

# A&E...

**Blacking out / Bleeding you can't stop / Severe chest pain / Choking / Stroke / Suspected breaks**

**These are all emergencies and you need urgent hospital care.**

Accident and Emergency (A&E) 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 have injuries that could be life-threatening – **THINK FIRST BEFORE YOU GO TO A&E**

At A&E the most seriously ill patients will be seen before those with less urgent care conditions. This means that some people have to wait for several hours or they may be signposted to their GP, pharmacist or other health care service who will be able to assist them.

Dial 999 or go immediately to your nearest A&E department.

- ▶ Guy's & St Thomas' A&E is at Guy's & St Thomas' NHS Foundation Trust, Westminster Bridge Road, London SE1 7EH  
Call 020 7188 7188 or visit [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)
- ▶ King's College Hospital A&E, Denmark Hill London SE5 9RS  
Call 020 3299 9000 or visit [www.kch.nhs.uk](http://www.kch.nhs.uk)

## Winter tips - be prepared

**Be prepared** – make sure your medicine cabinet is stocked up with:

- ▶ Thermometer
- ▶ Paracetamol
- ▶ Ibuprofen
- ▶ Anti-diarrhoea medicine
- ▶ Rehydration medicine
- ▶ Indigestion mixture
- ▶ Plasters
- ▶ Cough and cold remedies

### Stay warm

- ▶ Keep room temperature warm and comfortable
- ▶ Wear lots of thin layers – and a 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
- ▶ For those over 60, low income families and people with disabilities, further help and information is available at:  
[www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather](http://www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather)

**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
- ▶ Wash your hands regularly

### 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.

**If you have any compliments, suggestions, concerns or complaints please contact:**

- ▶ NHS England on 0300 311 22 33 or [England.contactus@nhs.net](mailto:England.contactus@nhs.net) if this relates to a GP, pharmacist, dentist or optician
- ▶ The organisation that provides the service if this is about hospital services, community health services or mental health services
- ▶ South London Commissioning Support Unit on 0800 456 1517 or [SLCSU.complaints@nhs.net](mailto:SLCSU.complaints@nhs.net) for all other queries

**For more information visit:**

[www.notalwaysAandE.co.uk](http://www.notalwaysAandE.co.uk)

**NHS**

# Don't just go to A&E...

You could get quicker treatment closer to home.

**Don't go to A&E if it's not a serious emergency.**

Other NHS services are everywhere.

**Read this guide to find out where you can get treated.**

## Self-care...

**Coughs and colds / Diarrhoea / Headache / Grazes / Hangover / Minor illnesses / Upset stomach**

You can treat these sorts of conditions at home – in fact, that's the best place for you.

Self-care is the best choice to treat very minor illnesses and injuries.

A range of common illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest –

**THINK FIRST, DON'T GO TO A&E**

Make sure that your medicine cabinet is well stocked with:

- ▶ Paracetamol
- ▶ Cough and cold remedies
- ▶ A thermometer
- ▶ Antihistamines
- ▶ Ibuprofen
- ▶ Rehydration mixture
- ▶ Anti-diarrhoea medicine
- ▶ Indigestion remedy
- ▶ Plasters



## Pharmacist...

**Diarrhoea / Headache / Sore throat / Painful cough / Minor illnesses / Upset stomach / Skin conditions**

Your pharmacist is a health care professional who can provide advice and treatment for these common conditions as well as dispensing prescriptions – **THINK FIRST, DON'T GO TO A&E**

A number of local pharmacies in Lambeth and Southwark offer advice and medicines for a range of conditions, without appointment. Free emergency contraception is also available at some local pharmacies.

You can find details of your nearest pharmacy at [www.nhs.uk](http://www.nhs.uk)

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**Pharmacists are here to help. We give expert advice, can help with minor ailments and we're right on your doorstep.**

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## GP...

**Back ache / Ear pain / High temperature / Vomiting**

These are some of the things your GP can help you with. Your GP is your first port of call for ongoing illnesses or injuries.

Your GP provides a range of services by appointment and will be able to assess your immediate needs as well as refer you to a specialist service, such as outpatients, if necessary. Your GP also knows your medical history so is best placed to manage you – **THINK FIRST, DON'T GO TO A&E**

Many surgeries are open longer hours now, however, if your surgery is closed, call your local GP Out of Hours service provided by South East London Doctors on Call (SELDOC) on **020 8693 9066**

This service may provide you with an over-the-phone consultation or ask you to attend one of their clinics for an out-of-hours appointment.



## Urgent care centres...

**Wounds / Cuts / Sprains / Strains / Suspected breaks**

If you have an urgent and severe but non-life-threatening illness or condition then attend the urgent care centre.

Always consider an alternative service appropriate for your needs – **THINK FIRST, DON'T GO TO A&E**

Visit:

- ▶ Guy's Urgent Care Centre at Guy's Hospital Tabard Annexe, Great Maze Pond London SE1 9RT. Call 020 3049 8970 or visit [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)

Opening hours: 8am-8pm, 7 days a week (last patient at 7pm)

**Walk-in centres treat minor illnesses – for conditions that cannot wait for the next GP appointment:**

- ▶ Lister Walk-in Centre at Lister Health Centre 101 Peckham Road, London SE15 5LJ Call 020 3049 8430

Opening hours: 8am-8pm, 7 days a week (last patient at 7pm)

- ▶ Gracefield Gardens, 2-8 Gracefield Gardens Streatham SW16 2ST

Opening hours: Monday-Friday 11am-8pm and Weekends & Bank Holidays 8am-8pm  
Booking in of patients may stop before 8pm dependent on waiting times.