







If you become unwell or are injured

a range of NHS services exist to help you get well. Choosing the right one will ensure you receive the best possible treatment, allowing in-demand services to help those in most need.

	Accident & Emergency or 999	Heavy bleeding Broken bones Burns or scalds Chest pain	A&E or 999 Accident and Emergency departments are found at most hospitals. They help people who show signs of being very ill or are badly injured. If you telephone 999 and tell the operator that there is a medical emergency, a response vehicle will be sent to your location.	When and Why? Emergency services are normally busy and should only be used in serious or life-threatening situations.
	Walk-in Treatment Services	Cuts Strains Itches Sprains	NHS walk-in treatment services can help with minor injuries and illnesses. Assessments are carried by experienced clinical staff and do not require an appointment. Walk-in treatment services are available from a number of hospitals and other NHS facilities.	When and Why? Use a local walk-in treatment service if you require treatment which does not need a visit to A&E or a GP. For information on services in your area, go to www.northlancshealth.nhs.uk
	GP	Vomiting Ear pain Sore stomach Back ache	GP GP surgeries offer expert treatment for everyone. 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.
	Pharmacist	Diarrhoea Runny nose Painful cough Headache	Pharmacist Your local pharmacist can give you expert advice on common winter illnesses and the medicines you need to treat them, without the need for an appointment.	When and Why? Visit your local pharmacy when you are suffering from a common winter health problem which does not require a nurse or doctor.
	NHS Direct	Unwell? Unsure? Confused? Need help?	NHS Direct NHS Direct offers confidential health advice and information by telephone, on the Internet and through digital TV, 24 hours a day. Tel: 0845 4647* online: www.nhsdirect.nhs.uk FREEVIEW channel 108, or page two on Sky Digital's interactive service.	When and Why? Contact NHS Direct if you are ill and have any questions about health. The service can also help you to find health services in your local area.
	Self Care	Hangover Grazed knee Sore throat Cough	Self-care A lot of 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 and a thermometer.	When and Why? Self-care is the best choice to treat very minor illnesses and injuries.

**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.*