

Why choose well?

During winter, more people get ill or are injured than at other times of the year.

This means that the services provided by the National Health Service (NHS) are needed more than ever.

This leaflet will help you decide if you need medical attention if you get sick. It explains what each NHS service does, and when it should be used.

Choosing well means you will get the best treatment this winter. It also allows busy NHS services to help the people who need them most.

If you require help with understanding the contents of this document please telephone 0116 295 4743.

এই ডকুমেন্ট'এর কোন বিষয় বুঝতে আপনার যদি সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0116 295 4743 নাম্বারে টেলিফোন করুন।

अगर आपको इस दस्तावेज़ में शामिल जानकारी समझने में सहायता चाहिए तो कृपया 0116 295 4743 पर फ़ोन कीजिए।

ਜੇ ਅਸਨੇ ਆ ਦਸਤਾਵੇਜ਼ਾਂ ਆਪਣੇ ਮਾਭਿਤੀ ਸਮਝਣਾ ਮਾਏ ਮਦਦ ਜ਼ਰੂਰੀ ਤੌਰ 'ਤੇ 0116 2954743 ਪਰ ਫ਼ੋਨ ਕਰੋ।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਵਿਸ਼ਾ ਵਸਤੂ ਸਮਝਣ ਲਈ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ कृपया अवश्य इस नंबर पे टैलीफोन करें 0116 295 4743

اگر اس خبر کے سمجھنے میں آپ کو مدد کی ضرورت ہو تو ہوائی کر کے 0116 2954743 پر ٹیلی فون کریں۔

Hadii aad u baahantahay in lagaa caawiyo fahmida qoraalka ku qoran documintigaan fadlan nagala soo xiriir telefoonkaan 0116 295 4743.

Jeśli potrzebujesz pomocy w zrozumieniu treści tego dokumentu prosimy o telefon pod numer 0116 295 4743.

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Leicester LE19 1SS

Useful information

Lower your risk of getting ill

There are some easy ways you can lower your risk of getting ill this winter:

- When you cough or sneeze use a tissue, and then put it in the bin and wash your hands.
- Stay warm by making sure your home is heated, and by wearing lots of thin layers of clothing.
- Have regular hot meals and drinks to keep your temperature and strength up.
- If you smoke, consider quitting to improve your circulation and general health.

Be ready for illness

In case you get ill this winter, it is good to be prepared with essential medicines:

- Paracetamol or aspirin.
- Anti-diarrhoeal medicine.
- Rehydration mixture.
- Indigestion remedy.
- Plasters.
- A thermometer.

Walk-in Centre/Minor Injury Unit details

Loughborough Walk-in Centre, Pinfold Gate, Loughborough LE11 1BE: 01509 553 998 (Mon-Sun, 24 hours)

Feilding Palmer Hospital, Gilmorton Road, Lutterworth LE17 4DZ: 01455 552 150 (Mon-Sun, 9am-9pm)

Melton Mowbray Hospital, Thorpe Road, Melton Mowbray LE13 1SJ: 01664 854 800 (Weekends and Bank Holidays, 8.30am-6pm)

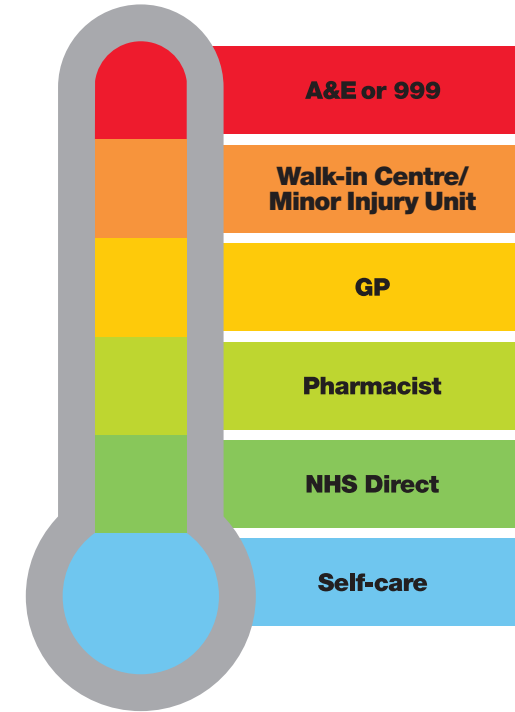
Latham House Medical Practice, Sage Cross Street, Melton Mowbray LE13 1NX (Mon-Fri, 8.30am-6pm)

