Find local services

A&E or 999
For emergencies when your child needs urgent medical attention.

Walk-in Centre or Minor Injury and Illness Unit
For the treatment of minor injuries and illnesses, without an appointment.

GP
For the treatment of illnesses and injuries that just won’t go away.

Pharmacist
For advice on common illnesses and injuries, and medicines to treat them.

NHS Direct
For 24-hour health advice and information.

Gateshead
Queen Elizabeth Hospital
Sheriff Hill, Gateshead NE9 6SX
24hrs, 7 days a week, 0191 482 0000

South Tyneside District Hospital
Hatton Lane, South Shields NE34 OPL
24hrs, 7 days a week, 0191 464 1000

City Hospitals Sunderland
Kayl Road, Sunderland SR4 7TP
24hrs, 7 days a week, 0191 565 6256

Gateshead Walk-in Centre*
Bensham Hospital, Saltwell Road NE4 1Y
7am-10pm, 7 days a week, 0191 443 6302
For illnesses, services are available to children aged one year and over. For injuries, services are available to children aged two years and over.
Access to GP without an appointment.
For children below these ages please choose from other services listed.

Blaydon Minor Injury and Illness Unit
Shibdon Road, Blaydon NE21 5NW
8am-8pm, 7 days a week, 0191 443 6302
For illnesses, services are available to children aged one year and over. For injuries, services are available to children aged two years and over.
Access to GP without an appointment.
For children below these ages please choose from other services listed.

South Tyneside Minor Injury Unit
District Hospital, South Shields NE34 OPL
24hrs, 7 days a week, 0191 464 1000

Palmer Community Hospital
Wear Street, Jarrow NE32 3UX
9am-5pm, Mon-Fri, 0191 451 6000

Bunny Hill Primary Care Centre
Hylton Lane, Sunderland SR6 4BW
8am-6.30pm, 7 days a week, 0191 519 5600

Grindon Lane Primary Care Centre**
Grindon, Sunderland SR4 4DE
24hrs, 7 days a week, 0191 525 2300

Washington Primary Care Centre
Park Way, Washington NE38 7QD
8am-8pm, 7 days a week, 0191 527 7569
*Services available to children aged two years and over.
Access to GP without an appointment.
For children below these ages please choose from other services listed.

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NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to ensuring the standard of written information for patients, their carers, people who use the NHS and the general public. Information correct at time of print 19/5/2010.

This information can be made available in another format or language on request. If you require further copies of this leaflet please contact Commissioning and Reform on 0191 529 7033.

www.sotw.nhs.uk

A guide to choosing the right NHS service for the child in your care.
If your child is ill or injured, choose from the services below:

- **Choking.**
- **Loss of consciousness.**
- **Fitting.**
- **Broken bones.**
- **Dehydration.**
- **Headache.**
- **Tummy pain.**
- **High temperature.**
- **Cold symptoms.**
- **Minor bumps and cuts.**
- **Mild diarrhoea.**
- **Mild skin irritations.**
- **Mild fever.**
- **Unwell?**
- **Unsure?**
- **Confused?**
- **Need help?**
- **Grazed knee.**
- **Sore throat.**
- **Cough.**

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### Does your child need urgent medical attention?

**A&E or 999:** Choose A&E or 999 if your child is experiencing any life-threatening symptoms of injury or illness. These also include severe breathing difficulties, tummy pain that is not getting better or a very high temperature.

**Sound advice:** Many visits to A&E and calls to 999 could be resolved by other NHS services. If your child’s condition is not critical, choose another service to get them the best possible treatment.

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### Does your child need to see a GP or nurse?

**Walk-in Centre, Minor Injury and Illness Unit, Primary Care Centre or GP:** Children with a moderate injury or illness will often need to be seen by a healthcare professional in the community:

(a) At your local Walk-in Centre, Minor Injury and Illness Unit or Primary Care Centre where appointments are not required (please see reverse of this leaflet to identify services available in your local area).

or

(b) By appointment with a doctor or nurse at your local GP practice.

Choose these services to treat your child’s injury or illness that has been treated with self-care but just won’t go away.

**Sound advice:**

(a) You can drop by and be seen without an appointment at your local Walk-in Centre, Minor Injury and Illness Unit or Primary Care Centre. These services are often open early until late. They offer a convenient alternative to your GP. Please check overleaf for children age restrictions.

(b) GPs can treat many illnesses that do not warrant a visit to A&E. If it’s essential that your child sees a doctor between 6pm-8am, or at the weekend, use an ‘Out of Hours’ number printed on the reverse of this leaflet.

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### Do you need advice?

**Pharmacist:** Your local pharmacist can suggest medicines for your child, and offer advice on common illnesses like cold symptoms (runny nose, cough or sore throat) and skin irritations, without the need for an appointment. Many pharmacists have longer days opening hours than GP surgeries, and some are open at weekends.

**Sound advice:** Visit a pharmacy if your child is ill, but does not need to see a GP. Remember that if your child’s condition gets worse, you should seek further medical advice immediately.

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### Are you unsure if your child is unwell and needs help?

**NHS Direct:** NHS Direct offers confidential 24-hour health advice and information which you can access by phone or online to ask absolutely any question about wellbeing.

**Sound advice:** Use NHS Direct if you are unsure what to do next, have any questions about a condition or treatment, or require information about local health services. You’ll find the contact details on the back of this leaflet.

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### For wear and tear, minor trips and everything in between.

**Self-care:** You can treat your child’s very minor injuries and illnesses at home. Some illnesses can be treated in your own home with support and advice from the services listed above when required, using the recommended medicines and getting plenty of rest.

**Sound advice:** In case your child gets ill, it is good to be prepared with essential medicines such as paracetamol, plasters and a thermometer. Please do not give aspirin to children under 16 as this can cause serious complications in children later diagnosed with viral infections.