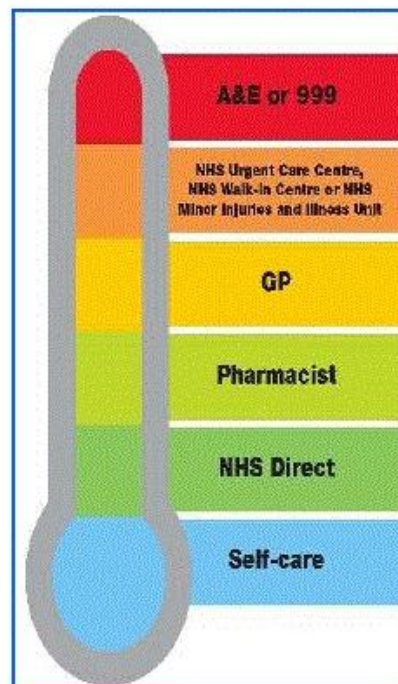




To help patients identify the best place to get treatment if they fall ill.

Recent statistics have shown that people still go to hospital Accident and Emergency Departments when there are other services more convenient and suitable to their needs. Did you know that a visit to the A&E can cost in the region of £100 to the tax payer for a minor problem, but more importantly diverts resources from those who really need it. The NHS recommends the following routes of care:

- **Self Care - Minor ailments** from a well stocked medicines cupboard at home
- **NHS Direct now NHS 111**—Feeling unwell or have any questions about your health or need help in finding services in your area **dial 111 (see below)**
- **Pharmacy**—For help in treating minor ailments and general health advice
- **GP Surgery**— For fevers, infections and persistent symptoms. Emergency appointments are available for minor injuries including sprains and strains.
- **NHS Minor Injuries Unit**— **Petersfield Hospital** 01730 263221 8am to 6pm, cuts and grazes, broken bones, bites and stings, minor head injuries and sprains and strains
- **Emergency Department A&E**—**Serious and Acute problems, blood loss, blacking**



**CALL
111**

**when it's less
urgent than 999**

NHS 111 What is it?

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 think you need to go to a hospital A&E department or need another NHS urgent care service
 - You don't know who to call or you don't have a GP to call
 - You need health information or reassurance about what to do next
- For less urgent health needs, contact your GP or local pharmacist in the usual way. If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.
- For immediate, life-threatening emergencies, continue to call 999.**

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. 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. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist. Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

Get the right treatment and help the NHS manage its resources.