

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

To find your nearest dental practice taking on NHS patients or for help out of hours please call **NHS 111**

Pharmacy

Find your nearest pharmacy at www.nhs.uk

GP

Find your nearest GP at www.nhs.uk or for help out of hours call **NHS 111**

Unsure of where to go?

Call **NHS 111** or visit www.nhs.uk

Healthwatch

For free independent information or advice, or to make a comment about local health services contact Healthwatch Dorset on **0300 111 0102**

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:

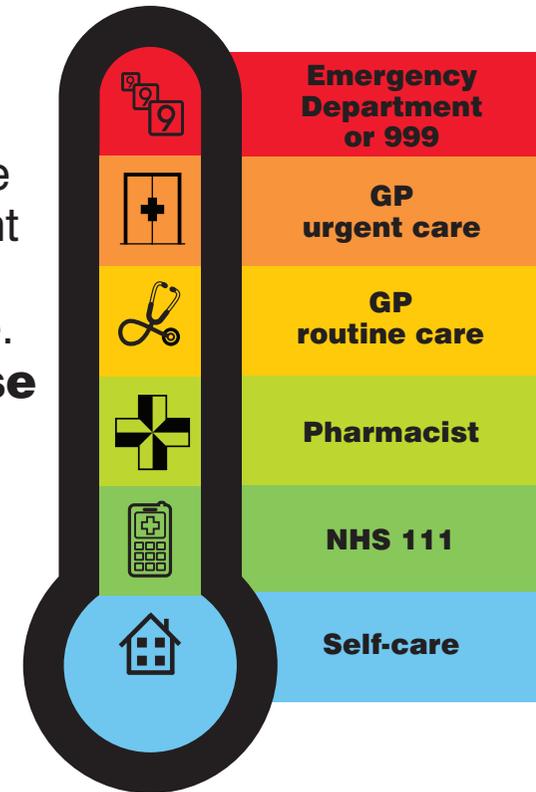
- Catch coughs and sneezes in a tissue
- Dispose of tissues quickly and safely
- Regularly wash your hands with soap and warm water

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 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?**

Call NHS 111

- If you don't know who to call for medical help
- If you don't have a GP to call
- If you need medical advice or reassurance about what to do next

- A trained adviser will ask you questions and give you medical advice or direct you to someone who can help - if necessary they can send an ambulance
- Calls to NHS 111 are free - although mobile users will require a minimum of 1p credit
- In a serious or life threatening situation call 999

**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 111**

**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: call **NHS 111**

**Sprains?
Strains?
Minor injuries?**

GP urgent care/Minor Injury Unit (MIU)

- Your GP or local MIU can offer emergency appointments
- Both may offer extended opening hours so may be able to see you early morning or in the evening
- Please call your GP or check opening times before turning up

For urgent treatment

- For your nearest MIU and opening hours visit www.nhs.uk or call **NHS 111**
- Get advice about your treatment or advice on out of hours care by calling **NHS 111**

**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
 - Dorset County Hospital, Williams Avenue, Dorchester, Dorset DT1 2JY
- Open: 24 hours 7 days per week