



## FOR PARISH COUNCIL MAGAZINES

### **NHS Cambridgeshire helps you to Choose Well this Winter**

NHS Cambridgeshire is asking people to 'Choose Well' if they need medical attention this winter.

Choose Well is a national campaign which helps people find the most appropriate care for their needs. It's aim is to remind people that there are a range of NHS services available on the doorstep.

**Self-care** is the best choice to treat very minor illnesses and injuries which can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest. Ensure your medicine cabinet includes:

- Paracetamol or aspirin
- Anti-diarrhoeal medicine
- Rehydration mixture
- Indigestion remedies
- A thermometer

For expert help and advice on a range of illnesses and complaints you can visit **NHS Choices** – [www.nhs.uk](http://www.nhs.uk) or **NHS Direct** on **0845 46 47**. You can also get advice on how to access your nearest NHS Services.

Your local **pharmacist** can provide help and advice on common illnesses and the best medicines to treat them. To find out where your nearest pharmacist is, including details of opening hours – you can call **NHS Direct** on **0845 46 47** or go to [www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories).

Minor illnesses or injuries should be treated by your **local GP**. They provide a range of services by appointment, including medical advice, examinations and prescriptions.

**Accident and Emergency 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 are badly injured. Dialling 999 and stating a medical emergency will result in a response vehicle being sent to you.

If your local GP surgery is closed and you have a medical need that can't wait, whether your child has a very high temperature or you need medical attention you should **telephone your normal GP surgery number**.

You will be diverted automatically to the **out of hours service** and be put through to an emergency call handler who will take your details and pass them to a nurse/clinician. They will call you back and be able to assess your needs and advise you of what action is needed.

If your call has been assessed as a medical emergency you will be dealt with straight away and an ambulance called on your behalf. If your call has been assessed as urgent you will be seen either at one of the primary care centres in Cambridgeshire or receive a home visit within two hours depending on your needs. For less urgent cases you will be directed to the right service within six hours. You may also be given advice or reassurance over the phone for less urgent or serious conditions.

### **When can you get out of hours services?**

Depending on when your surgery closes, the out of hours services operate during the following times:

- **Monday to Friday 6.30pm to 8.00am**
- 24 hours a day on Saturdays and Sundays
- 24 hours a day during Bank Holiday periods

**NHS Dental Treatment** is available to everyone to maintain their dental health. There are three standard charges for a course of NHS dental treatment, depending on the treatment that is needed. These charges should be displayed in your dentist's waiting room

If you need out of hours dentistry care, the emergency number is **01223 471798**. You can only access this service if you have telephoned the out of hours telephone line and have been triaged as being appropriate for a pre-booked appointment. There are 3 dental access centres across Cambridgeshire based in Cambridge, Huntingdon and Wisbech. Each Access Centre is open for 3 hours, mornings only. This service is not available for lost fillings, crowns etc.

**For more information on how to Choose Well this winter and how to access services please visit NHS Cambridgeshire's website [www.cambridgeshire.nhs.uk](http://www.cambridgeshire.nhs.uk) or telephone PALS ( Patient Advice & Liaison Service on freephone 0800 279 2535**

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