

**Your NHS is still
here for you when
you need us**

**Please seek emergency
medical care when you
need it, a delay could lead
to disability or even death.**

When to call 999 and attend Accident and Emergency (A&E)

It's important that if you, or your loved ones, become suddenly unwell you get help quickly. Any delay could lead to disability or even death.

When to call 999 and attend A&E:

- Choking
- Chest pain
- Blackout
- Severe bleeding
- A serious injury
- If you think you're having a stroke

When accessing our emergency services, we will do our best to look after you and make sure you're seen in a safe and low risk environment. To make sure you get the right treatment, please make us aware if you have coronavirus or symptoms of this, please tell the operator (when ringing 999) and mention this to paramedics on arrival.

When to see your GP

Call your GP if you have the following:

- Concerns regarding ongoing conditions
- Ear discharge / pain
- Rashes
- Stomach ache
- Any cancer symptoms such as lump in your breast, changes in bowel habits, blood in your pee or poo, unexplained weight loss, moles that appear to change or cough that you've had for three weeks or more (see NHS.uk for more information)

If you have coronavirus symptoms, please mention this when calling your GP practice.

It's important that you're aware of the signs and symptoms for the following, as you will need emergency medical care for them.

Chest pain

Call 999 if you have sudden chest pain

You must call 999 if you have chest pain that:

- spreads to your arms, back, neck or jaw
- makes your chest feel tight or heavy
- also started with shortness of breath, sweating and feeling or being sick
- lasts more than 15 minutes

Stroke

Call 999 if you think you're having a stroke

The main symptoms of stroke can be remembered with the word FAST - you must call 999 if you have the following:

- **Face** - face is drooping / fallen on one side, unable to smile, or the mouth or eye have dropped
- **Arms** - unable to raise both arms and keep them there
- **Speech** - speech is slurred or garbled
- **Time** - dial 999 immediately if you see any of these signs or symptoms

If you have coronavirus or symptoms of this, please tell the operator and mention this to paramedics on arrival.

For further information on coronavirus, visit www.nhs.uk/coronavirus

It's important that you're aware of the signs and symptoms for the following, as you will need emergency medical care for them.

Choking

Call 999 if someone is choking

The following should only be done if you've been trained in first aid; if the person's airway is still blocked after trying back blows and abdominal thrusts, get help immediately, call 999 and ask for an ambulance. Tell the 999 operator the person is choking. **If you've not been trained in first aid** call 999 and listen to the call takers instructions. People that have been first aid trained should continue with the cycles of 5 back blows and 5 abdominal thrusts until help arrives.

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Severe bleeding

Call 999 if someone is bleeding heavily that can't be stopped

If someone is bleeding heavily, the main aim is to prevent further blood loss and minimise the effects of shock. Call 999, answer the questions and listen to further instructions from the 999 call taker.

If you have coronavirus or symptoms of this, please tell the operator and mention this to paramedics on arrival.

For further information on coronavirus, visit www.nhs.uk/coronavirus

It's important that you're aware of the signs and symptoms for the following, as you will need emergency medical care for them.

Severe burns or scalds

It's important to get professional medical attention for serious burns.

Attend A&E or call 999:

- all chemical and electrical burns
- large or deep burns – any burn bigger than the injured person's hand
- burns that cause white or charred skin – any size
- burns on the face, hands, arms, feet, legs or genitals that cause blisters

If you've breathed in smoke or fumes, you should also seek medical attention.

Some symptoms may be delayed and can include:

- coughing
- a sore throat
- difficulty breathing
- facial burns

People at greater risk from the effects of burns, such as children under 5 years old and pregnant women, should also get medical attention after a burn or scald.

If you have coronavirus or symptoms of this, please tell the operator and mention this to paramedics on arrival.

For further information on coronavirus, visit www.nhs.uk/coronavirus

It's important that you're aware of the signs and symptoms for the following, as you will need emergency medical care for them.

Your baby's movement

When to call your midwife or maternity unit

You should start to feel your baby move between around 16 and 24 weeks of pregnancy. If this is your first baby, you might not feel movements until after 20 weeks.

If you have not felt your baby move by 24 weeks, tell your midwife. They'll check your baby's heartbeat and movements.

It's important to call your midwife or maternity unit straight away if:

- Your baby is moving less than usual
- You cannot feel your baby moving anymore
- There is a change to your baby's usual pattern of movements

They'll need to check your baby's movements and heartbeat

Do **not** wait until the next day – call straight away, even if it's the middle of the night.

If you have coronavirus or symptoms of this, please tell the operator and mention this to paramedics on arrival.

For further information on coronavirus, visit www.nhs.uk/coronavirus

It's important that you're aware of the signs and symptoms for the following, as you will need emergency medical care for them.

Coronavirus: Parent information for newborn babies

Although the risks are very low, you maybe concerned that your baby could get coronavirus. The information below tells you what to look out for. Do not delay seeking help if you have concerns.

How will I know if my baby has coronavirus?

Many babies with the virus will not show signs of illness and will recover fully. Some can develop an unstable temperature and / or a cough. Babies with infections do not always develop a fever.

