

Meet the Emergency Department

Do you know when you should go to the Emergency Department?

You should go to the Emergency Department if you have an illness or injury that is serious and requires urgent medical attention, such as severe bleeding, broken bones, chest pain, stroke, severe abdominal pain or breathing difficulties.

The Emergency Department is a special place and should only be used for serious and life threatening illness and injury only. The Emergency Department can provide the best possible care to the most unwell patients when people use it only when they really need it.

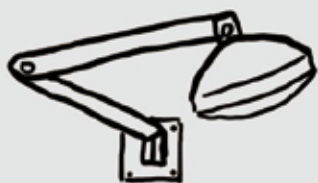


The Emergency Departments at Dumfries and Galloway Royal Infirmary and at the Galloway Community Hospital in Stranraer provide emergency care for adults and children 24 hours a day, seven days a week. To find out more about what we do at the Emergency Department visit our web pages: <http://www.nhsdg.scot.nhs.uk>

Knowing where to go when you are ill or injured helps save lives!

Did you know?

Some patients who come to the Emergency Department can and should be treated elsewhere. If you come to The Emergency Department and we feel it is not an emergency, we may ask you to go to your GP, contact NHS 24 or visit your local Pharmacy. You can play your part and help us to provide the best possible care to patients who are seriously ill or injured by going to the correct NHS service.



**YOUR GP KNOWS
YOUR MEDICAL HISTORY**

Visit the link below to view a short animation about the Emergency Department and where to go if your illness and injury is not an emergency:

<http://vimeo.com/dfptv/review/94150862/06d1c120a7>

Remember, the Emergency Department is for broken bones and life threatening situations only.

Choosing the right care for my illness or injury

If you are unwell and it is not an emergency there are a wide range of NHS services available to provide you with appropriate treatment and care. Going directly to the correct health professional with the right skills is very important and helps to ensure that NHS services are used properly.

General Practitioner (GP) & GP Out of Hours Service

If you have an illness or injury that won't go away and that isn't life threatening, contact your GP to make an appointment. Your GP can deal with all chronic conditions such as high blood pressure, diabetes and asthma. Your GP knows your medical history and can arrange the most appropriate investigations and access to specialist health professionals if required.

When your GP surgery is closed and you're too ill to wait, you can access medical care by calling NHS 24 on the free phone number 111.

If you are not sure if your illness or injury is an emergency or are not sure where to go for help call NHS24 on free phone 111 for advice or visit their website: <http://www.nhs24.com/>

Pharmacist

Your local Pharmacy can provide expert advice and treatment for a range of common illnesses and ailments such as coughs, colds, sore throats, ear or toothaches and emergency contraception. You can also get advice and help with your medicines.

Details of your nearest local pharmacy can be found by visiting: <http://www.nhsdg.scot.nhs.uk>

Self Care

Self-care is the best choice to treat very minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as coughs, colds, sore throats, upset stomachs and aches and pains can be treated with a well stocked medicine cabinet and plenty of rest.

Some self-care essentials

- Paracetamol and/or ibuprofen
- Anti-diarrhoea medication
- Re-hydration mixtures
- Indigestion or heartburn remedies
- A thermometer
- Plasters

For more information on self-care, please visit <http://www.nhs24.com/>



NHS24

NHS 24 can direct you to the most appropriate medical care for your illness or injury and can arrange for you to see a GP or Nurse in the evening, during the night or at weekends. NHS 24 can also assess dental symptoms, provide advice and arrange for you to see a Dentist out of hours if required.

If you live in a rural community and have a new illness or injury (such as minor burn or sprain) NHS 24 may be able to direct you to your local Minor Injuries Unit. Your local Minor Injuries Unit can treat a wide variety of problems and may be closer than the nearest Emergency Department.

