



**NHS**

**Help is at hand**



**Find more advice and updates online**

# What to know... and when to go

Information for Portsmouth, South East Hampshire, Fareham and Gosport

**Your guide to everyday health services you may need in a hurry**

### More information:

- Keeping children safe and healthy: [www.what0-18.nhs.uk](http://www.what0-18.nhs.uk)
- St Mary's Urgent Treatment Centre: [www.stmarystreatmentcentre.nhs.uk/utc](http://www.stmarystreatmentcentre.nhs.uk/utc)
- Mental health services: For Portsmouth: [www.solent.nhs.uk](http://www.solent.nhs.uk)  
For Hampshire: [www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)
- Portsmouth Hospitals NHS Trust: [www.porthosp.nhs.uk](http://www.porthosp.nhs.uk)



To download our main urgent care guide go to [www.portsmouthccg.nhs.uk](http://www.portsmouthccg.nhs.uk)

**HELP US HELP YOU**

**KNOW WHAT TO DO**

## We know that sometimes it's hard to know what to do for the best when you need NHS help in a hurry.

So we have produced this guide to tell you about some of the main alternatives to going to an Accident and Emergency (A&E) department or waiting for a GP appointment.

NHS pharmacists, 111 advisers, minor injuries units and GPs are all able to provide advice and support to ensure you get the right medical help for your needs.

This leaflet provides lots of information about these services as well as links to our main urgent care guide document, Facebook page and videos. Don't forget, too, there is a really helpful online Health A-Z checker at [www.nhs.uk](http://www.nhs.uk) that can help you identify conditions and treatments. And if you've got children the Healthier Together website provides you with information to help keep your child safe and healthy, as well as helping you decide what to do when your child is unwell [www.what0-18.nhs.uk](http://www.what0-18.nhs.uk).

Some of these alternatives might help you be able to talk to someone about your concerns quicker – and get a solution to your problem.

Please help us to help you and try to use the service that best fits your needs – that way we can keep emergency services and appointments free for those who really need them.



There's lots of information available online through our Urgent Care Pompey Facebook page: <https://www.facebook.com/urgentcarepompey>

And that includes this set of colourful, easy to follow videos:

Follow our friendly patient Ed as he chooses services appropriate to his condition, instead of going to the Emergency Department.



Reading online? Click on the videos to view





## Treat it yourself

Health problems you can treat at home:

- Colds
- Sore throat
- Diarrhoea
- Flu

- Many everyday illnesses can best be treated at home.
- Keep a supply of medicines for coughs, colds and minor illnesses, but keep them in a safe place and well out of the reach of children.
- Get your flu jab every year in time for winter.
- Request any repeat prescription well ahead of bank holidays like Christmas and Easter.



## Ask a pharmacist

Expert advice on:

- Medicines and prescriptions
- Bugs and viruses: nasty coughs and colds, flu
- Aches and pains
- Skin conditions and allergies

- High street pharmacists are medicines experts and they can also give advice on common health problems which may save you a trip to your GP surgery.
- You don't need an appointment to see a pharmacist and you can speak in private.
- They will advise you if you need to see a GP.
- Search 'pharmacist' at [nhs.uk](http://nhs.uk) for your closest branch.



## Call NHS 111

Call 111 if you:

- think you need to go to A&E or another NHS urgent care service
- don't know who to call for medical help
- need information about a health issue

- You can call NHS111 free, 24 hours a day, about an urgent medical concern or if you don't know which service you need.
- A fully trained adviser will help you or put you in touch with the service or professional most suited to your needs.
- Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP.
- NHS 111 advisers can also assess if you need an ambulance and send one immediately if necessary.



## Go to a minor injuries unit (MIU) or urgent treatment centre

- Sprains and strains
- Broken bones
- Wound infections
- Minor burns/ scalds
- Bites and stings
- Minor head injuries
- Minor eye injuries
- Injuries to the back, shoulder or chest

- You do not need to go to A&E if you have a minor injury.
- If your problem is not serious you will often be seen quicker at a MIU (at Gosport War Memorial or Petersfield Hospitals) or at St Mary's Urgent Treatment Centre in Portsmouth.
- Experienced health staff run these services (including GPs at St Mary's).
- At St Mary's you can also be seen for minor illnesses as well as injuries.



## Contact your GP surgery

- Prescriptions for medicines
- Advice on physical/mental health problems, treatment of ongoing illnesses or conditions
- Illnesses that don't go away with self care – eg ongoing cough or stomach pain

- Surgeries can be very busy so think whether you can get advice elsewhere for minor issues.
- NHS 111 can help you if you are unsure or if you need to see a GP urgently out of hours.
- Many surgeries now offer early morning, early evening or Saturday urgent appointments – ask your practice for more information or check their website.
- Practices in our area now offer online booking – ask for details at your practice.



## A&E or 999

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties/not breathing at all
- Severe bleeding that cannot be stopped
- Suspected heart attack or stroke
- Severe allergic reaction

- 999: Only call when someone is suffering a life-threatening illness or injury.
- A&E is for critical or life threatening situations. It provides emergency care for people who show the symptoms of serious illness or are badly injured.
- Consider other options for less serious conditions.
- For advice about serious eye concerns search for 'ophthalmology' at [www.porthosp.nhs.uk](http://www.porthosp.nhs.uk)