- If your baby has a cough, fever or feels unusually hot or cold, but otherwise well, then call NHS 111
- If your baby is jaundiced or feeding poorly call your midwifery team
- If your baby shows any signs which concern you in relation to their breathing, colour or movement, then call 999 straight away

Reduce your baby's risk of catching coronavirus by:

- Hand washing before touching the baby, breast pumps or bottles
- Avoiding coughing or sneezing on the baby whilst feeding
- Consider wearing a face mask whilst breastfeeding if you are coughing
- Following pump cleaning recommendations after each use
- If you feel unwell, ask someone who is well to feed your baby with expressed milk
- If using a bottle follow sterilisation guidelines fully

If you have coronavirus or symptoms of this, please tell the operator and mention this to paramedics on arrival.

For further information on coronavirus, visit www.nhs.uk/coronavirus

Advice and guidance when caring for an unwell child aged 0-5 years

Select your child's symptoms and follow the advice shown

Breathing

Awareness

Skin colour

Fever

Sickness and diarrhoea

Feeding and drinking

Wee and poo

Does your child have any of the symptoms below?

Your baby or child is snuffling or has a blocked nose

Your child is content / smiling and stays awake or awakens quickly. If your child is a baby they have a normal cry

Your child has their normal colour skin, lips and tongue

Your child is warm with a normal temperature (36.2 - 37.5 degrees centigrade) or slightly raised temperature

Your child has normal poos or diarrhoea, but no sickness

Your child is feeding and drinking normally

Your child hasn't pooped for 2 days but is weeing normally

Monitor your child at home or go to your nearest pharmacist

Does your child have any of the symptoms below?

Your baby or child is making a whistling noise when they breathe

Your child is not responding to you like normal e.g. Wakes only with repeated stimulation and is drowsy, not smiling and doesn't want to play

Your child is paler than normal

See red box for children 0-3 months
Your child is 3-6 months old with a temperature of 39 degrees centigrade or more, but they do not seem unwell and / or their temperature and symptoms improve with paracetamol or ibuprofen (always check instructions carefully)

Your child is being sick, and / or has diarrhoea but is drinking

Your child is feeding / drinking less than normal

Your child has not pooped for 4 days but is weeing

Ring your GP or NHS 111 (24 hours a day)

Does your child have any of the symptoms below?

Your baby or child is grunting, breathing quickly, fighting for breath or their chest appears sucked in with each breath

Your child is not responding e.g. Cannot be woken or if woken does not stay awake. They have an unusually weak, high pitched cry (if baby)

Your child is much paler than normal, mottled / grey or blue or has a rash which does not fade when pressed with a glass

Your child is 0-3 months old and has a temperature of 38 degrees centigrade or more

Your child is 3-6 months old with a temperature of 39 degrees or more and they seem unwell

Your child is any age with a normal temperature, but any of the symptoms from the other red boxes

Your child is being repeatedly sick, and / or has diarrhoea and is not weeing / doesn't have wet nappies

Your child is continuously refusing drinks and not weeing

Go immediately to Children's A&E at Leeds General Infirmary or consider calling 999

NHS 111 online

NHS 111 online (111.nhs.uk) allows patients to get urgent healthcare online, this is for people aged 5 and over only. It also helps to manage increasing demand on 111 telephone services.

You'll answer questions about your symptoms on the website.

Depending on the situation you'll:

- Find out what local service can help you
- Be connected to a nurse, emergency dentist, pharmacist or GP
- Get a face-to-face appointment if you need one
- Be told how to get any medicine you need
- Get self-care advice

Health at home: get NHS help online

Due to the coronavirus outbreak, we're being asked to leave our home only if it's essential. However, you can still get NHS help using your smartphone, tablet or computer by visiting www.nhs.uk/health-at-home

The page has information to help you:

- Contact your GP
- Order repeat prescription
- Manage long-term conditions
- Maintain your mental and physical wellbeing

If you cannot get what you need this way or do not have internet access, try asking a friend or family member to help you, or speak to your GP surgery on the phone.

When to go in person

You should still go to hospital in a serious or life-threatening emergency, or if you feel very unwell.

You should also continue to attend appointments for ongoing treatment, unless you have been told not to.

Urgent treatment centres in Leeds

If you have symptoms of coronavirus you should not go to your GP, pharmacy, hospital or urgent treatment centre. Instead please use the NHS 111 online service (111.nhs.uk/covid-19/ specifically for coronavirus). If your symptoms get worse or you feel you cannot cope please call NHS 111.

An urgent treatment centre is for anyone who needs to see a doctor or nurse urgently but is not in a life-threatening condition and is open everyday from 8am - 11pm (including bank holidays including Christmas Day). The most convenient way to access an urgent treatment centre is through NHS 111, although you can walk-in if you prefer.

There are currently two urgent treatment centres in Leeds as follows:

- St George's Urgent Treatment Centre, St George's Centre, St George's Road, Middleton, LS10 4UZ
- Wharfedale Urgent Treatment Centre, Wharfedale Hospital, Newall Carr Road, Otley, LS21 2LY

What is an urgent treatment centre?

An urgent treatment centre is an alternative to A&E, treating both children and adults (except those under the age of two or those over the age of 65 who have a head injury or anyone with a pregnancy related health condition). You can access the centre if you have:

- Cuts and grazes
- Sprains and strains
- Simple broken bones (if your bone is sticking out or there's a serious wound then this should be seen at A&E)
- Wound and wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Minor back injuries
- Emergency contraception
- Skin infections / rashes / allergic reactions
- Urine infections
- Raised temperature / fever

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If you have special communication needs or would like this information in another format or in different language, please contact us or ask a carer or friend to contact us on 0113 843 5457.