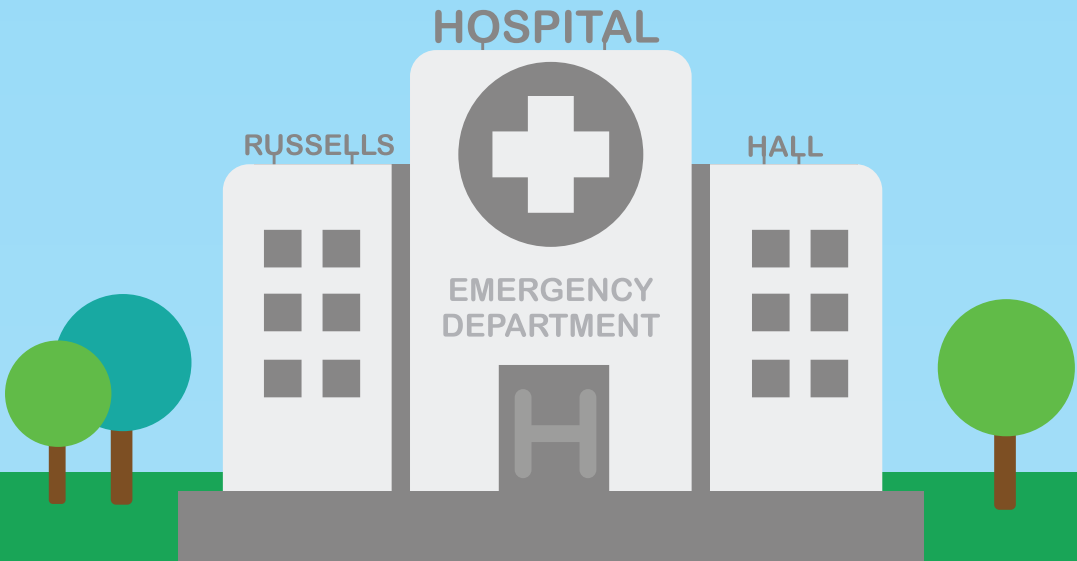
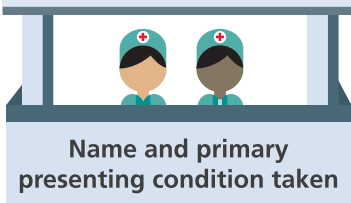


# Urgent and emergency care at Russells Hall Hospital



# Your Journey

## Streaming Nurses



On arrival, one of our streaming nurses will ask for your name and reason for attending. The nurse will then decide where the best place is for you to be treated, either in the Urgent Care Centre or the Emergency Department.

## Urgent Care Centre

**Your journey to the Urgent Care Centre starts at the Emergency Department. You cannot access the UCC via any other route.**

The Urgent Care Centre (UCC) offers non-emergency care for walk-in patients who have minor illnesses and injuries that need urgent attention and is staffed with GPs and nurse practitioners 24 hours a day, 7 days a week.

**Some of the conditions treated here include:**

- Minor burns and bites
- Fever and raised temperatures
- Sickness and vomiting
- Irritation and rashes
- Mild breathing difficulties
- Cuts and scrapes

## Emergency Department

The Emergency Department (ED) cares for emergency patients who need immediate treatment for life threatening or very serious accidents and illnesses.

**Some of the conditions treated here include:**

- Loss of consciousness
- Confused state and fits
- Persistent and severe chest pain
- Severe breathing difficulties
- Heavy bleeding that cannot be stopped

