

Your guide to Quicker Treatment closer to home



If it's not a serious
emergency – call 111.
You could get quicker
treatment closer to home.



Self-care for minor illnesses

Self-care is the best choice to treat minor illnesses and injuries at home by simply combining plenty of rest with a well-stocked medicines cabinet which includes:

- Pain relief - paracetamol is effective at relieving most minor aches and pains
- Medication for sore throat relief
- Antihistamine tablets to relieve the symptoms of allergies including seasonal hay fever
- Cream for bites and stings
- Anti-diarrhoea medicine to relieve the symptoms of diarrhoea
- Rehydration sachets to treat fluid loss of diarrhoea
- Indigestion remedy to relieve heartburn
- Laxatives to relieve constipation
- Plasters in a variety of different sizes
- Antiseptic cream for minor cuts and burns

For more information please visit www.nhs.uk and search "Your Medicine Cabinet".

For more self-care information please visit www.nessexccg.nhs.uk/lookafteryourself or www.selfcareforum.org/fact-sheets

Your pharmacist doesn't just dispense prescriptions, they are health care professionals who can provide advice and treatment for common illnesses and conditions such as diarrhoea, fever, headache, sore throat, cough, upset stomach, skin conditions and so much more, with no need for an appointment.

To find your pharmacy opening hours go to www.nhs.uk and search "Pharmacy services".

Optician...

Minor eye and vision problems

If you have any eye or vision concerns please visit your local optician. Visit www.nhs.uk and search "Find an optician near you".

Your optician may refer you to the Minor Eye Conditions Service (MECS) if you have eye pain, sudden loss of vision, foreign bodies, lid problems or flashes and floaters.

This is an NHS funded service. You can self-refer into this service. For a list of participating optical practices visit www.nessexccg.nhs.uk/eye-care or ask your local optician, pharmacist or GP practice. A GP appointment is not necessary.

All illnesses including mental health except life-threatening emergencies

Your GP is your first port of call for on-going illnesses or injuries.

However, remember a range of common illness and injuries can be treated at home simply by combining a well stocked medicine cabinet with plenty of rest.

Your GP provides a range of services by appointment and will be able to assess your immediate needs as well as refer you into a specialist service if necessary.

Many surgeries open longer hours now; however if your surgery is closed, dial 111 to speak with a trained adviser quickly.

To find a GP practice near you go to www.nhs.uk and search "Find a GP near you".

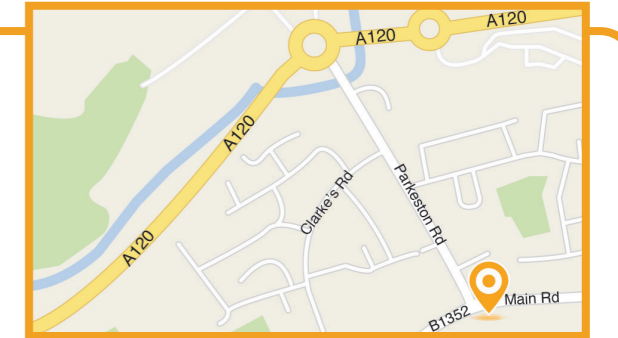
Cuts / Sprains / Strains

If you have an urgent and severe but non-life threatening illness or condition then please go to the Walk-in Centre or a Minor Injuries Unit.

Colchester Walk-in Centre incorporating GP surgery
North Colchester Healthcare Centre,
Primary Care Centre, Turner Road,
Colchester, Essex CO4 5JR

Telephone: 01206 314015

GP-led service providing treatment for minor illness and injuries, e.g. cuts, sprains and fractures. Open from 7am until 10pm, 365 days a year. X-ray available 9am to 4.30pm 7 days.



