

Why choose well?

During winter, more people become 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 become 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.

This document can be made available in other languages / formats upon request. Please contact PALS on 01942-482730

Arabic هذا الكتيب بالإمكان توفيره في اللغة العربية

Cantonese 本小册子提供廣東話譯本

Farsi این کتابچه میتواند به زبان فارسی در دسترس قرار گیرد.

French Disponible en français sur demande

Gujurati આ પુસ્તિકા ગુજરાતીમાં મળી રહે તેવી વ્યવસ્થા કરી શકાય

Urdu اس کتابچہ کو اردو میں فراہم کیا جاسکتا ہے۔

Polish Dokument ten jest dostępny w różnych językach

The document can also be located on the PCT's website at www.alwpct.nhs.uk

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Useful information

NHS Direct

Can be contacted by calling 0845 4647* or visiting www.nhsdirect.nhs.uk

Pharmacist

A full list of pharmacies in the Ashton, Leigh and Wigan area and their telephone numbers is available from www.alwpct.nhs.uk

GP

If you require a GP outside of normal opening hours, call your practice and follow the instructions. A full list of GP practices in the Ashton, Leigh and Wigan area and their telephone numbers is available from www.alwpct.nhs.uk

Walk-in Centre

The Walk-in Centre is situated at Leigh Health Centre, The Avenue, Leigh WN7 1HR - telephone 01942-483453 - for healthcare advice, information and treatment. Open from 7.00 am to 9.00 pm, 7 days a week - no appointment necessary.

A&E

Your nearest A&E Department is at: Royal Albert Edward Infirmary, Wigan Lane, Wigan WN1 2NN

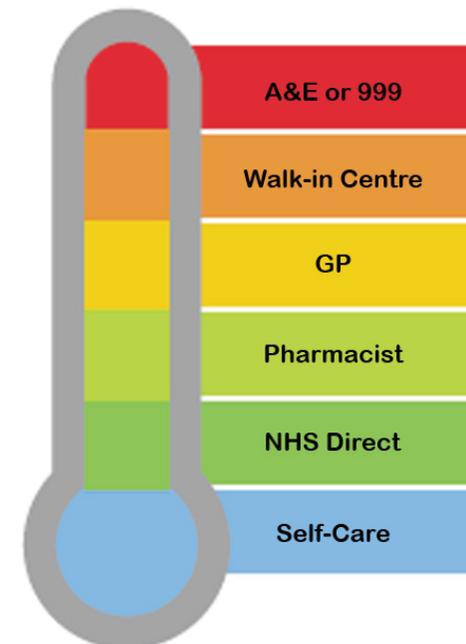
*Calls to NHS Direct cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. For patients' safety, calls to NHS Direct are recorded.

NHS

Ashton, Leigh and Wigan

Your guide

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



www.alwpct.nhs.uk

Illness

Difficulty breathing
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. Royal Albert Edward Infirmary's A&E department is 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 do not need to could delay treatment for someone more seriously ill than yourself.

Minor

Cuts
Strains
Itches
Sprains

Walk-in Centres Walk-in Centres can treat minor illnesses, cuts and sporting injuries, and offer expert health advice for you and your family. The Leigh Walk-in Centre is open from 7.00 am to 9.00 pm, 7 days a week, 365 days a year. You do not need an appointment, and you will be seen by an experienced health professional.

When and Why? Use your nearest Walk-in Centre 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.

Examination

Vomiting
Ear pain
Sore belly
Back ache

GP GP surgeries across the Ashton, Leigh and Wigan area 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.

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.

Emergency

Diarrhoea
Runny nose
Painful cough
Headache

Pharmacist Pharmacies across the Ashton, Leigh and Wigan area can give you expert advice on common winter illnesses and the medicines you need to treat them, without the need for an appointment. Over-the-counter medicines are often cheaper than a prescription. Some patients may be eligible to receive a free supply of medicines.

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.

Emergency

Unwell ?
Unsure?
Confused?
Need help?

NHS Direct NHS Direct offers confidential health advice and information by telephone - 0845 4647* - 24 hours a day, or via the Internet at: www.nhsdirect.nhs.uk

When and Why? Contact NHS Direct if you are ill and have questions about your health, or your family's health. The service can also help you to find local health services. Choosing well ensures you get expert advice in the shortest possible time, meaning busy NHS services can help the people who need them most.

Self-care

Hangover
Grazed knee
Sore throat
Cough

Self-care A lot of common winter illnesses can be treated in your home by using medicine and getting plenty of rest. It is worth keeping handy: paracetamol or aspirin, anti-diarrhoeal medicine, rehydration mixture, indigestion remedy, plasters and a thermometer.

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.