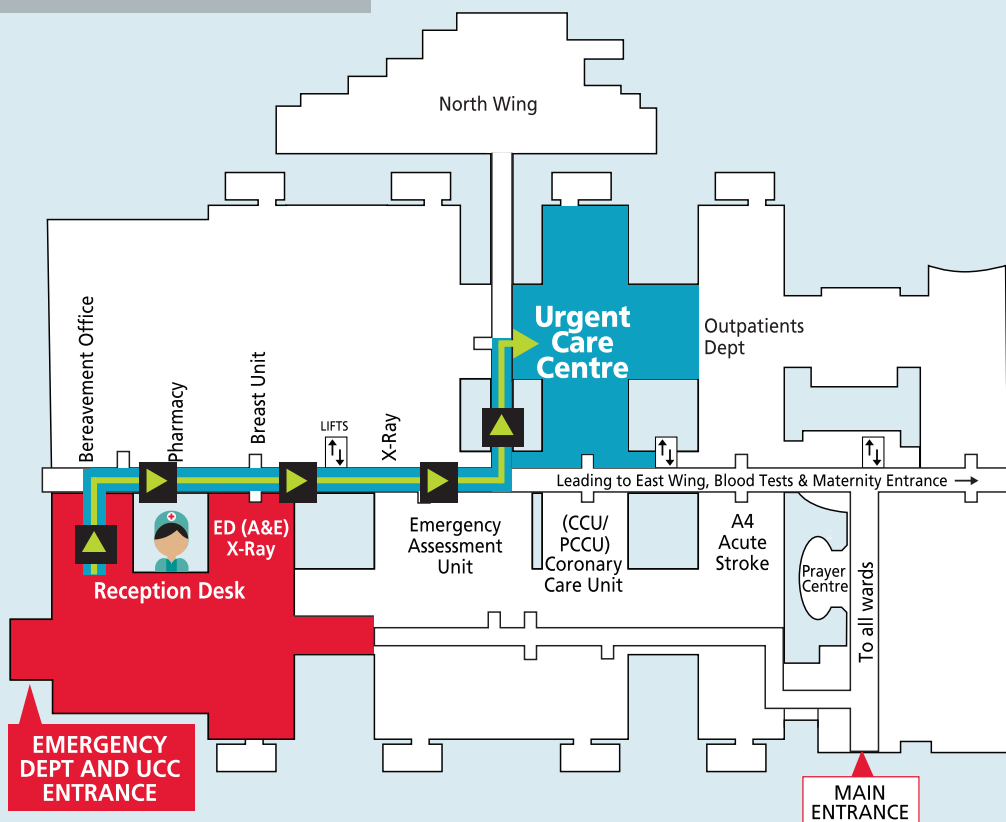
ED can also care for patients with injuries the UCC cannot treat.

**Some of these include:**

- Sprains and fractures
- Chemical injuries
- Minor falls
- Wounds and cuts

# How to find us

Emergency Department,  
Russells Hall Hospital,  
Pensnett Road, Dudley,  
West Midlands, DY1 2HQ



**By car** - There is one main road entrance to the hospital site via the island where the A4101 Pensnett Road splits to become the A4101 Kingswinford Road.



**By bus** - The terminus is located outside the main entrance and there are also stops nearby in Pensnett Road and Kingswinford Road. Buses to Dudley, Kingswinford and Stourbridge run frequently throughout the day.



**By rail** - The nearest railway stations to Russells Hall Hospital are Cradley Heath, Dudley Port and Tipton.

# Feeling unwell?



**Choose  
well.**

If you become unwell or are injured, make sure you choose the right NHS service. **It doesn't have to be A&E** - there's a range of free NHS services on your doorstep.

Sore throat. Cough.  
Hangover. Grazed knee.



Take care of yourself. For tips, visit [www.nhs.uk/selfcare](http://www.nhs.uk/selfcare)

Diarrhoea. Runny nose.  
Painful cough.



Go to the Pharmacy. For opening times, visit [www.nhs.uk](http://www.nhs.uk) and go to Services Near You

Toothache. Gum  
problems.



Call your Dentist. If you need help outside of normal hours, call NHS 111

Ear pain. Vomiting.  
Backache.



Call your GP. If you need help outside of normal hours, call NHS 111

Minor Injuries or  
Illnesses.



Urgent Care Centre, Emergency Department, Russells Hall Hospital, Dudley, DY1 2HQ

Unwell? Unsure?  
Confused? Need help?



Call NHS 111

Serious or life-  
threatening conditions.



Accident and Emergency (A&E), dial 999