Clacton Minor Injuries Unit

Clacton Hospital, Tower Road,
Clacton-on-Sea, Essex CO15 1LH

Telephone: 01255 201594

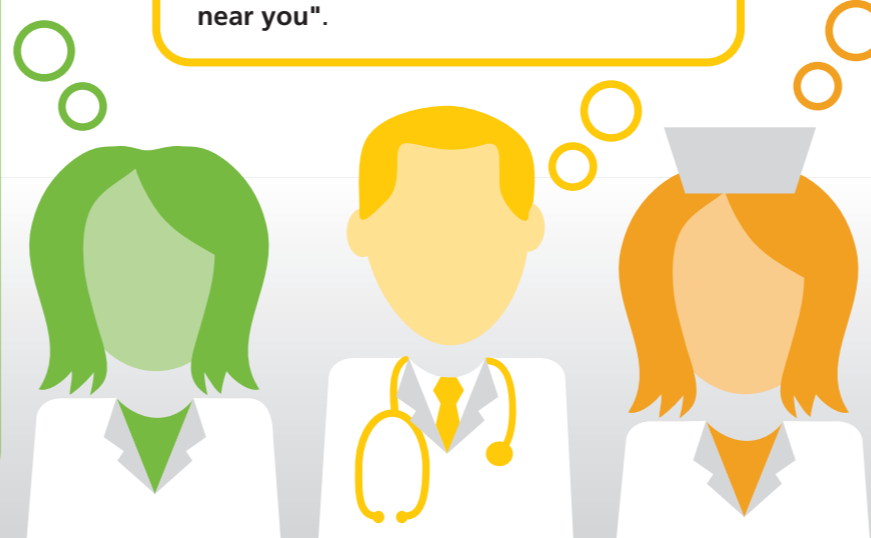
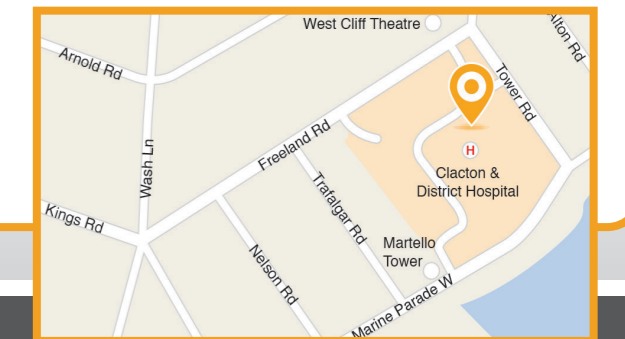
Specialist nurse-led service providing treatment for minor illness and injuries, e.g. cuts, sprains and fractures. Open from 9am until 9pm, 365 days a year. X-ray available Monday to Friday 9am to 5pm and at weekends and bank holidays 10am to 4pm.

Harwich Minor Injuries Unit

Fryatt Memorial Hospital,
419 Main Road, Harwich CO12 4EX

Telephone: 01255 201206

Specialist nurse-led service providing treatment for minor injuries, e.g. cuts, sprains and fractures. Open from 9am until 5pm, 365 days a year. X-ray open Monday to Friday 9am to 1pm.





Blacking out / Bleeding you can't stop / Severe chest pain / Choking / Loss of consciousness / Stroke

These are emergencies and you need urgent hospital care.

999 or Accident and Emergency departments should only be used in a critical or life-threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured in a way that could be life threatening.

THINK FIRST... BEFORE YOU GO TO A&E

If you have a life-threatening injury or illness dial 999 or go immediately to your nearest A&E department. In Colchester and Tendring this is:

Colchester Hospital
Turner Road, Colchester,
Essex, CO4 5JL

Tel: 01206 747474

Open 24 hours,
365 days a year



Stay warm - keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attack, stroke and depression.

- Keep the room temperature warm and comfortable
- Wear lots of thin layers - and a coat, hat, scarf and gloves if you go outside
- Have regular hot drinks and hot meals that include fruit and vegetables
- Take regular, gentle exercise to generate body heat

Stop infections spreading and give yourself time to recover properly - if you do catch a cold or flu-like illness, make sure you:

- Stay at home and get plenty of rest
- Have lots of non-alcoholic drinks
- Eat if you feel able to
- If you are on your own, let a friend or neighbour know you are ill
- For those over 60, low income families and people with disabilities, further help and information is available at www.gov.uk and search "Keep warm, keep well" into the search engine
- For more advice please also visit www.nhs.uk and search "Keep warm, keep well"

Remember: If you are over 65, have a long-term health condition or are pregnant, you can get a free flu jab from your GP. Please visit www.nhs.uk for more information on the flu jab.

If you, a friend or relative are experiencing mental health problems for the first time, you should contact your GP. If out of hours please call 111 to access the right service. If you feel it is an emergency and you cannot wait for a GP appointment, go to your nearest A&E department.

You can access counselling services on the NHS directly through Health in Mind by calling **0300 330 5455** or at www.northessexiapt.nhs.uk and click on **North East Essex**.

If you are already under the care of the Essex Partnership University NHS Foundation Trust (EPUT) in Colchester or Tendring please call the Access and Assessment Team on **0330 726 1800**.

If you are living with a mental health problem, or supporting someone who is, having access to the right information - about a condition, treatment options, or practical issues - is vital. For further advice and support you can also visit www.mind.org.uk

Dialling 999 for an Ambulance...

Please consider others before calling 999 for an Ambulance.

The Ambulance service is there for serious life threatening emergencies where people require emergency treatment before they reach hospital.

If your illness or injury is not serious, but you feel you need treatment within the A&E, please consider using your own transport rather than calling for an ambulance.

If in doubt dial 111 for advice.



For advice on where to get urgent medical help, call 111 open 24 hours, every day.

Using NHS 111 makes it easier for you to access local NHS healthcare services in England.

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever time of day.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to access your symptoms, then give you the healthcare advice you need or direct you straight away to the local service that can help you best.

THINK FIRST... BEFORE YOU GO TO A&E

Calls to 111 are recorded. All calls and the record created are maintained securely and will only be shared with others directly involved with your care.