

At home



Grazed
Knee



Sore
throat



Cough

A lot of common illnesses and injuries can be treated at home with medicines you can buy at a chemist, and plenty of rest. Useful medicines include:

- Paracetamol & aspirin – for pain relief
- Decongestants – for stuffy noses
- Indigestion remedies – tablets or liquids to help with heartburn
- Antiseptic creams – for cuts and grazes



Never give aspirin to children under 16.
Always follow the instructions on the pack.
Keep medicines out of the reach of children

You can also be prepared by keeping a first aid kit at home. Useful items include: bandages, plasters, thermometer, sterile dressings, medical tape and tweezers.

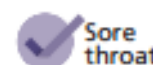


Children can recover from illness quickly but also can become poorly quickly. It is important to seek further advice if a child's condition gets worse

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NHS 111



Unwell



Unsure

Need
advice

- You should dial 111 when you need advice or medical treatment, and you cannot wait for an appointment to see your doctor.
- 111 is free to call and is open 24 hours a day, 7 days a week, 365 days a year.
- When you call 111, you will speak to an adviser from the NHS 111 team. The team has trained advisers, nurses and GPs who can help you. They will ask you questions to find out what help you need.

The 111 adviser will be able to:

- ✓ Decide what medical help you need,
- ✓ Tell you where you need to go to get this medical help
- ✓ Transfer your call to the service you need
- ✓ Book an out of hours GP appointment for you if possible

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Pharmacy



- ✓ Mild diarrhoea
- ✓ Cold Symptoms
- ✓ Mild fever
- ✓ Mild skin irritations

Your local pharmacist, or chemist, is highly trained.

They can offer advice and suggest medicines or treatments for a range of common problems such as coughs, colds, upset stomachs, aches and pains.

They often provide additional services such as:

- ✓ Emergency contraception
- ✓ Needle exchange and supervised drug administration
- ✓ Pregnancy testing
- ✓ Stop smoking services
- ✓ Chlamydia screening and treatment
- ✓ Flu vaccine

To find your nearest pharmacist, call 111 or visit www.nhs.uk

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GPs



To see a General Practitioner (GP) at your doctor's surgery you will need to be registered and make an appointment.

GPs have access to your medical records so they can see all your health needs. When you see your GP they can:

- ✓ Provide advice on physical and mental health problems
- ✓ Provide diagnosis and treatment for a range of conditions
- ✓ Help you with long term care
- ✓ Arrange referrals to hospital specialists and community based services when necessary

Registering with a GP

It is very important to be registered with a GP. You must be registered to make an appointment. This also lets you get referred to specialist hospital and community treatment if you need it. For help registering visit www.nhs.uk.

Weekend opening in Ealing

If you or your child need to see a GP outside normal surgery hours you should phone the NHS 111 service who will ask you a series of questions to make sure they can advise you on the best local service for the care you need including the GP out of hours service. In Ealing we now have at least 3 GP surgeries open every weekend spread across the North of the Borough, Southall and Ealing or Acton.

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