

Information  
for Portsmouth,  
South East  
Hampshire,  
Fareham and  
Gosport

# What to know... and when to go

Your guide to everyday health  
services you may need in a hurry

[www.nhs.uk](http://www.nhs.uk)

CALL  
**111**

when it's less  
urgent than 999

# Accident? Injury? Feeling unwell?

**This guide can help you...**

**If you've had an accident or illness, it can sometimes be difficult to know which NHS service to use and when.**

So we've produced this handy guide to help you make the right decision.

Though the Emergency Department (often known as A&E) might seem the easiest choice, choosing a more appropriate service can often be more convenient, as well as saving you time.

Pharmacies or chemists, NHS 111 and walk-in centres can all help you. A&E should only be used for an emergency.

Calling NHS 111 if you're unsure of the best place to go can help you make the right decision, and they can even call an ambulance for you if you need one.

This booklet gives you more information on some of the NHS services available to you when you need them in a hurry.





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# There's plenty you can do yourself...

Many everyday illnesses and injuries such as minor burns, flu, diarrhoea and vomiting, cuts and grazes, sprains and minor infections can be best treated at home.



Make sure you are equipped to look after friends or family with a few important supplies.

You may also want to keep a supply of over-the-counter medicines for coughs, colds and minor illnesses, but keep them in a safe place and well out of the reach of children.

It may also be useful to keep a basic first aid manual or instruction booklet with your first aid kit.

Medicines should be checked regularly to make sure that they are within their use-by dates.

## HERE'S A SHOPPING LIST FOR A BASIC FIRST AID KIT:



bandages  
plasters  
thermometer  
antiseptic  
tweezers  
eyewash solution  
sterile dressings  
medical tape

### Top tips

Fevers are quite common in young children and are usually mild. To help reduce a fever, encourage your child to drink clear fluids. If your child is hot, it may help to remove some but not all of their clothing. Do not wrap them up in extra clothing or blankets. Child-friendly paracetamol or ibuprofen may be useful if your child is unwell or has a fever but ask your pharmacist for advice.

Trust your instinct as a parent, and contact your general practitioner (GP) if the problem persists or if you think your child may have a serious illness.



### Top tips

#### CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze



#### BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible



#### KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can



### Top tips

Digital thermometers are quick to use, accurate and easily obtained from your local pharmacy. Always use under the armpit for children under the age of five. Hold your child's arm against his or her body and leave the thermometer in place for the time stated in the manufacturer's instructions.

# Your local pharmacist is an expert source of health advice

## What to know



### Did you know that you can get advice on minor ailments from your local community pharmacy or chemist?

Pharmacists are experts in medicines but they are also a great source of help and advice for things like managing long-term conditions or for ailments such as a bad cough, wheezing, a cold or sore throat.

Many pharmacies have longer opening hours than the average GP practice; you can walk into any pharmacy and ask to speak to the pharmacist.

They'll also tell you if they think you should see a doctor.

Earlier really is better. By getting help as soon as possible you may be able to avoid an unnecessary stay in hospital, particularly for the elderly and those with long-term conditions.



### Top tips

Most pharmacies now have a private consultation area where you can discuss issues with pharmacy staff without being overheard by other members of the public.

### Find your nearest pharmacist

Go to [www.nhs.uk](http://www.nhs.uk) and search under 'Pharmacy'. You can then enter your postcode for a list of your nearest pharmacies.

## When to go

### Minor ailments they can advise on include:

- bugs and viruses
- minor injuries
- tummy troubles
- skin conditions
- allergies
- aches and pains.

### Services available from local pharmacies include:

- emergency contraception
- incontinence supplies
- pregnancy testing
- stop smoking services.

Your local pharmacist can also help you be prepared for when minor illnesses or accidents strike by advising you on what to have in your home medicine cabinet, including basics such as painkillers, a thermometer, plasters and dressings, and antiseptic.



# What to know...

## Self care

Many common minor illnesses and injuries can be treated at home. Information is provided in this booklet and lots of helpful tips are available on the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)

You can also call NHS 111 if you have any concerns about self care issues.



