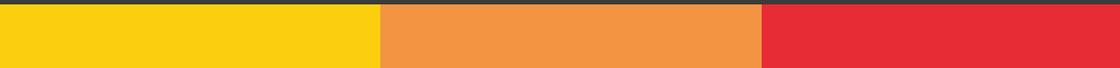




Oxfordshire
Clinical Commissioning Group

Do you need advice for an illness or injury?

Choosing the right NHS service will help get you the best advice quickest and reduces pressure on A&E and GP services, freeing them up to help those who need it most.



What's in this booklet

Emergency and urgent advice	page 3
Pharmacy - Drop in advice	page 4
Minor injury and illness	page 5
Minor Injuries Units	page 6
First Aid Units	page 8
Your GP	page 9
Services to call on	page 10
Need to support your mental health?	page 12
Local support services	page 13
Useful contacts	page 14

Emergency and urgent advice

Life-threatening condition? Call 999.

Always dial 999 for life-threatening conditions including:

- Severe chest pain
- Severe difficulty breathing
- Unconsciousness
- Severe loss of blood
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe burns or scalds
- Mental health crisis

Urgent health advice 24/7? Call NHS 111.

If you have an illness or injury and need advice or treatment in the evening or at a weekend and it is not life-threatening, call 111 for free. A call-handler will help you choose the right NHS service and may be able to book you an appointment.

Pharmacy - Drop in advice

Cough or cold? Try your local pharmacy.

You can get quick advice and treatment by dropping in to see your local pharmacist. They can give you advice on:

- Coughs, colds, sore throats, blocked nose
- Ear-ache
- Teething and nappy rash
- Threadworms
- Hay fever
- Cold sores and mouth ulcers
- Thrush
- Athlete's foot
- Diarrhoea
- Skin rashes
- Eye infections

Find your local pharmacy on the NHS Choices website www.nhs.uk

To download the Oxfordshire Clinical Commissioning Group Choose Well app for a map of your local pharmacies for Android and iOS operating systems. See:

<http://bit.ly/iphoneappchoosewell> or
<http://bit.ly/androidappchoosewell>

Minor Injuries or First Aid Unit

Need treatment quickly for a minor illness or injury? Try your local Minor Injuries or First Aid Unit.

If you need advice or treatment for minor injuries or illnesses quickly, then a minor injuries or first aid unit could help you quickly.

You can get treatment at Minor Injuries Units (MIU) for;

- Deep cuts
- Eye injuries
- Broken bones
- Severe sprains
- Minor head injuries
- Minor burns or scalds
- Minor sports injuries

You will probably be seen quicker at an MIU than at A&E where they give priority to serious and life-threatening conditions. You can drop in and be seen by highly qualified nurse practitioners, experienced in treating minor injuries.

Turn the page for a full list of MIUs and opening times or visit www.nhs.uk

Minor Injuries Units (MIUs)

Minor Injuries Units are for injuries such as deep cuts, broken bones, severe sprains, minor head injuries, minor burns and scalds.

Abingdon

Urgent Care Centre
Abingdon Community Hospital
Marcham Road
Abingdon
OX14 1AG

 **01865 903476**

This service is available seven days a week, 10am to 10.30pm.

X-ray opening times at this MIU are as follows:

Monday to Friday – 10.00am -1.30pm and 2.30pm -5pm,
Saturday – 11am-1.30pm and 2.30pm-5pm and Sunday 12-4pm.

Henley

Minor Injuries Unit
Townlands Hospital
York Road
Henley on Thames
RG9 2EB

 **01865 903755**

This service is available seven days a week, 9am to 8pm.

X-ray opening times at this MIU are as follows:

Monday to Friday – 9am – 12.30pm and 1.30pm – 4.30pm and
is not open weekends, bank holidays or evenings

Minor Injuries Units (MIUs)

Witney

Minor Injuries Unit
Witney Community Hospital
Welch Way
Witney
OX28 6JJ

 **01865 903841**

This service is available seven days a week, 10am to 10.30pm.

