



# Getting help when you need it

Your guide to emergency medical care in  
Cardiff and the Vale of Glamorgan

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## What's this information about?

We can all fall ill or have an accident at any time. Finding the right medical help, especially at night or at the weekend, can be confusing. This information aims to help you understand which services are available and when you should use them.

## Your GP

Most people receive the majority of their medical care from their local GP (family doctor). If you are feeling unwell, your GP practice should be able to give you an appointment the same day or within 24 hours at the latest.

If you live in Cardiff or the Vale of Glamorgan and you're not registered with a doctor, you should phone the NHS Business Service Centre on 01495 332000. They will be able to give you help and advice on how to register.

**Tip:** Keep your GP's telephone number to hand at all times - store it in your mobile phone if you have one.

## Out-of-hours GP services

When we fall ill, it can sometimes seem more worrying if it's the middle of the night or at the weekend. In Cardiff and the Vale of Glamorgan, there is an NHS Out-of-Hours GP service. This service offers you the same high quality care as your GP, but is available to you when your normal GP surgery is closed, including Bank Holidays and weekends.

If your symptoms are ones that you would normally expect your GP to treat, the out-of-hours service should be able to help.

GP out-of-hours services are available across Cardiff and the Vale of Glamorgan between 6.30pm and 8am on weekdays and 24-hours at weekends and Bank Holidays.

**Tip:** You can find the number for your local GP out-of-hours service by phoning your normal GP's number and listening to the recorded message. If you are not registered, ring NHS Direct on 0845 46 47 for advice.

## Emergency Dental Care

If you have a problem with your teeth when your normal dental surgery is closed and you don't think you can wait for treatment until it re-opens, for example overnight or at weekends, telephone your own dentist and listen to the recorded message for advice and contact details of the emergency dental service.

**Tip:** It's important to look after your teeth. If you are not registered with an NHS dentist, contact the NHS Business Service Centre on 01495 332000.

## NHS Direct

NHS Direct Wales is a health advice and information service available 24 hours a day, every day.

You can call NHS Direct Wales on 0845 46 47 if you are feeling ill and are unsure what to do, or for health information on a wide range of conditions, treatments and local health services.

The NHS Direct Wales website helps you to learn more about your health through an A-Z encyclopaedia and lets you search, in your own time, for a dentist, pharmacy or support group in your area as well as offering an on-line enquiry service for any health information questions you might have. For more information log on to the website [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

**Tip:** Ring NHS Direct Wales for advice if you feel unwell and you are not sure what to do next on 0845 46 47. Keep this number handy. Why not store it in your mobile phone, if you have one, or keep it near your home telephone?

## Barry Minor Injuries Unit

If you live in the Vale of Glamorgan and think you may need an X-ray, for example if you have fallen, or stitches to a cut, the Minor Injuries Unit at Barry Hospital can help you, Monday to Friday, 8.30am-4pm.

Staff at the unit can carry out X-rays and deal with minor injuries and wounds. There are no specialist facilities at the Unit so, if you have a serious injury or significant illness, please use a more appropriate service, for example, go and see your GP or, in the case of a serious injury, the Emergency Unit at the University Hospital of Wales (Heath).

**Tip:** You don't need an appointment to go to the Minor Injuries Unit. Just turn up to Barry Hospital on Colcot Road between 8.30am and 4pm any weekday.

## The Emergency Unit (A&E), University Hospital of Wales

The Emergency Unit at the University Hospital of Wales deals with serious accidents and emergencies, for example, broken bones, chest pains, loss of consciousness and people brought in by ambulance following 999 calls.

If you think you or a member of your family needs to come to the Emergency Unit, try to stay calm and be ready to give details about what has happened, when it happened and what symptoms the patient has, your name and address and the name of your family doctor.

You will be seen as soon as possible. People with the most serious conditions will be seen first.

Please note: other than the emergency assessment unit which is not a walk-in facility, there are no emergency services at the University Hospital Llandough.

## Emergency Department at the Princess of Wales Hospital, Bridgend

If you live in the Western Vale of Glamorgan (for example in Cowbridge, Llantwit Major or the rural villages that surround these towns), your nearest emergency department is at the Princess of Wales Hospital in Bridgend.

**Tip:** Help us to help you. Think very carefully before going to A&E. Could one of the other services help?

If you need more information, check out our website at  
[www.cardiffandvaleulhb.wales.nhs.uk](http://www.cardiffandvaleulhb.wales.nhs.uk)  
or call NHS Direct Wales on 0845 4647