

A quick guide to choosing the right service at the right time!



Self care

Do you have: a hangover, sore throat, cold, sickness bug?

Lots of common illnesses can be treated at home by resting up, making sure you have lots of fluids and using common medicines. Ensure your cabinet is well stocked and check sell by dates. For more information visit NHS Choices at www.nhs.uk



Pharmacies

Do you have: high temperature (adults)/ aches and pains/ stomach upset/ diarrhoea/ runny nose/ painful cough/ headache/ allergies/ hay fever/ cough/ cold/ conjunctivitis/ cystitis/ earache/ or need emergency contraception.

Then consider a Pharmacist - they can provide expert advice on a wide range of health issues. Find your local pharmacy at www.nhs.uk.



Surgeries

Do you have: ear pain/ persistent vomiting/ a rash/ a sore tummy/ backache/ a rash/ a high temperature (in adults and children)/ regular headaches/ blood in wee/ unexplained illness

Then visit your GP or Practice Nurse, who can help with a whole range of health problems - physical and mental. Please remember that most GPs are closed over the Bank Holidays so plan ahead.



NHS 111

Think you need to see a doctor? Surgery closed?

If you have an urgent health problem and it's not a 999 emergency, you can telephone 111 and speak to a fully trained advisor. They will assess your symptoms and either give you the health advice you need or direct you to a local service.



Walk-In Centres

Do you have: a strain or sprain/ minor cuts or bruises/ a minor infection/ a rash/ vomiting and diarrhoea/ a high temperature (adults and children)?

These are some of the conditions you can receive treatment and advice for at a Walk-In Centre - you don't need an appointment but you will have to wait to be seen. The Walk-In Centre on London Road is open 7am-9pm every day of the year. To find local Walk-in Centres go to www.nhs.uk



Emergency Department

The emergency department is for real emergencies only!

If you or someone else has: loss of consciousness/ severe breathing difficulties/ heavy bleeding/ severe chest pains/ possible broken bones/ deep wounds/ a suspected stroke/ swallowed something harmful or poisonous/ taken a drug overdose then call 999 or go the Emergency Department at the Queens Medical Centre.