Rutland Memorial Hospital, Cold Overton Road, Oakham LE15 6NT: 01572 722 552 (Mon-Sun, 9am-9pm)

Market Harborough and District Hospital, Coventry Road, Market Harborough LE16 9DD: 01858 410 500 (Mon-Sun, 9am-9pm)

Your guide

to choosing the right NHS service if you become ill or are injured this winter.



**Heavy bleeding.
Broken bones.
Burns or scalds.
Chest pain.**

A&E or 999 If you're injured or seriously ill you should go, or be taken to A&E. Emergency departments are open 24 hours a day, 365 days a year to treat serious and life-threatening emergencies.

If it is obvious that you or another person is seriously ill and in need of immediate emergency care, you should call 999 and ask for the ambulance service.

When and Why? Emergency services are very busy. They should only be used in very serious or life-threatening situations.

Choosing well ensures that essential treatment is given, in the shortest possible time. Dialling 999 or using A&E when you don't need to could delay treatment for someone more seriously ill than yourself.

**Cuts.
Strains.
Itches.
Sprains.**

Loughborough Walk-in Centre/Minor Injury Unit The Walk-in Centre and minor injury units can treat minor illnesses, cuts and sporting injuries, and offer expert health advice for you and your family. Loughborough Walk-in Centre is open 24 hours a day. Leicestershire and Rutland's minor injury units are open from early in the morning until late at night. You do not need an appointment, and you will be seen by an experienced nurse. To find your local centre visit www.nhs.uk or look in Yellow Pages.

When and Why? Use your local walk-in centre or minor injuries unit if you need medical treatment or advice which does not need a visit to A&E or a medical appointment.

Choosing well ensures you and your family will receive the best possible treatment, leaving emergency services to those who need them most.

**Vomiting.
Ear pain.
Sore belly.
Back ache.**

GP GPs surgeries can be found locally across Leicestershire and Rutland, and offer expert treatment for people of all ages. Registering is free, and means you can make an appointment with a doctor for medical advice, examinations and prescriptions.

If you need to see a doctor urgently outside of opening hours, contact your local surgery. You will be given the number for, or be transferred to, the out-of-hours service. To find your local GP visit www.nhs.uk or look in Yellow Pages.

When and Why? Make an appointment with your local GP when you have an illness or injury that will not go away this winter.

Choosing well ensures that you get the treatment you need at a convenient time and place, and reduces the demand on emergency services.

**Diarrhoea.
Runny nose.
Painful cough.
Headache.**

Pharmacist Your local pharmacist can give you expert advice on common winter illnesses and the medicines you need to treat them, without the need for an appointment.

To find your local pharmacist visit www.nhs.uk or look in Yellow Pages. Pharmacists can advise whether you need to see a doctor.

When and Why? Visit your local pharmacy when you are suffering from a common winter health problem that does not require being seen by a nurse or doctor.

Choosing well ensures you get the treatment you need in the shortest possible time, reducing the pressure on essential NHS services.

**Unwell?
Unsure?
Confused?
Need help?**

NHS Direct NHS Direct offers confidential health advice and information by telephone, on the Internet and through digital TV, 24 hours a day.

0845 4647* www.nhsdirect.nhs.uk

FREEVIEW channel 108, or page two on Sky Digital's interactive service.

*Calls to NHS Direct cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. For patients' safety, calls to NHS Direct are recorded.

When and Why? Contact NHS Direct if you are ill and have questions about your health, or the health of your family. The service can also help you to find health services in your local area.

Choosing well ensures you get expert advice in the shortest possible time, meaning busy NHS services can help the people who need them most.

**Hangover.
Grazed knee.
Sore throat.
Cough.**

Self-care A lot of winter illnesses can be treated in your home by using medicine and getting plenty of rest.

When and Why? Self-care is the best choice to treat very minor illnesses and injuries.

Choosing well ensures you and your family receive the rest and recovery you need, meaning busy NHS services can help people who need them most.