

For updates on the temporary overnight closure of Weston General Hospital's A&E unit see

www.waht.nhs.uk

For further information about urgent and emergency care services in North Somerset, see

www.northsomersetccg.nhs.uk



This leaflet is produced by North Somerset Clinical Commissioning Group and Weston Area Health NHS Trust.

For further copies of this leaflet or if you need it in another format or language, please telephone 0117 900 2549.

June 2017



Overnight closure of Weston General Hospital A&E

What you need to know

From 4 July 2017, the A&E unit at Weston General Hospital will be temporarily closed overnight between 10pm and 8am.

During these times, emergency ambulances will automatically be diverted to a neighbouring A&E unit.

You will still be seen in A&E during the day and the main hospital remains open as usual.

What to do if you need emergency care between 10pm and 8am

Do **not** go to Weston General Hospital's A&E unit.

If it's a **life-threatening emergency**, dial **999** for an emergency ambulance and you'll be taken to the nearest local A&E unit.

For urgent, but non-emergency conditions that can't wait until the morning, dial NHS 111. The service is free to use 24 hours a day and provides immediate assistance as well as guidance on the best urgent care service for your needs. If you need an emergency ambulance, it will be dispatched immediately.

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Your emergency
care arrangements

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Weston General Hospital A&E is temporarily closed overnight between 10pm and 8am.

During these times, if you need specialist emergency care you will be taken to the nearest hospital with an emergency department.

Depending on your needs, you will then be treated and discharged, admitted for specialist care or transferred back to Weston General Hospital for ongoing care.

Staff at the hospital you are taken to will assess your needs and explain what will happen next.

Depending on your needs, you will then be:

- treated and discharged
- admitted for specialist care
- transferred back to Weston General Hospital for ongoing care.

Which hospital will I be taken to?

This will depend on your care needs and location but is likely to be:

- Southmead Hospital in Bristol
- The Bristol Royal Infirmary
- Musgrove Park Hospital, Taunton.

If I am taken to a neighbouring A&E unit and then discharged, how will I get home?

As usual when being treated and discharged from A&E, patients are asked to make their own way home. If needed, staff at the hospital will be able to advise you, ensuring you can return home as soon as possible.

Can I get help with travel costs following discharge?

You may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS). For more information about this, ask a member of staff or see <http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

If I am admitted, when will I go back to Weston?

At the end of your emergency care treatment you will be transferred back to Weston General Hospital for any ongoing hospital care. The timing for this will depend on your care needs but you will normally be transferred within one or two days.