

## Pharmacies in Coalfields

**Alliance Pharmacy**  
13 Westbourne Terrace  
Houghton-le-Spring  
DH4 4QT  
Telephone: 0191 385 9424

**Boots**  
Grangewood Surgery  
Chester Road  
Shiney Row  
DH4 4RB  
Telephone: 0191 385 2380

**Chilton Moor**  
53 Front Street  
Chilton Moor  
Houghton-le-Spring  
Telephone: 0191 385 9934

**Hopes Pharmacy**  
1– 2 Newbottle Street  
Houghton-le-Spring  
DH4 4AA  
Telephone: 0191 584 3437

**Houghton Pharmacy**  
31 Queensway  
Houghton-le-Spring  
Telephone: 0191 385 2233

**Kepier Pharmacy**  
Leyburn Grove  
Houghton-le-Spring  
DH4 5EQ  
Telephone: 0191 584 2291

**Lumley Pharmacy**  
13 Lombard Place  
Great Lumley  
DH3 4QP  
Telephone: 0191 388 8547

**Penshaw Pharmacy**  
36 Avondale Avenue  
Penshaw, Houghton-le-Spring  
DH4 7QS  
Telephone: 0191 584 0600

**Tim Dobbin Pharmacy**  
Philadelphia Lane  
Houghton-le-Spring  
DH4 4LE  
Telephone: 0191 584 3460

**Whitfield G. Ltd.**  
1A Church Street  
Houghton-le-Spring  
Telephone: 0191 584 2150

**Whitfield G. Ltd.**  
38 Gill Crescent North  
Fencehouses  
Houghton-le-Spring  
Telephone: 0191 385 2233

**Whitfield G. Ltd.**  
Hetton Health Centre  
Francis Way, Hetton le Hole  
DH5 9EQ  
Telephone: 0191 517 3458

**Whitfield G. Ltd.**  
5 Front Street  
Hetton le Hole  
DH5 9PE  
Telephone: 0191 526 3204

**Woodlands Pharmacy**  
Vigo Lane  
Rickleton Village  
Washington  
NE38 9EJ  
Telephone: 0191 415 5632

## GPs in Coalfields

**Grangewood Surgery**  
Chester Road  
Shiney Row  
Houghton-le-Spring  
DH4 4RB  
Telephone: 0191 385 2898

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

**Herrington Medical Centre**  
Philadelphia Lane  
Houghton-le-Spring  
DH4 4LE  
Telephone: 0191 584 5632

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

**Hetton Group Practice**  
Hetton Medical Centre  
Francis Way  
Hetton-le-Hole  
DH5 9EZ  
Telephone: 0191 526 1177

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

**Houghton Medical Group**  
The Health Centre  
Church Street  
Houghton-le-Spring  
DH4 4DN  
Telephone: 0191 584 2154

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

**Kepier Medical Practice**  
Leyburn Grove  
Houghton-le-Spring  
DH4 5EQ  
Telephone: 0191 584 2106

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

**Westbourne Medical Group**  
Westbourne Surgery  
Kelso Grove  
Shiney Row  
DH4 4RW  
Telephone: 0191 385 2512

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

more information online  
[www.sunderlandccg.nhs.uk](http://www.sunderlandccg.nhs.uk)



# Some people who attend A&E, could be treated elsewhere.

By going to the right place first time you can get the right treatment from your NHS.



# Accessing the right treatment in Sunderland

## By going to the right place first time you can get the right treatment from your NHS.

Each year the A&E department in Sunderland sees almost 61,000 patients, almost 9000 of these are from the Coalfields area. This is an average of 171 patients per day, 25 of which are from the Coalfields area. It is believed a large proportion of these could have been treated by their GP, a local pharmacist or treated themselves with basic self care, first aid and advice.

Many people automatically go to A&E as soon as they feel ill or have an accident. This leaflet highlights a range of options to help people get the treatment they need.

### **NHS 111**

If you are not sure what to do and need some advice you can ring NHS 111 24 hours a day, 365 days a year. Your call will be triaged to determine the timeframe and priority for you to be seen or contacted by a healthcare professional. You will be directed to a range of services which may include a pharmacist, the district nursing service, a minor injuries unit, your GP or local emergency department.



### **Self Care**

A well stocked medicine cabinet will help you deal with many common illnesses such as coughs, colds and stomach upsets. Keep all medicines out of sight and reach of children and always follow the dosage instructions on the label. If you have an on going medical condition such as asthma ensure you have adequate supplies of the medication you require at home.

### **Pharmacist**

Your local pharmacist is able to give friendly expert advice regarding over the counter medication that can help with a wide range of common conditions without an appointment. Each pharmacy has a fully qualified pharmacist available to offer free advice on common ailments, health matters and medicines. Pharmacists also provide contraception and emergency contraception (the morning after pill). Coalfields pharmacies are listed on the back page of this leaflet. To check the opening times of your local pharmacy please visit

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

### **GPs (Family doctors)**

Your local GP practice provides a comprehensive range of services including general medical advice and treatment in pleasant calm surroundings.

They deal with a very broad range of complaints including infections like cystitis and sore throats, mental health problems such as depression and anxiety, joint pains and arthritis. If you require more specialised care they will refer you to a specialist service or hospital.

If it is not life threatening call your GP first. Your GP has your records and knows your medical history, medicines and allergies. Your GP can also admit you to hospital if needed.

Coalfield GPs are listed on the back page of this leaflet. Most surgeries are open Monday - Friday 8am to 6pm (some practices have extended hours). To check your local surgery opening times please visit their website - listed on the back page of this leaflet.

### **GP Out-of-Hours**

This service is only available when your GP surgery is closed. Call the NHS 111 service, which has been developed to make it easier for you to access healthcare services when you need help fast but it is not a life threatening emergency.

On telephoning 111 your call will be triaged to determine the timeframe and priority for you to be contacted by a healthcare professional. You will be directed to a range of services which may include our out of hours provider, a pharmacist, the district nursing service, a minor injuries unit, an emergency department or your GP.

### **Walk-in Centres**

Walk-in centres are GP/Nurse led centres at which you do not need an appointment to be seen. You will be seen in priority order by a doctor or experienced nurse. Walk-in centres are open every day of the year.

### **A&E (Accident & Emergency)**

A&E is an emergency service that should only be used when people are badly injured or show the symptoms of critical illness. Your nearest A&E department is at

 **Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP**

A&E is not for minor injuries such as small bumps and cuts or minor illnesses such as coughs, flu and earache or for illnesses that you have had for a number of days.

### **Call 999**

999 is an emergency service that should only be used when people are badly injured or show the symptoms of critical illness.

### **If you think a patient is suffering from one of the following you must dial 999:**

- Heart attack
- Sudden unexplained shortness of breath
- Heavy bleeding
- Unconsciousness (even if the patient has regained consciousness)
- Traumatic back spinal/neck pain