

# 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.**

Please keep handy so you can refer to  
it when you need it.

# Self-care...

**Coughs and colds /  
Grazes / Hangover**

**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
- ▶ A thermometer
- ▶ Antihistamines
- ▶ Aspirin (not for under 16yrs)
- ▶ Rehydration mixture
- ▶ Anti-diarrhoea medicine
- ▶ Plasters
- ▶ Indigestion remedy



# Pharmacy...

**Diarrhoea / Headache / Sore throat /  
Painful cough / Runny nose /  
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 Lewisham offer advice and medicines for a range of conditions, without an appointment. Free emergency contraception is also available at some local pharmacies.

As part of the Lewisham Pharmacy First Scheme, your pharmacist can supply medication for certain conditions avoiding the need for a GP appointment. Ask your local pharmacist or GP if you are able to use this scheme.

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

# GP...24/7...

**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 into 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.**

**GP services are available 24/7.** Many surgeries open longer hours now; however if your surgery is closed, call the South East London Doctors on Call (SELDOC) service on **020 8693 9066**. This out-of-hours service is run by local GPs and they will 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 Centre (UCC)

**Severe cuts / Severe burns /  
Sprains / Strains / Suspected breaks**

**If you have an urgent and severe but non-life-threatening illness or condition then attend the UCC. Always consider an alternative service appropriate for your needs –**

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

The UCC is in the same location as the A&E department at Lewisham Hospital and on arrival you will be treated by the relevant department depending on your clinical need.

- ▶ Visit the Lewisham UCC at:

Lewisham Hospital, Lewisham High Street  
London SE13 6LH.

Call 020 8333 3000 or visit

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

# A&E...

**Blacking out / Bleeding you can't stop /  
Severe chest pain / Choking /  
Loss of consciousness / Stroke**

**These are all emergencies and you need urgent hospital care. If someone is too ill, for example if they have collapsed or can't breathe, dial 999 for an ambulance.**

999 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 another health care service that will be able to assist.

- ▶ The Lewisham A&E is at Lewisham Hospital  
Lewisham High Street, London SE13 6LH.

Call 020 8333 3000 or visit

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

# Winter tips - be prepared

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

- ▶ Paracetamol
- ▶ Antihistamines
- ▶ Aspirin (not for under 16yrs)
- ▶ Anti-diarrhoea medicine
- ▶ Rehydration medicine
- ▶ Indigestion mixture
- ▶ Plasters
- ▶ A thermometer

## Stay warm

- ▶ Keep the 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.lewisham.gov.uk](http://www.lewisham.gov.uk)** simply type “getting ready for winter” into the search engine.

**Stop things spreading and recover properly –**  
if you do catch a cold or flu, make sure you:

- ▶ Stay at home and get plenty of rest
- ▶ Have lots of non-alcoholic drinks
- ▶ Sneeze into a tissue
- ▶ Wash your hands regularly to avoid your infection spreading
- ▶ Eat if you feel able to
- ▶ Let a friend or neighbour know you are ill

### **Norovirus**

Norovirus, sometimes known as the winter vomiting bug, is the most common stomach bug in the UK, affecting people of all ages. The virus, which is highly contagious, causes vomiting and diarrhoea. There is no cure so you need to let it run its course and it should last no more than a couple of days.

You can find out more on NHS Choices at [www.nhs.uk](http://www.nhs.uk) including information on symptoms and how to treat the virus.

#### **Free flu jab**

If you are over 65, have a long-term health condition or are pregnant, you can get a free flu jab from your GP. A nasal spray version of the vaccine is available for children eligible for the jab.



*Lewisham  
Clinical Commissioning Group*

- ▶ If you have any issues or enquiries relating to health or social care services – such as information on registering with a GP – contact Healthwatch Lewisham on 020 7998 7796
- ▶ If you would like this information in another format or language, please call 020 7206 3200 or email [lewccg.enquiry@nhs.net](mailto:lewccg.enquiry@nhs.net)
- ▶ NHS Lewisham Clinical Commissioning Group  
Cantilever House, Eltham Road, London SE12 8RN. Telephone 020 7206 3200  
[www.lewishamccg.nhs.uk](http://www.lewishamccg.nhs.uk)

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