X-ray opening times at this MIU are as follows: 10.30am to 7.30pm.
Saturday and Sunday 10.30am to 7.30pm. Please call 01865 903841.
for further information.

If you are attending as a referral from your GP for an X-ray, please refer
to your referral sheet for the opening times for the X-ray department.
These are – Monday to Sunday 10.30am – 1.30pm and 2.30pm – 5.30pm.

First Aid Unit (FAUs)

**FAUs can treat minor injuries but do not have X-ray support, so ring
beforehand as you may be seen quicker at an MIU.**

Bicester

First Aid Unit
Bicester Community Hospital
Piggy Lane(access via Coker Close)
Bicester
OX26 6HT

 **01865 903976**

This service is open weekdays, 6.30pm to 11pm and 8.30am to 11pm for
weekends and bank holidays. The First Aid Unit offers a walk-in service,
so no referral or appointment required.

First Aid Units (FAUs)

Your GP

Chipping Norton

First Aid Unit
Chipping Norton War Memorial Community Hospital
Russell Way, off London Road
Chipping Norton
OX7 5FA

☎ **01865 903908**

This service is open weekday evenings, 5pm to 9pm and 10am to 9pm for weekends and bank holidays. This is a drop-in service and you do not need to make an appointment.

Wallingford

First Aid Unit
Wallingford Community Hospital
Reading Road
Wallingford
OX10 9DU

☎ **01865 903471**

This service is open Monday to Friday (excluding bank holidays) 8.30am to 6.30pm.

GP surgeries provide a range of services by appointment, including medical advice, examinations and prescriptions.

You can get advice and treatment on health issues including illnesses, diet, exercise, child health, blood tests, cervical screening and support with long term conditions and other ongoing conditions.

GPs can also provide some of the same services as Minor Injuries Units and First Aid Units, if appropriate, such as treating burns, sprains and scalds.

You need to be registered with a GP practice to make an appointment. You can book an appointment online or by calling the surgery. See your practice website for details. If you are away from home, you can temporarily register with a general practice to be seen for an urgent appointment.

Your practice may be able to offer you a routine appointment outside of opening hours. Please talk to your practice receptionist.

Your practice receptionist can also help with information on test results, referrals and advise whether you need to see a GP or practice nurse or whether a telephone appointment would be most suitable for you.

To find details for your local GP practices, visit www.nhs.uk

Services to call on

District Nursing Cover

This service is for housebound patients– all other patients would need to see a practice nurse at their GP surgery. The service is operational from 8.00am-6.30pm.

District nurses can help with:

- Assessment and management of complex, chronic and acute nursing needs
- Palliative and end of life care
- Chronic and acute wound management
- Catheter and continence care
- Medication support
- Bladder and bowel management
- District nurses are trained to assess patient's needs for equipment provision medical equipment such as specialist beds and mattresses

Patients, carers, relatives or friends and neighbours can access the service directly. Contact details are available from your local GP surgery.

School children - School Health Nurses

Every secondary school and further education college in Oxfordshire has a dedicated school nurse. School nurses work with children, young people and families to enable children to be healthy and reach their full potential. School nurses are qualified nurses who have undertaken specialised training in the health of children and young people.

www.oxfordhealth.nhs.uk/children-and-young-people/young-people/oxfordshire/our-services/school-health

Babies, children and parenting – Health Visitors

You can get advice and support from your health visitor on questions, issues or concerns you may have with your baby or toddler, including:

- Growth or development of your baby or child
- Childhood minor illnesses such as coughs, colds and constipation
- Breastfeeding, formula feeding or introducing solid foods
- Teething
- Post-natal depression and parental emotional health
- Child behaviour issues, e.g. sleeping and eating
- Support with parenting, family health and relationships

The health visitor will contact you to offer an antenatal visit soon before your baby is born and will see you once your baby is born. They can also provide support and advice to you by phone and within child health clinics across Oxfordshire, at any time until your child becomes five years of age.

