

Healthcare guide for visitors

Welcome to Northumberland and North Tyneside.

We hope you have a fantastic, worry-free stay. But if you do need healthcare, we are here for you. Here's where to get the right care for your needs.

Pharmacies - for common conditions

Pharmacies can give advice and treatment for:

- Headaches
- Stomach upsets
- Bites and stings
- Rashes

It's your first stop for treatment for 7 common conditions. This includes:

- UTIs in women
- Earache in children
- Sinusitis

Search 'Find a pharmacy' to find your nearest. Some have extended opening hours.

NHS 111 - unwell and need advice?

NHS 111 will direct you to the right service for your needs.

They can even book appointments at our urgent treatment centres.

Select option 2 for mental health support.

111.nhs.uk

Our urgent treatment centres (UTCs) - certain urgent care needs

Our UTCs are for conditions like:

- Minor head injuries
- Sprains and minor fractures
- Minor skin infections and wounds
- Minor allergic reactions

If you're not sure, check with NHS 111. They can book appointments at our UTCs.

We have urgent treatment centres at these hospitals:

- 1** Alnwick Community Hospital
Infirmary Drive, NE66 2NS
- 2** Berwick Infirmary
Infirmary Square, TD15 1LT
- 3** Hexham General Hospital
Corbridge Road, NE46 1QJ
- 4** North Tyneside General Hospital
Rake Lane, North Shields, NE29 8NH
- 5** Wansbeck General Hospital
Woodhorn Lane, Ashington, NE63 9JJ



For opening times and more details, visit northumbria.nhs.uk/urgent-care

**Our emergency department (or 999) -
serious and life-threatening emergencies**

Northumbria Specialist Emergency Care Hospital
Northumbria Way, Cramlington, NE23 6NZ

This is for serious and life-threatening emergencies.

Things like:

- Severe chest pain
- Signs of a stroke – face or arm weakness, slurred speech
- Loss of consciousness
- Finding it hard to breathe
- Severe blood loss
- Severe mental health crisis with risk to life

We advise checking with NHS 111 before coming if possible. We may send you somewhere else that is the right place for your care needs.



Visiting from abroad?

You may have to pay for:

- Prescriptions and medicines
- Some hospital services
- Dental treatment

If you're a visitor from the EU, you can get free healthcare with your:

- European or Global Health Insurance Card (EHIC or GHIC)
- S2 document - for planned, agreed treatment

If you come to us for care, please bring:

- Your passport
- Your EHIC / GHIC
- Your travel insurance information