

Choose well and be prepared

The information in this leaflet will help you find the right expert care to meet your needs.

One out of every four people who go to A&E could have been treated elsewhere in the community, or could have self-treated. Your local pharmacy can help treat common illnesses. Remember A&E and 999 services are for life-threatening and emergency conditions only.

For the very young, the over 65s and all people with long term health issues, the cold weather can contribute to serious health problems. The good news is that by following a few tips, we can give ourselves the best possible chance of staying well.

Get your free flu jab

Remember if you're over 65, pregnant or under 65 with a long term health problem, you can get a free seasonal flu vaccination from your GP available until the end of March.

Stop things spreading

To prevent the spread of germs to others:

- Catch coughs and sneezes in a tissue
- Regularly wash your hands with soap and warm water.

Recover properly

If you do catch a cold or flu, make sure you:

- Stay at home, drink plenty and rest
- Eat if you feel able to
- Let a friend or neighbour know you are ill.

Stay warm

- Keep room temperature warm and comfortable
- Have regular hot drinks and hot meals that include fruit and vegetables.

If you need health advice, have concerns, or don't know where to turn call PALS (Patient Advice and Liaison Service) on 0117 900 3433. Available 9am- 5pm, Monday to Friday. If you get a recorded message, please leave your name and number and they will call you back as soon as possible. Email: pals@bristol.nhs.uk.

Website: www.bristol.nhs.uk/contact-us/pals.aspx

For further copies of this leaflet or in another format, please contact your GP practice.

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Feeling unwell?

There are a range of NHS services on your doorstep.



Make sure you Choose Well.

Get the right treatment for you and help the NHS to manage its resources.

Choose well

for expert help and advice

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 and upset stomachs and aches and pains can be treated with a well stocked medicine cabinet and plenty of rest.

Some self-care essentials

Stock your medicine cabinet with:

- Paracetamol, aspirin, ibuprofen
- Anti-diarrhoeal medicine

- Re-hydration mixtures
- Indigestion remedies
- Plasters and a thermometer.

NHS Choices www.nhs.uk NHS Direct 0845 46 47

NHS Choices is a dedicated website where you can find up-to-date and expert advice on a range of illnesses and complaints, as well as find your nearest NHS services, such as GPs, dentists, pharmacists, Walk-in Centres.

NHS Direct provides a confidential telephone service, 24 hours a day, to give advice and guidance on health issues. Call: 0845 46 47*, website: www.nhsdirect.nhs.uk or www.nhs.uk. From April 2013, this will be a 111 service.
*Calls cost a maximum 5p from a BT landline. Calls from mobiles and other networks may vary. An interpretation service is available in many languages.

Your local pharmacy

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment or go to your A&E.

More Information

To find your local 24-hour pharmacy, look in your phone directory, or go to www.nhs.uk or text 'pharmacy' to 64746 to receive three free texts with details of your nearest pharmacies. Call the pharmacy direct or visit www.bristol.nhs.uk

Your GP

If you have an illness or injury that won't go away, make an appointment with your GP. They provide a range of services by appointment, including medical advice, examinations and prescriptions. For urgent GP care out of hours contact your GP surgery.

More Information

To find your local GP surgery, opening times and out-of-hours service, go to www.bristol.nhs.uk or NHS Choices website: www.nhs.uk or call NHS Direct 0845 46 47.

Walk-in Centre

Minor Injuries Unit

Urgent Care Centre

The Walk-in Centre located in Boots Broadmead at the Galleries shopping centre, is able to cope with a range of conditions such as cuts and sprains, minor infections, skin complaints, rashes and burns. They are also able to provide emergency contraception. Open Monday-Saturday: 8am-8pm, Sundays: 11am-5pm.
Telephone: 0117 954 9298.

To find your nearest Walk-in Centre or similar service, go to NHS Choices website: www.nhs.uk or call NHS Direct 0845 46 47.

More Information

Minor Injuries Units (MIU) are able to offer the same services as Walk-in Centres and are also able to help with minor injuries and illnesses. The units are equipped with x-ray and other diagnostic equipment. They can treat injuries that are not critical or life threatening such as strains, sprains, broken bones, minor head injuries and eye infections. MIUs are located at:

- Southmead Hospital: 0117 323 5100, open everyday 9am-8pm
- West Gate Centre, West Walk, Yate: 01454 315355, open Monday-Friday: 8.30am-7.30pm; Saturday and Sunday: 10am-2pm
- South Bristol NHS Community Hospital: 0117 342 9692, open everyday: 8am-8pm.

A&E and 999

A&E departments and the 999 ambulance service should only be used in a critical or life-threatening situation. Dialling 999 and stating an emergency situation will result in a response vehicle being sent to your location.

More Information

Emergency Departments: open all day every day: Bristol Royal Infirmary, Marlborough Street, BS2 8HW. Frenchay Hospital, Frenchay Park Road, BS16 1LE. For children: Bristol Royal Hospital For Children, Upper Maudlin Street, BS1 3NU or Frenchay Hospital. For further information, go to www.bristol.nhs.uk or NHS Choices website: www.nhs.uk or call NHS Direct: 0845 46 47.