

# 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.

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# 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 out of hours advice in the evening or weekend? 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. 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](http://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](http://www.nhs.uk)

# Minor Injuries Units (MIUs)

**Minor Injuries Units are for injuries such as deep cuts, broken bones, sever 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.  
In the winter, it will open earlier from 8am.

X-ray opening times at this MIU are as follows:  
Monday to Friday – 9am to 6.30pm, Saturday – 10am to 6.30pm and  
Sunday – 10am to 5pm.

## 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.

Please contact the Minor Injuries Unit for opening times of the X-ray department.

# First Aid Units (FAUs)

## 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.  
In the winter, it will open earlier from 8am.

X-ray opening times at this MIU are as follows:  
Monday to Friday – 9am to 7.30pm, Saturday and  
Sunday – 10am to 7.30pm.

**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 (Please call before coming).

This service is open weekdays, 6pm 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 903 908

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 (Please call before coming).

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. Also for ongoing care of chronic illnesses.

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. You can book an appointment online or by calling the surgery. See your practice website for details.

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](http://www.nhs.uk)

# Services to call on

## Community adult nursing

District nurses, who are part of Community adult nursing, are based at GP practices or health centres and provide a nursing service from 8am-6.30pm, seven days a week. There is also an evening nursing service from 6.30pm-10pm. This service is mainly provided for housebound patients – students would need to see a practice nurse at their GP surgery.

District nurses can help with:

- Wound care
- End of life care
- Care at home after hospital discharge
- Continence assessment
- Equipment assessment

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 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.

In addition to core school health nursing, they deliver immunisations, the National Child Measurement Programme and a healthy weight management programme called Reach4health. For more information visit [www.oxfordhealth.nhs.uk/children-and-young-people/oxon/school-health-nursing/](http://www.oxfordhealth.nhs.uk/children-and-young-people/oxon/school-health-nursing/)

## 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, bottle feeding or weaning
- Teething
- Post-natal depression and parental mental and physical health
- Child behaviour issues, e.g. sleeping and eating
- Support with parenting, family health and relationships

Health Visitors are available to support you in pregnancy and will see you once your baby is born. They can also provide support and advice to you within child health clinics across Oxfordshire at any time until your child becomes five years of age.

To find your health visitor you need to be registered with a GP, as health visiting teams are currently linked to GP practices. Contact your GP surgery for details.

To download a leaflet with information on managing your child's health visit [www.oxfordshireccg.nhs.uk/your-health/childrens-health/](http://www.oxfordshireccg.nhs.uk/your-health/childrens-health/)

# 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 9.30am to 4.30pm Monday to Friday except Bank Holidays)

**email** [info@oxfordshiremind.org.uk](mailto:info@oxfordshiremind.org.uk) or visit the Mind website [www.oxfordshiremind.org.uk](http://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

Circles of Support is a way to help adults to stay connected, to maximise their independent living, reduce isolation and signpost those at risk of hospital admission to their entitlements and to opportunities to maintain physical and mental health at home. It will also ensure that there is support around for those who need it when discharged from hospital.

The Circles of Support team work in six community health and social care teams around the county and in two wards in the John Radcliffe Hospital and Abingdon and Witney Community Hospitals to identify those that need support.

If you feel you need support, speak to a health care professional such as a district nurse, occupational therapist, social worker or GP.

# Useful contacts

**Emergency** - Call 999

**GP out of hours** - 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 - 01608 648233

Wallingford FAU - 01865 903471

## **Mental Health Information Service**

Oxfordshire Mind - 01865 247788

## **Websites and online information**

NHS Choices - [www.nhs.uk](http://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**

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