

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



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

Diarrhoea and vomiting



Norovirus, which causes diarrhoea and vomiting, is one of the most common stomach bugs in the UK. It's also called the winter vomiting bug because it's more common in winter, although you can catch it at any time of the year.

Norovirus can be very unpleasant but it usually clears up by itself in a few days. You can normally look after yourself or your child at home.

Avoid going to your GP surgery or hospital, as norovirus can spread to others easily. Call your GP, **NHS 111** or visit 111.nhs.uk if you need advice.



Stay hydrated



Take paracetamol



Prevent spread



Stay at home for two days after symptoms clear

X-ray services



X-ray services are available at the locations below. 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

Don't wait until you feel worse, ask us first.

You can help us help you if you start to feel unwell with a winter illness.

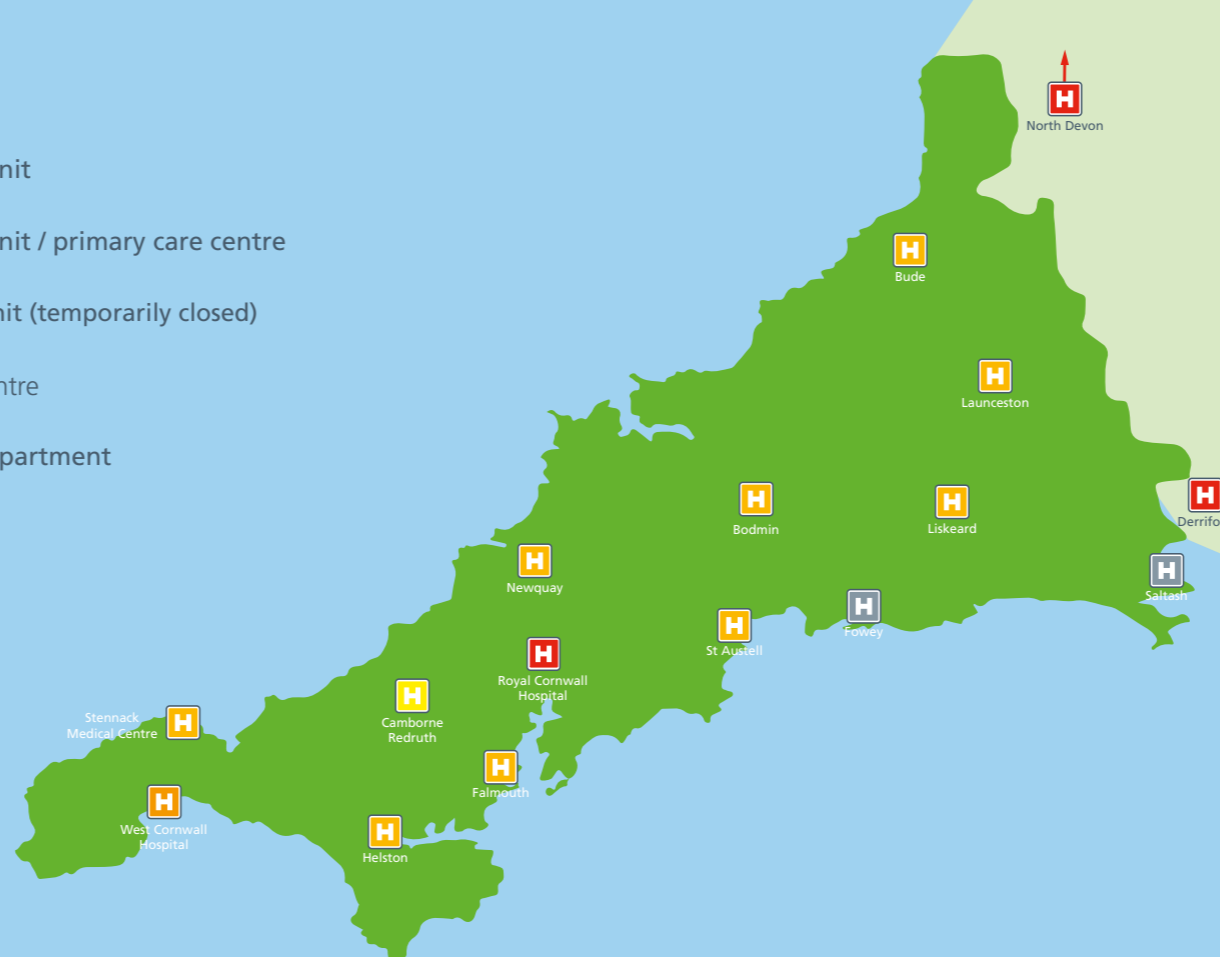
Even if it's just a cough or cold, speak to your pharmacist before it gets more serious.



nhs.uk/staywell

Prameet Shah, Pharmacist

- Minor injury unit
- Minor injury unit / primary care centre
- Minor injury unit (temporarily closed)
- Urgent care centre
- Emergency Department



Visit www.kernowccg.nhs.uk/choosewell for opening times

e consult



You can now access GP services **Anytime, anywhere.**

Some 17 practices are testing out a new online service that allows people registered with them to access GP services anytime, anywhere, through their practice website.

The service lets people check their health symptoms, offers information and advice about health conditions and locally available services. People can also complete an online form to describe their needs and request a response from their practice.

Does your practice offer eConsult? Find out by visiting the GP or dentist section of www.kernowccg.nhs.uk/choosewell.

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 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.

You can also call **NHS 111** if you need advice when your GP surgery is closed and your condition isn't life threatening. It's available 24 hours a day, seven days a week, and is free to call.

NHS 111 is also online at 111.nhs.uk.

Pharmacy

Pharmacists can offer expert advice and treatment for a wide range of minor illnesses, ailments and the best medicines to treat them. This includes nappy rash, skin conditions, coughs, colds, sticky eyes and oral thrush. They can also provide an emergency prescription for regular medication.

To find your nearest pharmacy visit www.nhs.uk or text the word '**Pharmacy**' to **64746** to receive free texts with information of your three nearest chemists.

Pharmacists can also 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: 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

For expert medical examinations, advice and prescriptions for illnesses. Most GP surgeries are open from 8am to 6.30pm, Monday to Friday and some are also open at the weekend. Some GPs also provide a minor injury service – ask your GP for more details. Call **NHS 111** when your surgery is closed.

If you need urgent dental treatment and already have a dentist, 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, call **NHS 111**. You can also ask a GP to register you as a temporary resident if you're staying for up to three months.

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 from 9am to 10pm and an experienced nurse overnight. X-ray is available from 8am to 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.

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

Please play your part!