

Why Choose Well?

Choosing well means:

- Spending less time waiting for treatment
- Getting the best treatment for your symptoms
- Freeing up the emergency department (A&E) to treat those with the most serious illnesses or injuries

Over a quarter of people who visit the emergency department could be treated by another NHS service. Make sure you use the right service for your symptoms.

Useful phone numbers:

Dental

To find your nearest dental practice taking on NHS patients or for help out of hours please call **NHS 111**

Pharmacy

Find your nearest pharmacy at www.nhs.uk

GP

Find your nearest GP at www.nhs.uk or for help out of hours call **NHS 111**

Mental Health

Samaritans provide confidential emotional support if you are anxious, depressed or suicidal. Call the free 24-hour helpline **116 123**

Unsure of where to go?

Call **NHS 111** or visit www.nhs.uk

Help yourself and the NHS

Staying healthy

You can help yourself stay fit and healthy by:

- Eating a balanced diet with plenty of fruit and vegetables
- Walking and taking exercise
www.nhs.uk/oneyou
- Drinking safe levels of alcohol
www.drinkaware.co.uk
- Quitting smoking – Tel: 0300 123 1044
www.nhs.uk/smokefree

Colds and flu

If you are over 65 years old, pregnant, or have a long-term health condition, like asthma or diabetes you can have a free flu jab. www.nhs.uk/staywell

If you have a cold don't ask your GP for antibiotics. They don't cure colds and flu. www.nhs.uk/antibiotics

Keep Warm Keep Well

One of the best ways of keeping yourself well during winter is to stay warm. Get a free copy of the 'Keep Warm Keep Well' advice leaflet from www.gov.uk

Stomach bugs

If you have sickness and diarrhoea don't spread it to others by visiting your local hospital. Drink plenty of water and telephone your GP surgery if you have any concerns. www.nhs.uk/norovirus

www.somersetccg.nhs.uk



Choose Well

Your guide to choosing the right NHS service if you become ill or injured

www.nhs.uk

Self Care

NHS 111

Pharmacist

GP, Out of Hours Services or Dental Service

Minor Injuries Unit

Emergency Department (A&E) or 999

**Minor cuts?
Grazes?
Colds?
Hangover?**

Self care

- Many common illnesses and injuries can be treated at home
- Talk to your pharmacist about remedies
- Get plenty of rest and drink plenty of fluids
- Keep a well stocked medicine cabinet

Stock the medicine cabinet with:

- Pain killers
- Anti-diarrhoeal medicine
- Rehydration mixture
- Indigestion remedy
- Cold and flu remedies
- First aid kit with bandages, plasters, antiseptic wipes and cream, eyewash, medical tape, sterile dressing, thermometer

**Unwell?
Unsure?
Need advice?**

Call NHS 111

- If you don't know who to call for medical help
- If you don't have a GP to call
- If you need medical advice or reassurance about what to do next

- A trained adviser will ask you questions and give you medical advice or direct you to someone who can help - if necessary they can send an ambulance
- Calls to **NHS 111** are free - although mobile users will require a minimum of 1p credit
- In a serious or life threatening situation call **999**

**Headache?
Upset stomach?
Coughs and colds?**

Pharmacy late night opening offered 365 days a year

- They can advise on the best medicines for many common illnesses
- You don't need an appointment
- Get the help you need as quickly as possible

Find your pharmacy

- To find your nearest pharmacist, visit www.nhs.uk
- Or call **NHS 111**

**Chronic backache?
Persistent pain?
Earache?
Painful cough?**

GP routine care

- For illnesses and injuries which aren't life-threatening
- GPs provide medical advice, examinations and prescriptions
- If absolutely necessary, the GP can make home visits
- GPs and practice nurses can speak to patients over the phone

Opening hours

- GP practices now have booked evening and weekend appointments
- Out-of-hours GP: call **NHS 111**
- Out-of-hours dental pain or toothache: call **NHS 111**

**Sprains?
Strains?
Minor injuries?**

Minor Injury Unit (MIU)

- Your nearest MIU can treat minor illness and injury
- There are 7 MIUs in Somerset at Bridgwater, Burnham-on-Sea, Chard, Frome, Glastonbury, Minehead and Shepton Mallet.
- Call **NHS 111** for opening times and locations

For urgent treatment

- For your nearest MIU and opening hours visit www.nhs.uk or call **NHS 111**
- Get advice about your treatment or advice on out-of-hours care by calling **NHS 111**

**Heavy bleeding?
Broken bones?
Chest pain?
Suspected stroke?
Burns?**

Emergency Departments (A&E)

- The Emergency Department (ED) is for **life threatening illnesses and injuries only**
- Dialling **999** or going to the ED, if you don't need to, could delay treatment for someone more seriously ill than you are

Open: 24 hours 7 days per week

- Musgrove Park Hospital, Taunton TA1 5DA
 - Yeovil District Hospital, Yeovil BA21 4AT
 - Royal United Hospital Bath, Combe Park, BA1 3NG
- Open 8am-10pm 7 days per week**
- Weston General Hospital, Uphill, BS23 4TQ