

Did you know?

The **Emergency Department** is for serious and life-threatening conditions:

Heavy bleeding, broken bones, burns or scalds, chest pains and strokes.

Many people can be treated elsewhere. The **Emergency Department** is for real emergencies only. Please play your part.

You can access **waiting times** for emergency departments, urgent care centres and minor injury units across Devon and Cornwall online: www.kernowccg.nhs.uk/choosewell

You can
choose well

X-ray services



X-ray services are available at these minor injury units or emergency departments. Please check opening times before you leave home: www.kernowccg.nhs.uk/choosewell

- Bodmin Community Hospital
- Camborne Redruth Community Hospital
- Derriford Hospital, Plymouth
- Falmouth Community Hospital
- Launceston Community Hospital
- Liskeard Community Hospital
- Newquay Community Hospital
- Royal Cornwall Hospital, Truro
- St Austell Community Hospital
- St Mary's Community Hospital
- Stratton Community Hospital, Bude
- St Michael's Hospital, Hayle
- West Cornwall Hospital, Penzance

- Emergency Department
- Urgent Care Centre
- Minor Injury Unit



For live waiting and opening times, visit: www.kernowccg.nhs.uk/choosewell



If you become unwell or injured this summer, make sure you choose the right NHS service.

Beach safety



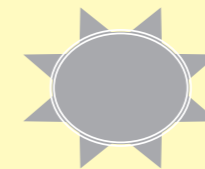
Around half the people who die at the coast slip, trip or fall into the water. If you see someone in trouble, call **999** or **112** and ask for the coastguard.

When you're heading to a beach, visit a lifeguarded beach. On a lifeguarded beach there are trained professionals to help keep you safe - they'll be on hand if something goes wrong, in or out of the water.

If you spot someone in trouble and have something that floats or they can hold onto throw it to them. Don't enter the water - too many people die trying to save others.

If you've been drinking alcohol, keep safe and don't go in the water. For more beach safety advice visit www.beachwise.uk.

Sun safety



Sunburn can ruin your holiday and increase the risk of skin cancer in later life. So please, keep safe this summer and follow the five Ss of sun safety:

- **Sunscreen:** slop on SPF 30+ broad-spectrum waterproof sunscreen every two hours.
- **Sun hat:** slap on a broad-brimmed hat that shades your face, neck and ears and keep children covered up.
- **Sunglasses:** wear wrap-around sunglasses with UV protection
- **Shoulders:** slip on a T-shirt or UV protective suit for children and keep shoulders covered.
- **Shade:** seek shade, particularly from 11am to 3pm when UV rays are at their strongest.

Coastal walking



The coasts of Cornwall are beautiful and wild – and there to be explored. Coastal walking is a very safe activity most of the time, but it's important to be aware of the risks.

- Be wary of all edges around the sea and waterside. Slips and falls happen in all locations; it is not just high cliff edges that are a risk.
- Always let someone know where you are going and when you expect to be back.
- Always take a means of calling for help.
- Keep dogs on a lead if you're close to cliff edges. If they go into the water, don't go after them. Call 999 or 112 and ask for the coastguard.

Hangover? Sore throat?
Sunburn? Upset stomach?

Unwell? Unsure? Confused?
Need health advice?

Bites and stings? Headache?
Minor infection?

Feeling depressed? Anxious?
Suicidal thoughts?

Self care

Self care is the best choice to treat very minor illnesses, ailments and injuries. A range of common illnesses and complaints such as coughs, colds, sore throats, upset stomachs and aches and pains can be treated with a well stocked medicine cabinet and rest.

Self care essentials

- Anti-diarrhoea tablets.
- Antihistamines.
- Aspirin, paracetamol and ibuprofen.
- Indigestion treatment.
- Oral rehydration salts.
- Well prepared first aid kit with antiseptic, plasters and a thermometer.

NHS 111 / NHS Choices

NHS 111 helps you access urgent local health services when you need them. Call **NHS 111** free if you need medical advice, but it is not a 999 emergency. You will be assessed, given advice and directed to the right service that can help you best - that could be an out-of-hours doctor, minor injury unit, urgent care centre or emergency dentist.

NHS Choices is a website providing expert advice on a range of illnesses. It also shows your nearest NHS services such as GPs, dentists, pharmacists and minor injury units. Visit www.nhs.uk

Pharmacy

Pharmacists can help with a range of common illnesses such as coughs, colds, sore throats, earache, nappy rash, conjunctivitis (red eye), cystitis (bladder infection), impetigo (skin condition) and emergency contraception. You can also get advice on prescription medicines.

To find your nearest pharmacy visit www.nhs.uk or text the word 'Pharmacy' to **64746**.

Pharmacists can arrange an emergency supply of medicines if you forget to renew your prescription or bring your medication on holiday, even if you don't live in Cornwall.

Mental health

If you're under the care of a mental health team and have a care plan that states who to contact when you need care and support, follow your plan.

The **Samaritans** operate a free to call service 24 hours a day, 365 days a year, if you want to talk to someone in confidence. Call them on **116 123**.

Call **NHS 111** if you or someone you know requires urgent mental health care, but it is not life-threatening. Call **999** for mental health emergencies.

Feeling anxious or depressed? You can self-refer to Outlook South West. Find out more: www.outlooksw.co.uk

Fever? Ear pain? Feeling ill?
Toothache?

Minor illness or injury?
Sprain? Strain?

Minor fall? Fractures?
Deep cut?

Suspected stroke? Choking?
Chest pain? Serious injury?

GP or dentist

If you have an illness that won't go away and isn't life-threatening, contact your **GP surgery** first to make an appointment. Outside of normal opening hours, please call **NHS 111**.

If you think you need urgent dental treatment and you already have a dentist, you should contact them on their usual number. If you are not registered with a dentist and have an emergency, contact **0333 405 0290**.

If you're on holiday, please call **NHS 111** if you need to see a GP or dentist. You can also ask a GP to register you as a temporary resident if you're staying for up to three months. Find details of your nearest GP at www.nhs.uk

Minor injury unit

Minor injury units can treat a range of conditions which have occurred during the previous 14 days, including:

- Sprains and strains
- Broken bones
- Minor burns and scalds
- Head injuries (not if someone is unconscious)
- Insect and animal bites and stings
- Minor eye injuries
- Cuts, bruises and grazes

You will be seen by an experienced nurse, without an appointment. X-ray is available at some locations.

Find your nearest: kernowccg.nhs.uk/choosewell

Urgent care centre

The **urgent care centre** at West Cornwall Hospital is open 24-hours a day, 365 days a year for anyone needing urgent medical care for injuries and conditions such as fractures, deep cuts, non-life threatening head injuries and minor falls. You will be seen by a doctor between 9am to 10pm and an experienced nurse overnight. X-ray is available between 8am and 11pm.

West Cornwall Hospital
St Clare Street, Penzance TR18 2PF
Telephone: 01736 874113

Emergency Department or 999

Call **999** for emergency medical assistance following a serious incident, illness or injury, major blood loss, chest pain or loss of consciousness.

The **Emergency Department** and **999** are for serious and life-threatening conditions and for real emergencies.

Local emergency departments are located at Royal Cornwall Hospital in Truro and Derriford Hospital in Plymouth.

Please play your part! If you're still unsure what to do, call **NHS 111**.