

Emergency Care

for illnesses and injuries that are serious or life-threatening

Call 999 for an ambulance or go to the nearest emergency department

You should only access emergency health services in medical emergencies, such as having difficulty breathing, chest pains or serious accidents.

Only using the emergency service for serious health needs ensures that people who genuinely need them get treated as quickly as possible.

The nearest emergency departments are located at Scarborough hospital and York hospital.

If you are unsure, please call 111 who will direct you to the most appropriate health service.



Other helpful services

Dental

Dental practices are normally open during the daytime and sometimes at weekends. If you have a problem outside these hours, you may need to be seen urgently.

If you're in pain, you can first try helping yourself by taking painkillers. If you feel the problem can't wait until normal practice hours, you can **call 111** for advice.

Sexual Health

Sexual health services offer confidential advice and information on contraception, sexually transmitted infections, pregnancy choices and planning a pregnancy.

We have a number of sexual health clinics across the area, many of which offer walk-in services which are available to everyone.

To find your nearest Sexual Health Clinic visit www.yorsexualhealth.org.uk

If you would like this document in a different format such as large print or in a different language, please contact us:

t: 01723 343660
e: scrccg.enquiries@nhs.net



Feeling off colour?



It's easy to get the **right care, first time,** in Scarborough and Ryedale



Help and Advice

with finding the right health service

Call 111 – it's free and available 24 hours a day

When you **call 111** you will speak with a trained advisor who will help you find the most appropriate health service or treatment for your needs.

They will have access to information about all the services close to where you are, along with details of things like opening hours.

If they feel you need urgent health care, they can make you an appointment at one of the urgent care centres in Scarborough or Malton.

All calls to 111 are free, including from mobiles.

You can also visit www.nhs.uk to find services close to where you are.



General Care

for minor or persistent health problems

Visit your local pharmacy or make an appointment with your GP

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses such as colds, flu, minor rashes and pain relief. They can also help answer any questions you may have about medication you are taking.

Many pharmacies are open late into the evening and all have a consultation room so you can speak in private. They may advise you to see your GP.

If you have an illness or injury that won't go away, you should make an appointment to see your GP.

Your GP can provide a range of treatments and can also refer you to other health services if you need specialist advice or treatment.

In some cases your GP may be able to visit you at home.



Urgent Care

for illnesses and injuries that need treating fast

Access the urgent care service by calling 111



The urgent care service in Scarborough and Ryedale operates 24 hours a day, 365 days a year. It is provided from two urgent care centres, one located at Scarborough Hospital and one at Malton Hospital. Home visits are also provided where appropriate.

The best way to access this service is by calling 111. They will give you an appointment to attend an Urgent Care Centre to reduce the time you have to wait at the centre. Alternatively, you can go to one of the centres during opening hours and wait to be seen.

The urgent care centre in Scarborough is open 24 hours a day, 365 days a year.

The urgent care centre in Malton is open from 9am to 8pm, 365 days a year for patients attending without a pre-booked appointment via 111.

Outside of these times, you can still call 111 and they will arrange for someone to see you during the night, at Malton Urgent Care Centre.

