

Useful websites, help lines and support groups

Family Lives

An Organisation providing immediate help from volunteer parent support workers 24 hours a day, seven days a week.

- Telephone: **0808 800 2222**
(text phone: **0800 783 6783**)
- Website: **www.familylives.org.uk**
- Opening hours: 24 hours a day, 365 days a year

Contact a Family

Support, advice and information for parents with disabled children.

- Telephone: **0808 808 3555**
- Website: **www.cafamily.org.uk**
- Opening hours: Mon 10am-4pm & 5.30-7.30pm, Tues-Fri 10am-4pm

Family Rights Group Advice Service

Support for parents and other family members whose children are involved with or need social care services.

- Telephone advice: **0808 801 0366**
- Website: **www.frg.org.uk**
- Opening hours: Mon-Fri 10am-3.30pm

Advisory Centre for Education

Information, support and legal advice to help parents keep their children at school.

- Advice line: **0808 800 5793** (general advice) and **0808 800 0327** (if your child has been excluded from school)
- Website: **www.ace-ed.org.uk**
- Opening hours: Mon-Fri 10am-5pm

Gingerbread: single parents, equal families

Help and advice on the issues that matter to lone parents.

- Telephone: **0808 802 0925**
- Website: **www.gingerbread.org.uk**

The Children's Legal Centre

Child law, services and support.

- Telephone: **0808 802 0008**
- Website: **www.childrenslegalcentre.com**
- Opening hours: Mon-Fri 9am-5pm

How Does Choose Well Work?

Choose Well uses a thermometer "scale" to highlight the range of options available to you.

Self Care

Best option for common complaints such as:

- Coughs, colds, sore-throats
- Upset stomachs
- General aches and pains
- Flu

NHS Choices, NHS 111 service

Best option for:

- Checking symptoms (not just common winter complaints)
- Advice on self-care options
- Local service finder
- How long symptoms will last
- **Interactive First Aid guide**

High Street Pharmacy

Best option for:

- Face-to-face advice and information
- Common winter health complaints
- Advice and support for on-going health complaints
- Healthy Living services

GP Practice

Best option for:

- An illness or injury that won't go away or is getting worse
- Concerns about mental health and sexual health
- Help with health life-style e.g. smoking cessation, weight-loss
- An out-of-hours service at weekends and evenings

Urgent Care Centres and Walk in Centres

Best option for:

- Something that needs urgent attention but isn't a life-threatening emergency e.g. infections, rashes, fractures and lacerations, emergency contraception and advice, stomach upsets, cuts, bruises, burns and strains

A&E, Emergency Dept, 999

Best option for:

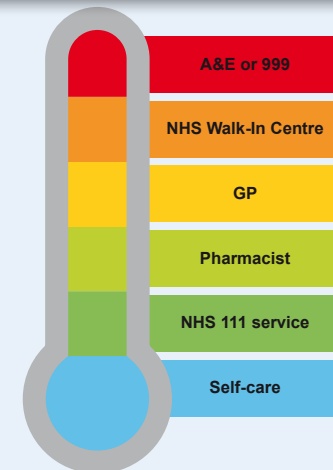
- Life-threatening and serious emergencies such as breathing problems, Serious accidents, Serious burns, heartattacks and strokes

NHS

Wigan Borough Clinical Commissioning Group

New Mums

Your NHS Your Health



This leaflet has been produced by 13 local GP practices from Tyldesley, Atherton, Boothstown and Astley (TABA)

Health Services

Family doctors (GPs)

You can contact your family doctor (GP) at any time, whether it's for you or your child. Some GPs will see small babies and under 5's on the day at the beginning of surgery hours or without an appointment, but be prepared to wait.

Some will give advice over the phone. Most GPs provide developmental reviews and vaccinations, or you can go to a child health clinic.



Register your baby with your GP as early as possible in case you need their help. If you want the GP to see your baby before you've registered the birth, you can go to the surgery and fill in a registration form there. If you move, register with a new doctor close to you as soon as possible.

Your GP will be able to advise if they feel your child needs to attend A&E or call an ambulance etc so only in extreme circumstances go to them direct. Contact the Dr for advice and your next step.

Health visitors

A health visitor will usually visit you for the first time around 10 days after your baby is born. After that, you will see your health visitor at the child health clinic, although you can ask to see them at any time. **If you're on your own or struggling**, your health visitor will probably come to see

whether you need any help. A health visitor is a qualified nurse who has had extra training. Part of their role is to help families avoid illness and stay healthy, especially families with babies and young children. Health visitors are part of a team that offers screening and developmental checks as part of the Healthy Child Programme. Talk to your health visitor or a member of your team if you feel anxious, depressed or worried. They can give you advice and suggest where to find help. They may also be able to put you in touch with groups where you can meet other mothers. Your health visitor can visit you at home or you can see them at your child health clinic, GP surgery or health centre, depending on where they're based. Your health visitor will make sure you've got their phone number.

Child health clinics

Child health clinics are run by health visitors and doctors. They offer regular health and development reviews and vaccinations. You can talk about any problems to do with your child, but if your child is ill and is likely to need treatment, go to your GP. Some run mother and baby, parent and toddler, **breastfeeding** and peer support groups.

Community midwives

You'll be given contact details for midwives based in your local community. Midwives provide antenatal and postnatal care in several different places, including children's centres. They can also visit you in your own home.

Sure Start Children's Centres

Children's centres are linked to maternity services. They provide health and family support services, integrated early learning and full-day or temporary care for children from birth to five years.

Pharmacy Minor Ailments

All pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help to clear up the problem. If your problem is more serious and

needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP. So if you have a common health problem, a trip to your pharmacy is an option.

Your pharmacist may be able to help with:

- **skin conditions, such as mild [acne](#) and mild [eczema](#)**
- **coughs and [colds](#), including nasal congestion and sore throat**
- **minor cuts and bruises**
- **constipation and [haemorrhoids](#) (piles)**



- **hay fever and allergies**
- **aches and pains, such as headaches, earache and backache**
- **indigestion, diarrhoea and threadworms**
- **warts and verrucas, mouth ulcers and cold sores**
- **athlete's foot**
- **nappy rash and teething**

Although this is an option if you feel you need the attention of a GP or further health professional never hesitate to make contact