



A&E

Accident and emergency (A&E) departments are for serious or life-threatening conditions which need immediate medical attention, such as:

- loss of consciousness
- stroke
- persistent, severe chest pain
- severe breathing difficulties
- severe bleeding which cannot be stopped

A&E should only be used if other NHS services cannot help, or when your symptoms are serious or you are badly injured.

The staff at A&E will always see patients with the most serious illnesses first, which means that anyone with a less urgent condition may need to wait for several hours before they are treated.

Please remember, if it's not 999, dial 111.

Help understanding this leaflet

If you would like this information in another language or another format, including audio tape, braille or large print, please call 01473 770 014.

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer. **Polish**

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo. **Portuguese**

Jeigu jums reikia suprasi šia, informacija, kita kalba prašom skambinti šiuo numeriu apačioje **Lithuanian**

এই লেখাটি যদি অন্য ভাষায় বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন **Bengali**

ئەگەر پێویست بە پارمانی هەمە بۆ تیگەبەستنی نام زانیاریانە بە زمانێکی تر تکایە پەیوەندی بە ژمارەی خوارەوە بکە **Kurdish**

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。 **Chinese**

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NHS

**Ipswich and East Suffolk
Clinical Commissioning Group**

Look after yourself



Caring for yourself

We hope you can use this leaflet to look after yourself and your family.

Firstly, some of the best things to keep illness at bay are to wash your hands while preparing food or after using the toilet, take regular exercise and enjoy a balanced diet.

If you have a minor illness or injury, look after yourself at home and get plenty of rest. Over-the-counter medicines can ease the symptoms of colds, coughs and fevers, while a first aid kit will help you treat cuts and scalds.

You never know when you may fall ill, so try to make sure your medicine cabinet contains:

- paracetamol (and syrup if you have children)
- ibuprofen gel
- medicines to treat diarrhoea and indigestion
- rehydration salts
- cream or spray to treat insect bites and stings
- a thermometer
- antihistamine medicine for allergies
- a sterile bandage, some plasters and medical tape
- eye wash

If you take regular medication, remember to order any repeat prescriptions in good time so that you don't run out.



Getting advice from your local pharmacy

Your local pharmacist is an expert on medicines, and can give you lots of advice on the best way to treat problems such as colds, coughs, minor burns, diarrhoea, sprains, bumps and bruises. They are also able to dispense prescriptions and can answer questions about medication.

You can talk to your pharmacist in confidence about your symptoms without having to book an appointment. They can also give advice on whether you need to see your doctor.

Many pharmacies across Suffolk also offer other services to help you stay well, such as blood pressure checks or advice on maintaining a healthy weight or stopping smoking. Some can arrange to collect your repeat prescription from your GP, which means you won't have to travel to your surgery as often.

You can check which services are available at your local pharmacy by visiting www.nhs.uk/Service-Search

When to call 111

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

- are not sure if you need to go to A&E or need another NHS urgent care service
- don't know who to call or don't have a GP to call
- need health information or reassurance about what to do next

NHS 111 is available 24 hours a day, seven days a week. Calls are answered by specially trained advisors who are supported by experienced health care professionals. They will ask questions about your symptoms before giving you advice or directing you to the local service best suited to meet your needs.

Going to see your GP

Your GP can give you advice on most physical and mental health problems. The team at your surgery can organise prescriptions or book immunisations. Some surgeries carry out minor surgery or can help if you have a minor injury, while many provide stop smoking and other wellbeing services. The receptionists at your surgery will be able to give you information about the full range of services it offers.

Looking after your mental health

Your mental wellbeing is important, and you can do a lot to try to maintain a positive outlook, such as avoiding excess alcohol and staying active. If you are feeling anxious, upset or stressed you can contact the Suffolk Wellbeing Service which is there to help you manage and make changes for the better. The service provides short-term support such as workshops, counselling and other talking therapies for depression, anxiety and trauma. For more information, call 0300 123 1781 or visit www.readytochange.org.uk. If you are unsure about what help you need and you are not in crisis, call Norfolk and Suffolk Foundation Trust Patient Advice and Liaison Service on 0800 279 7257.

Need help urgently?

If you are currently receiving care or treatment from Norfolk and Suffolk Foundation Trust, use the number you have been given. If you can't find it, call 0300 123 1334.

- Samaritans offer emotional support when you need to talk to someone. Call 08457 90 90 90.
- ChildLine helps children or adults worried about children. Call 0800 1111.
- FRANK gives information about drugs. Call 0300 123 6600 or, if you have a hearing impairment, 0300 123 1099.