



Feeling unwell?

How to get the right NHS treatment

Self-care

www.nhs.uk

NHS Direct 0845 4647

Pharmacy

GP

NHS walk-in centre

A&E or 999

If you need medical help, choose well

Choosing the most suitable way of getting the care you need can save you time and help the ambulance service to respond more quickly to patients in most need of help.

If you feel unwell, you can access a range of care:

- **Self-care**

A lot of illnesses can be treated at home by using over-the-counter medicine and resting.

- **Call NHS Direct on 0845 4647**

The 24-hour telephone service provides advice on what to do if you are feeling unwell.

- **Go to the local pharmacist**

You can get free health advice and help with everyday illnesses from a pharmacist.

- **See your GP**

You can make an appointment for medical advice, examinations and prescriptions.

- **Visit an NHS Walk-in centre, urgent care centre or minor injuries unit**

You can get treatment here for minor injuries and illnesses. Experienced nurses and doctors can advise on what to do about non-urgent conditions. Centres are usually open from early morning until late in the evening and you do not have to make an appointment. To find your nearest centre, see the back page, visit www.nhs.uk or call NHS Direct on 0845 4647.

- **Make your own way to hospital**

If you do need hospital treatment for something like a broken bone but are not in a life-threatening condition, you can get a lift from friends or relatives, or take a taxi. Arriving in an ambulance will not necessarily mean that you will be seen more quickly.

In an emergency

You should always call 999 when someone is seriously ill or injured – for example, if you think they are having a heart attack or they are badly hurt.

What will happen if you call for an ambulance

When you dial 999 in a medical emergency, ask the operator for the ambulance service and you will be put through to one of our call takers. You will then be asked to give the following information:

- the address where you are, including the postcode
- the phone number you are calling from
- what has happened.

You may also be asked to give some extra information, including:

- the patient's age and sex
- whether the patient is conscious, breathing and if there is any bleeding or chest pain
- if they are injured, how it happened.

If you are seriously ill or injured, we will send our staff to help you as soon as we can.

Who we might send to you

If we need to send help to you, you could be treated by:

- an ambulance crew
- a responder who arrives in a car or on a motorcycle or bicycle
- an emergency care practitioner – a paramedic with extra medical skills
- a community responder – a member of the public who is trained to provide first aid and use a defibrillator to restart the heart before our staff arrive.

Advice over the phone

If you have a more minor problem and don't really need immediate medical help, one of our specially-trained clinical advisors may give you medical advice over the phone.

Alternatively, we might pass your details on to NHS Direct, and one of their advisors will ring you to talk through how and where you could get the most appropriate help or treatment.

What to do about flu

Most people who become ill with flu or a similar virus shouldn't need to call for an ambulance or go to hospital.

- You might be able to get a jab to protect against seasonal flu.
- Cover your coughs and sneezes and wash your hands regularly with soap and water.
- If you do catch flu stay at home, drink plenty of water and take paracetamol or a cold remedy. Call NHS Direct on 0845 4647 or visit the NHS Choices website at www.nhs.uk

Looking after yourself all year round

Changes in the weather and temperature can have a big impact on people's health and the numbers of 999 calls that we receive.

You can reduce the chances of needing our help at these times by taking some simple steps to keep well.

Keep cool, keep well in the summer

Hot weather can be dangerous for the young, older people or those with medical problems that can affect their breathing.

- Try to keep as cool as possible – wear a hat when sitting or working outside and use plenty of suncream.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.
- If you have a condition such as asthma or hayfever, make sure you carry your medication with you.
- Drink plenty of water and avoid drinking alcohol in the sun.

Keep warm, keep well in the winter

If you are elderly, it's particularly important that you try to keep warm during spells of cold weather.

- Wear plenty of thin layers of clothes, rather than just one thicker layer.
- Keep moving – if possible, try to move around at least once an hour.
- Eat well – try to have hot drinks and meals throughout the day.
- You might be able to get financial help with your heating bills. Age Concern and Help the Aged offer advice for older people – call Freephone 0800 00 99 66 for information.

NHS Walk-in centres

Walk-in centres provide treatment for problems such as infections, small cuts or wounds, and sprains. No appointments are needed. For more information, please visit www.nhs.uk

Canary Wharf

30 Marsh Wall,
E14 9TP
Tel: 020 7517 3300

Broad Street

Morland Road, Dagenham,
RM10 9HU
Tel: 020 8596 4400

Charing Cross

Charing Cross Hospital,
Fulham Palace Road,
W6 8RF
Tel: 020 8383 0904

City and Hackney

Tollgate Primary Care Centre,
57 Stamford Hill,
N16 5SR
Tel: 020 7689 3140

Croydon

45 High Street, Croydon,
CR0 1QD
Tel: 020 8714 2888

Edgware

Edgware Community
Hospital,
Burnt Oak Broadway,
Edgware, HA8 0AD
Tel: 020 8732 6459

Finchley

Finchley Memorial Hospital,
Granville Road,
N12 0JE
Tel: 020 8349 7471

Hackney

Homerton University
Hospital, Homerton Row,
E9 6SR
Tel: 020 8510 5342

Heart of Hounslow

92 Bath Road, Hounslow,
TW3 3LN
Tel: 020 8104 0810

Liverpool Street

Exchange Arcade,
Bishopsgate,
EC2M 3WA
Tel: 0845 880 1242

Middlesex (North)

North Middlesex Hospital,
Sterling Way,
N18 1QX
Tel: 020 8887 2680

New Cross

Waldron Health Centre,
Amersham Vale
SE8 4BG
Tel: 020 3049 2370

Newham

Glen Road, London,
E13 8SH
Tel 020 7363 9200

Parsons Green

5-7 Parsons Green,
SW6 4UL
Tel: 020 8846 6758

Soho

1 Frith Street,
W1D 3HZ
Tel: 020 7534 6500

Teddington

Teddington Memorial
Hospital, Hampton Road,
Teddington,
TW11 0JL
Tel 020 8714 4004

Tooting

Clare House, St George's
Hospital, Blackshaw Road,
SW17 0QT
Tel: 020 8700 0505

Upney Lane

132 Upney Lane, Barking,
IG11 9YD
Tel: 020 8924 6262

Victoria

63 Buckingham Gate,
SW1E 6AS
Tel: 020 7340 1190

Wembley

116 Chaplin Road, Wembley,
HA0 4UZ
Tel: 020 8795 6000

Whitechapel

174 Whitechapel Road,
E1 1BZ
Tel: 020 7943 1333

List correct as of March 2010