

## 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

For dental advice please call **01202 854443** or **0845 7010401** out of hours

### Pharmacy

Find your nearest pharmacy at [www.nhs.uk](http://www.nhs.uk)

### GP

Find your nearest GP at [www.nhs.uk](http://www.nhs.uk) or for help out of hours call **0845 600 1013**

### Unsure of where to go?

Call NHS Direct on **0845 46 47** or visit [www.nhsdirect.uk](http://www.nhsdirect.uk)

### Patient Advice and Liaison Service

For local health information call **01202 318954**

## Be prepared

The best way to avoid falling ill is to stay as healthy as you can by:

- Eating a balanced diet
- Getting some exercise
- Drinking sensibly and knowing your limits

Remember, if you are 65 or over, or have a long-term health problem, you can get a free flu jab from your GP.

## Stop viruses spreading

To prevent something you have caught spreading to others:

- Catch coughs and sneezes in a tissue
- Dispose of tissues quickly and safely
- Regularly wash your hands with soap and warm water

If you have sickness and diarrhoea don't go to your GP surgery or hospital, as you may spread this to others. Drink plenty of fluids and call your GP practice if you have concerns. The best way to prevent this spreading is hand washing with soap and warm water.

# Choose well.

Get the right treatment for your symptoms.

Choose the right NHS Service. **Choose well.**



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

### **Self care**

- Many common winter 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?**

### **NHS Direct**

- 24 hour answers to any health questions
- Check symptoms with advisor by phone or online
- Get phone numbers, addresses and opening times of GPs and hospitals

### **Confidential advice 24 hours a day**

Phone: **0845 46 47** Website: **www.nhsdirect.uk**

Calls cost a maximum of 5p per minute from a BT landline. Calls from mobiles and other networks vary. Your service provider may charge a minimum cost per call. A confidential interpretation service is available in many languages.

**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 Direct on **0845 46 47**

**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**

- GPs are open 8am - 6.30pm weekdays
- Out-of-hours GP: **0845 600 1013**

**Sprains?  
Strains?  
Minor injuries?**

### **GP urgent care**

- Your GP can offer an emergency appointment, please call first
- GP practices offer extended opening hours so can see you early morning or in the evening
- If you are not registered with a GP, you can still be treated as a temporary resident

### **For urgent treatment**

- Call your GP or find your nearest at **www.nhs.uk**
- Out-of-hours GP: **0845 600 1013**
- Get advice about your treatment from NHS Direct **0845 46 47**

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

### **Emergency Departments**

- 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

- The Royal Bournemouth Hospital: Castle Lane East, Bournemouth, Dorset BH7 7DW
- Poole Hospital: Longfleet Road, Poole, Dorset BH15 2JB  
Open: 24 hours 7 days per week
- If your **child is severely unwell** you should go to Poole Hospital's Emergency Department or dial 999