

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.**

Accident and Emergency (A&E) Departments and 999 should only be used in a critical or life-threatening situation. A&E Departments provide immediate emergency care for people with very serious or life-threatening illness.

Dial 999 or go immediately to your nearest A&E Department:

- ▶ **Croydon University Hospital**, London Road, Croydon, Surrey CR7 7YE
- ▶ **Kingston Hospital**, Galsworthy Road, Kingston upon Thames, Surrey KT2 7QB
- ▶ **St George's Hospital**, Blackshaw Road, Tooting, London SW17 0QT
- ▶ **St Helier Hospital**, Wrythe Lane, Carshalton, Surrey SM5 1AA

At A&E the most seriously ill patients will be seen before those with less urgent conditions. This means that some people have to wait for several hours or they may be signposted to their GP, pharmacist or other healthcare services who will be able to assist them. A&E Departments may sometimes be referred to as Emergency Departments.

Winter tips - be prepared

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 from:

www.gov.uk simply type “**keep warm, keep well**” 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
- ▶ Eat if you feel able to
- ▶ Let a friend or neighbour know you are ill
- ▶ Always cover your nose and mouth with a tissue when sneezing or coughing
- ▶ Put dirty tissues in the bin immediately after use
- ▶ Wash your hands regularly with soap and water

Remember

- ▶ If you are over 65, have a long-term health condition, are a carer or are pregnant, you can get a free flu jab from your GP or selected community pharmacies.
- ▶ Children aged two, three and four years old can also get a flu vaccination from their GP – in the form of a nasal spray.

**For further information about NHS
Sutton CCG, please visit our website:**

www.suttonccg.nhs.uk

NHS

Sutton
Clinical Commissioning Group

A&E won't kiss it better...

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.

**Call 111 for expert medical advice
or read this guide to find out
where you can get treated.**

Self-care...

**Coughs and colds /
Grazes / Hangover**

You can treat these 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.

Make sure that your medicine cabinet is well stocked with:

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

Pharmacist...

**Diarrhoea / Headache / Sore throat /
Painful cough / Runny nose /
Minor illnesses / Upset stomach /
Skin conditions**

Your pharmacist is a healthcare professional who can provide advice and treatment for these common conditions as well as dispensing prescriptions.

Find details of your nearest pharmacy at www.nhs.uk



GP...

**Back ache / Ear pain /
High temperature**



These are some of the things your GP can help you with. Your GP is your first port of call for on-going 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 to a specialist service if necessary. Your GP also knows your medical history so they are best placed to look after you.

Many surgeries have longer opening hours now – in the evening and at weekends. Check with your GP surgery for their opening times.

However, if your surgery is closed, dial 111 for advice on out of hours GP services and to speak to a clinician if necessary.

- ▶ **The Wilson Walk-In Centre**, Cranmer Road, Mitcham, CR4 4TP
Tel: 020 3458 5100
Open: 8am - 8pm, 365 days a year

This is a GP-led, walk-in service. You do not need to be registered as a patient and you do not need to make an appointment.

This is the closest walk-in service to St Helier Hospital.

If you are not registered with a GP, visit a nearby surgery and ask to register with them. You can find details of local GPs at www.nhs.uk

Urgent care centre...

**Cuts / Sprains / Strains /
Suspected breaks**

If you have an urgent but non life-threatening illness or condition and attend the Emergency Department at St Helier Hospital, you could be seen in the Urgent Care Centre at the hospital.

- ▶ **Urgent Care Centre**, St Helier Hospital, Wrythe Lane, Carshalton SM5 1AA
Tel: 020 8296 2000
Open: 24 hours a day, 365 days a year

In the Urgent Care Centre your condition will be assessed by a senior nurse.

If the senior nurse decides that you should be seen in the Urgent Care Centre, you will be seen in order of clinical priority and are likely to have to wait.

If the senior nurse decides that alternative services are more appropriate for you then:

- ▶ The staff in the department will try to arrange an urgent appointment with your GP if one is available, or
- ▶ Offer you advice on alternative services and support, for example a local pharmacist or dentist.

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