## NHS 111

NHS 111 is available 24 hours a day, every day. If you are worried about your health you can call 111 and get advice from fully trained advisers, supported by experienced nurses and paramedics. When you call 111, they will ask you to provide some basic information, including details of any medication you may have taken. NHS 111 will assess the problem and advise you on the best course of action. Find out more from NHS Choices: [www.nhs.uk/111](http://www.nhs.uk/111)



## Pharmacist

Your pharmacist has knowledge of everyday health issues and can help you with advice on common health problems and minor illnesses such as colds, skin conditions and allergies and could save you a trip to your GP surgery. There are often pharmacies in larger supermarkets and many are open late.

You can find local pharmacy opening hours online at [www.nhs.uk](http://www.nhs.uk) (use the 'services near you' tab.)



# and where to go

## GP

Your GP can give you advice and the medicines you need and can also point you in the right direction if you need other specialist services. You will need to make an appointment but GP practices offer appointments with a doctor or nurse for assessments, advice and treatment, especially for minor illnesses and injuries. People who are seriously ill or housebound can request a home visit.

If you are not already registered, the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) can help you find a GP surgery near you.



## Walk-in Centre or Minor Injuries Unit

If you have a minor injury, including deep cuts, sprains or minor burns, you can visit your local Walk-in Centre or minor injuries unit. You do not need an appointment to attend. Your local minor injury units are:

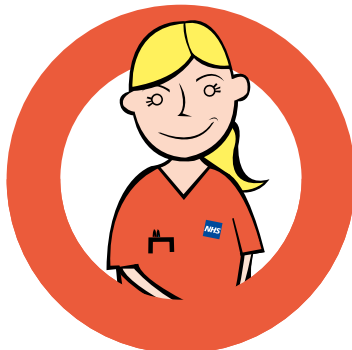
**St Mary's  
NHS Treatment Centre**  
Milton Road  
Portsmouth PO3 6DW

**Gosport War Memorial  
Hospital  
Minor Injuries Unit**  
Bury Road  
Gosport PO12 3PW

**Petersfield Community  
Hospital  
Minor Injuries Unit**  
Swan Street  
Petersfield, GU32 3LB

**Guildhall Walk Healthcare  
Centre**  
27 Guildhall Walk  
Portsmouth PO1 2DD

See back page for how to get there.



## Emergency Department

Emergency Departments should only be used in a critical or life-threatening situation. They provide emergency care for people who show the symptoms of serious illness or are badly injured. If you suspect an injury is serious go straight to the Emergency Department or dial 999 and ask for an ambulance.



# If in doubt, 111 is the number for you



## What to know

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 the time.

It's available 24 hours a day, every day.  
Calls are free from landlines and mobile phones.

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 assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best.



when it's less  
urgent than 999



### Top tips

You can also call 111 if you need dental help urgently and you do not have a regular dentist.

## When to go

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

### Call 111 if:

- you need medical help fast but it's not a 999 emergency (but if NHS 111 advisers think you need an ambulance, they will be able to arrange for one to be sent to you)
- you think you need to go to A&E or need another NHS urgent care service
- you do not have a GP or know who to call
- you need health information or reassurance about what to do next.

Where appropriate, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

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



# Help for minor injuries: at convenient locations

## What to know

Minor injuries units (MIUs) can help you if your problem is not serious or life threatening. They are located at the St Mary's NHS Treatment Centre in Portsmouth, Gosport War Memorial Hospital and at Petersfield Community Hospital. (see back page)

There is also a walk-in service at the Guildhall Walk Healthcare Centre in Portsmouth.

Minor injuries units have teams of highly skilled nurse practitioners who can offer treatment, advice and information and there's no need to make an appointment; just turn up during opening hours (see back cover for more details). You'll be seen in order of priority rather than attendance but waits are generally much shorter than at the Emergency Department.



You can also go to the St Mary's or Guildhall Walk centres if you have a minor illness...

## Useful phone numbers

St Mary's NHS Treatment Centre  
**0333 200 1822**

Gosport Minor Injuries Unit  
**023 9279 4753**

Petersfield Minor Injuries Unit  
**01730 263 221**

Guildhall Walk Healthcare Centre  
**023 9280 9128**

## When to go

If you have any of the following, going to a MIU should help you sort out your condition quickly and easily:

- cuts, grazes and lacerations
- sprains, strains and muscle injuries
- suspected broken limbs and bruising
- scalds and minor burns
- bites and stings
- infected wounds
- minor head injuries
- minor eye problems.

