SPRING HILL MEDICAL CENTRE

**NEWS LETTER**

March 2018 EDITION

### Urgent and emergency care services in England

#### When to dial 999: responding to emergencies

At some point, most people will either witness or be involved in an **Accident** or experience a medical emergency. Knowing what to do next and who to call can potentially save lives.

#### Life-threatening emergencies

Call 999 in a medical emergency – when someone is seriously ill or injured and their life is at risk.

Medical emergencies can include:

* [loss of consciousness](https://www.nhs.uk/conditions/vegetative-state/pages/causes.aspx)
* an acute confused state
* fits that are not stopping
* persistent, [severe chest pain](https://www.nhs.uk/conditions/chest-pain/Pages/Introduction.aspx)
* breathing difficulties
* [severe bleeding](https://www.nhs.uk/Conditions/Accidents-and-first-aid/Pages/Introduction.aspx#bleeding) that cannot be stopped
* severe [allergic reactions](https://www.nhs.uk/conditions/Anaphylaxis/Pages/Introduction.aspx)
* severe [burns or scalds](https://www.nhs.uk/conditions/Burns-and-scalds/Pages/Introduction.aspx)

Call 999 immediately if you or someone else is having a [heart attack](https://www.nhs.uk/conditions/heart-attack/Pages/Introduction.aspx) or [stroke](https://www.nhs.uk/conditions/stroke/pages/introduction.aspx). Every second counts with these conditions. Also call 999 if you think someone has had a major trauma. Major trauma is often the result of a serious road traffic accident, a stabbing, a shooting, a fall from height, or a [serious head injury](https://www.nhs.uk/conditions/head-injury-severe-/pages/introduction.aspx).

**This practice is rated**

 **GOOD**

**By CQC**

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**Due to the large number of patients failing to keep appointments, in particular**

**Pre bookable web appointments**

**The practice has introduced a policy whereby if patients fail to attend their appointment 3 times they will no longer be able to pre book via patient services and will have to re-register for this service.**

### Are you a Carer? Can we support you?

### Carer's Café & Carer Support Network

**1.30pm - 3.30pm First Tuesday of EVERY month**

**Contact 024 7686 5441 for more information. Held at the Warren, Mary Ann Evans Hospice, Eliot Way, NUNEATON, CV10 7QL**

**Other patients want your appointment!**

**If you need to cancel your appointment within**

**24 hours please email:**
cancelmyappointment24@springhillmc.nhs.uk