Health Visitors work with all families who have a child under 5 years of age living in Oxfordshire. You do not need to be registered with a GP.

To find your local health visiting team and see our leaflet, please see our family information directory at

<https://fisd.oxfordshire.gov.uk/kb5/oxfordshire/directory/home.page>.

Oxfordshire Health Visitors facebook page is [@oxfordshirehealthvisitors](https://www.facebook.com/oxfordshirehealthvisitors)

Need support with your mental health?

If you feel you need some support with your mental health, there are a number of support services available. Oxfordshire Mind provides friendly, informal support to anyone over the age 16 and you don't need to be referred by your GP (or any other health professional) or even to have an official diagnosis of mental health problems.

To find out more, phone Mind's mental health information service for signposting to local sources of support.

 **01865 247788**

(open 9.30 - 4.30 Monday to Thursday, Friday 9.30 - 4.00pm
closed Bank Holidays)

email info@oxfordshiremind.org.uk or
visit the Mind website www.oxfordshiremind.org.uk

If you are concerned about someone's mental health and believe that they are at immediate risk of harm to themselves or others then call 999.

Alternatively, if you have concerns or want advice about your mental health contact your GP.

Local Support Services

Community Information Network

The Community Information Network is a free information service to help adults to stay independent, to live life to the full and to reduce isolation and loneliness.

Whether you need help at home, want to discover local activities and opportunities or to find out about welfare benefits and support services to help you live independently, the Community Information Network Team can help you. We offer support in different ways to suit different needs - regular information drop-ins across Oxfordshire, telephone, email, face to face and home visits.

To contact the Community Information Network: **Tel: 0345 4501276**

Email: network@ageukoxfordshire.org.uk

Website: www.ageuk.org.uk/oxfordshire

Sexual Health Services

Emergency contraception can prevent pregnancy after unprotected sex or if your contraceptive method has failed. You have between three and five days following unprotected sex to get emergency contraception.

- You can get emergency contraception from your local Pharmacy and they may be a charge of about £25. Although some Pharmacists offer the 'morning after pill' for Free to under 21's. Please check out the list of pharmacists that offer this service on behalf of Oxfordshire County Council - <http://oxme.info/cms/health/emergency-contraception>
- You can also go to one of eight sexual health clinics in the county for free emergency contraception and a confidential appointment. The clinics are in Abingdon, Banbury, Bicester, Didcot, Kidlington, Oxford, Wantage and Witney, see here for more information: <https://www.sexualhealthoxfordshire.nhs.uk>
- You can also go to your GP for advice and free contraception

Useful contacts

Emergency - Call 999

Urgent health advice 24/7 - Call NHS 111

GP - See NHS Choices for your nearest GP surgery

Community Nursing Teams - Contact your GP surgery for details

Health Visitor - Contact your GP surgery for details

Minor Injuries Units (MIU)/First Aid Units (FAU)

Abingdon MIU - 01865 903476

Henley MIU - 01865 903755

Witney MIU - 01865 903841

Bicester FAU - 01865 903976

Chipping Norton FAU - 01865 903908

Wallingford FAU - 01865 903471

Mental Health Information Service

Oxfordshire Mind - 01865 247788

Websites and online information

County of Oxfordshire Advice on Care & Health (COACH) -

www.my-coach.org.uk

NHS Choices - www.nhs.uk

For details of your local health services, download Oxfordshire Clinical Commissioning Group's Choose Well app to find your nearest health services and contact details

Visit the app store to download the app for Android and iOS operating systems.

See <http://bit.ly/iphoneappchoosewell>

or <http://bit.ly/androidappchoosewell>

CONTACT US

**Oxfordshire Clinical Commissioning Group
Jubilee House
5510 John Smith Drive
Oxford Business Park South
OX4 2LH**

Tel: 01865 336800

Email: oxon.gpc@nhs.net

www.oxfordshireccg.nhs.uk