Your guide

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

Choose well.

www.nhs.uk
www.berkshireeast-pct.nhs.uk
NHS Direct: 0845 4647

Berkshire East
**Accident & Emergency (A & E)**
- Choking.
- Chest pain.
- Suspected stroke.
- Blacking out.
- Blood loss.

For symptoms of serious illnesses and major accidents, choose Accident & Emergency (A & E).

Emergency services are very busy. You should only attend Accident & Emergency (A & E) if you are very badly hurt or if you become very seriously ill (life-threatening).

Make sure Accident & Emergency (A & E) is available if you or your loved ones need it by NOT choosing this service unless you really need it.

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**Walk-in Health Centre**
- Cuts.
- Sprains.
- Rashes.
- Minor fractures.

For trips, falls, skin complaints and minor injuries, choose Walk-in Health Centre or Minor Injuries Unit or Urgent Care Centre.

The Walk-in Health Centre at Upton Hospital, Slough is open from 8.00am to 8.00pm every day including weekends and bank holidays. You do not need an appointment and you can get advice and treatment for minor illnesses and minor injuries including dressing wounds and stitch removal.

The Minor Injuries Unit at Heatherwood Hospital, Ascot offers advice and treatment for sprains, cuts, grazes, minor illnesses and minor injuries. The Urgent Care Centre at St Mark's Hospital, Maidenhead, offers a similar service. It can also treat children aged under 5 and issue prescriptions. It is open 7 days a week.

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**GP Surgery**
- Feverish children.
- Vomiting.
- Ear pain.
- Feeling ill.

For infections and persistent symptoms or if your child has a high temperature, choose your GP.

Your GP surgery should offer you an appointment within 2 working days and many now offer extended opening hours.

When your surgery is closed, you can call the Out of Hours Service on 0118 936 5390 and get advice or a doctor may arrange to see you.

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**Pharmacist**
- Diarrhoea.
- Minor infections.
- Headache.
- Bites and stings.

For tummy upsets, insect bites and stings, coughs and colds and travel advice, choose a pharmacist.

Visit your local pharmacy for help in treating minor ailments, general health advice and travel health advice. Many pharmacies have private consultation rooms. Pharmacists are trained how to treat minor illness and how to tell a minor ailment from something that might be more serious.

If you need an over-the-counter medicine, a pharmacist can help you choose which is the best for you and your symptoms.

A pharmacist will tell you when you need to see your doctor and when you can treat yourself with an over-the-counter medicine.

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**NHS Direct**
- Unwell.
- Unsure?
- Confused?
- Need help?

For absolutely any questions about your health, choose NHS Direct.

Contact NHS Direct if you are ill and have any questions about health. NHS Direct can also help you find health services in your local area. NHS Direct offers confidential advice and information 24 hours a day.

Tel: 0845 4647* www.nhsdirect.nhs.uk
*calls to NHS Direct cost a maximum of 5p per minute from a BT landline; the cost of calls from mobiles and other networks may vary; you may be charged a minimum cost per call.

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**Self-care**
- Hangover.
- Grazed knee.
- Sore throat.
- Cough.

For minor ailments, grazes, bruises and similar problems, choose self-care.

Don't forget to keep your first-aid kit well stocked - ask your pharmacist for advice or use this handy checklist.

- Paracetamol and aspirin tablets (aspirin should not be given to children under 16 or to people with asthma).
- Paracetamol (such as Calpol) or ibuprofen syrup for children.
- Mild laxatives to relieve constipation.
- Rehydration mixtures for diarrhoea or vomiting to use if feeling dehydrated after a bout of sickness or diarrhoea.
- Antacids if suffering from indigestion.
- Indigestion remedy.
- Travel sickness tablets for family trips.
- Tweezers and sharp scissors to remove splinters and cut bandages.
- Stethoscope to check for fever.
- A thermometer to check for fever.
- A range of bandages, plasters, non-absorbent cotton wool, elastic bandages and dressings for minor cuts, sprains and bruises.

[See the back of this leaflet for details of your surgery.]
Think twice before you go to A&E

This leaflet will help you make the right choice when you are ill or have an accident.

There are lots of convenient, effective and safe alternatives to Accident and Emergency (A&E). They are explained in more detail on the other side of this leaflet.

Making the right choice each time you need urgent NHS care helps ensure you and others get the best treatment every time.

A&E is there for you and your loved ones when you become seriously ill or have a life-threatening accident. At other times, think about which of the other NHS services listed here is the right one for you.

We can arrange for this information to be provided in other languages and formats (such as larger print) on request.

Choose well.

www.nhs.uk
www.berkshireeast-pct.nhs.uk
NHS Direct: 0845 4647
Useful contacts

surgery address and telephone

opening times

NHS Berkshire East
King Edward VII Hospital
St Leonards Road
Windsor
SL4 3DP
Tel: 01753 860441

Berkshire East

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