, they'll arrange for one to be sent to you.

If you have difficulties communicating you can use the service through a textphone by calling 18001 111. There is also a confidential interpreter service, available in many languages. Just mention the language you require when the NHS 111 operator answers your call.

Your local pharmacy

Community pharmacists offer advice and treatment for a wide range of minor ailments and advise on what to keep in your medicine cabinet. Pharmacists have five years of specialist training and you don't need an appointment.

They can also provide services such as:

- emergency contraception
- advice on how to manage long term conditions
- healthy eating
- stopping smoking

There are currently four pharmacies in Southampton that are open extra hours (up to 100 hours a week) to make life easier for you:

- Boots West Quay Retail Park, Southampton, SO15 1BA
- Asda Pharmacy, The Marlands, Portland Terrace, Southampton, SO14 7EG
- Adelaide Pharmacy, Western Community Hospital, William Macleod Way, Southampton, SO16 4XE
- Bitterne Pharmacy, 62a West End Road, Bitterne, Southampton, SO18 6TG



If you need a translation of this document, an interpreter or a version in large print, Braille or on audio tape, please telephone 023 8120 4688 for help.