They can also prescribe a range of drugs and medicines and have X-ray suites available as well as assessment rooms and treatment cubicles for patients.

## When not to go

**MIUs are unable to help with:**

- serious medical emergencies posing an immediate threat to a person's health or life
- serious head injury or loss of consciousness
- accidental or deliberate overdose of drugs
- severe allergic reaction
- severe blood loss
- pregnancy-related conditions.

For these conditions, you should go to your local Emergency Department, or dial 999.



# How your GP can help

...even out of hours

## What to know

Your GP or family doctor is an expert in family medicine who can provide treatment for almost any illness or injury that doesn't go away with self-care. Make sure you are registered with a GP practice and know how to get an appointment or repeat prescription. Your practice will have access to all your background notes and medical history.

**Your GP surgery provides a wide range of family health services, including:**

- advice on health problems
- vaccinations
- examinations and treatment
- prescriptions for medicines
- referrals to other health services and social services.

## When to go

Your GP should be your first port of call for any non-emergency problems which could be physical, psychological or a combination of both. GP practices offer appointments with a doctor or nurse for assessments, advice and treatment, especially for minor illnesses and injuries.

**Here are a few things GPs can help with:**

- a nasty cough that's lasted longer than three weeks
- treatment of existing illnesses or conditions
- stomach pain that won't go away
- mental health worries.

And don't forget to contact your surgery and cancel your appointment if you no longer need it.

## What happens when my surgery is closed?

Call 111 and they will listen to your concerns and put you in touch with the GP out-of-hours service if you need it. You will then receive a call-back from a GP who will talk to you and decide with you whether you need:

- advice and guidance on how to deal with your symptoms at home
- a face to face appointment to attend a primary care centre to see a doctor
- a home visit from one of our doctors.

Out-of-hours services run Monday to Friday from 6.30pm to 8.00am, and for 24 hours at weekends and during bank holidays.



## Top tips

Keep your GP's phone number near to or saved on your landline and/or mobile telephones.

# Health emergency? Use A&E sensibly



Sudden illness or injury can be a worry but remember the services we have outlined in this guide are all excellent sources of help and advice. The Emergency Department (often known as A&E) is for serious, life-threatening injuries and illnesses that need urgent medical attention – other conditions can be treated elsewhere.

## **Serious life-threatening injuries and illnesses means things like:**

- loss of consciousness
- heavy bleeding
- severe chest pain or breathing difficulty
- serious burns
- strokes and persistent fits.

People with this type of serious condition will be treated before those with minor complaints that would be more appropriately seen at another NHS service.



## Calling 999 what you need to know

### **Please think before you dial 999.**

The ambulance service is for emergencies and life threatening situations only. If you are suffering an emergency such as a heart attack, severe loss of blood, difficulty breathing or if you have been involved in a serious accident dial 999 immediately.

**REMEMBER...If Ambulance crews are called out to those people suffering from minor illnesses they cannot get to those people who really do need their help.**

If you are not suffering from a life threatening or serious emergency but require

### **Top tips**

To find out just how important appropriate use of the ambulance service is, you can watch '999 South Central' at [www.scas.nhs.uk/lifeline](http://www.scas.nhs.uk/lifeline)

medical advice or treatment remember the different options available to you. You can contact:

- NHS 111 – see page 8
- Local minor injuries units – see page 9
- Your local pharmacy – see page 5
- Emergency Department – see above.

Or help and advice is available online at NHS Choices: [www.nhs.uk](http://www.nhs.uk)

**Think before you dial, misuse of ambulance services costs lives!!**

# Useful numbers

## St Mary's NHS Treatment Centre

Milton Road, Portsmouth, PO3 6DW

[www.stmarystreatmentcentre.nhs.uk](http://www.stmarystreatmentcentre.nhs.uk)

