

Clinic appointment

You have been given this information leaflet because you have a follow-up appointment in the Emergency Department clinic.

Some injuries or conditions may not be clear at your original presentation, and a period of time needs to pass to allow a better assessment of your problem. This may include soft tissue injuries that require pain and swelling to improve prior to a diagnosis.

If you have had an x-ray we may also be able to provide you with further information on your injury after a specialist has reported the images.

Our clinics are an important way to provide you with ongoing care and information about your condition. **It is important that you attend them.**



Currently in the South Tees NHS Foundation Trust, over 1000 patients a week do not attend their outpatient clinics.

What to do if you wish to cancel?

Sometimes patients may have improved and they feel their condition no longer needs to be assessed. This is entirely reasonable, and we would ask that you contact the department to cancel the appointment well ahead of time. This will allow us to ensure that all patients have timely access to clinic, and do not receive unnecessary letters recalling them.

If you have a child who is due to attend clinic, please note we will be required to contact you in person if an appointment is missed. You can however inform us if things have improved and you no longer need to be seen.

Contact details

Please ensure that we have an up to date contact phone number and address prior to leaving the department. This is our only way to provide you with information and updates.

Please contact the Emergency Department secretaries on 01642 854374 if you need to provide us with further information or cancel a clinic.

continued over the page

**Emergency Department
and Minor Injury Unit**
Patient information

Treating Pain

If needed, painkiller options include the following:

Paracetamol is usually recommended for painful sprains or strains.

Non-steroidal anti-inflammatory drugs (NSAIDs) relieve pain and may also limit inflammation and swelling. You can buy some types (eg, ibuprofen) at pharmacies, without a prescription either topically as a cream, or as tablets. **You should check the medication advice leaflet to ensure you are safe to take these i.e some patients with asthma or stomach ulcers may not be able to.**

If this does not help, you may need an additional stronger painkiller – such as codeine – you should discuss this with your pharmacist or GP.

Further Information

For further advice and information about your condition, please choose from the following:

- 'NHS Patient Choices' website: www.nhs.uk
- 'Making Lives Better' patient website: www.patient.info
- Telephone NHS 111
- Contact your General Practitioner

Contact details:

The James Cook University Hospital: 01642 850850
Marton Road, Middlesbrough, TS4 3BW

The Friarage: 01609 779911
Northallerton, North Yorkshire, DL6 1JG

Redcar Primary Care Hospital: 01642 511000
West Dyke Road, Redcar, TS10 4NW

To ensure we meet your communication needs please inform the Patient Experience Department of any special requirements, i.e. Braille/ Large Print.

T: 01642 835964

E: stees.patient.experience@nhs.net

The James Cook University Hospital,
Marton Road, Middlesbrough, TS4 3BW. Tel: 01642 850850

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