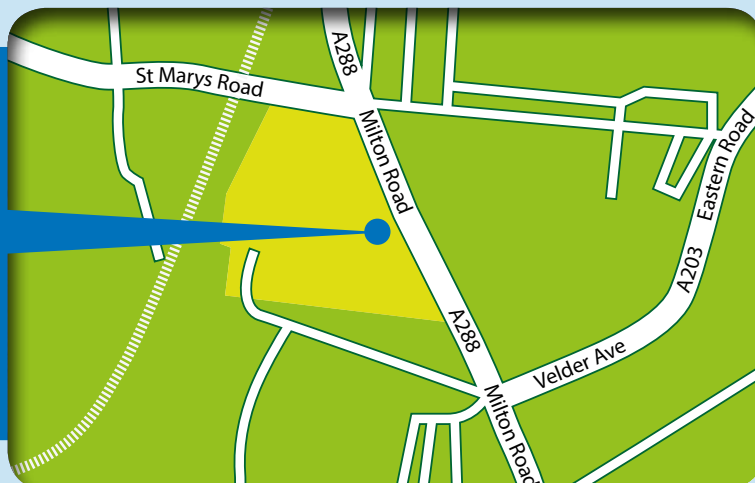
T: **0333 200 1822**

Mon - Fri: 7:30am - 10:00pm

Weekends and Bank Holidays:

8:00am - 10:00pm

(Last admission is 9:30pm)



## Gosport War Memorial Hospital

Minor Injuries Unit

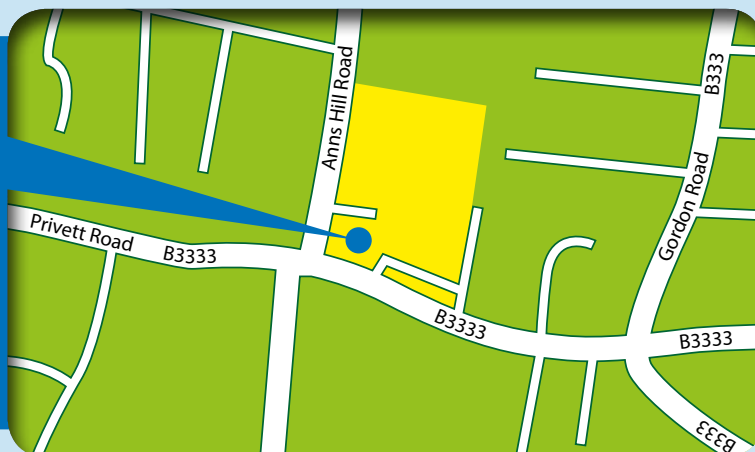
Bury Road

Gosport

PO12 3PW

T: **023 9279 4753**

8.00am - 9.00pm every day



## Petersfield Community Hospital

Minor Injuries Unit

Swan Street

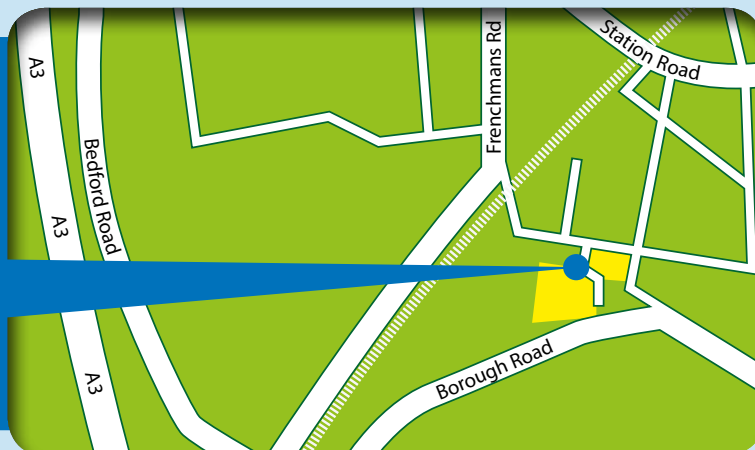
Petersfield

Hants, GU32 3LB

T: **01730 263221**

8am - 6pm every day

(Last admission is 5.45pm)



NHS Portsmouth Clinical Commissioning Group, NHS South Eastern Hampshire Clinical Commissioning Group and NHS Fareham and Gosport Clinical Commissioning Group working in partnership



[www.portsmouthccg.nhs.uk](http://www.portsmouthccg.nhs.uk) | [www.southeasternhampshireccg.nhs.uk](http://www.southeasternhampshireccg.nhs.uk) | [www.farehamandgosportccg.nhs.uk](http://www.farehamandgosportccg.nhs.uk)