

Keep A&E for those who really need it

The evidence suggests that up to one in five patients attending the A&E department could be seen by alternative NHS services such as GP, pharmacy and dentists.

Today you have been seen by a triage nurse who has assessed your condition as suitable for one of the above NHS providers.

By redirecting you to the correct service we can help our busy A&E department care for patients with serious and life threatening illnesses and injuries.

That's what an emergency department is really for.

Do you really need A&E?



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When to call **NHS 111**

NHS 111 will direct you to the most appropriate NHS healthcare service for your needs.



NHS 111 is staffed by a team of fully trained advisors, experienced nurses and paramedics. They will ask questions to assess your symptoms, provide healthcare advice and/or direct you to a local health service that can help you.

111 is an easy-to-remember number that is free to call from landlines or mobiles, 24 hours a day all year round.

Call **111**:

- when you need medical help fast but it's not a 999 emergency
- when you're not sure if you need to go to A&E, or need another NHS urgent care service
- when you don't know who to call or you don't have a GP to call
- when you need health information or reassurance about what to do next

When to use Self Care

You can take care of those niggling pains or stomach upsets without having to queue or risk passing your illness on to others. Keep your cupboards at home stocked with the basics, such as painkillers, cough and cold remedies and simple dressings. You can then treat yourself and your family all year round.

For more information on how to care for yourself and your family, visit www.midsexccg.nhs.uk/your-health-services/your-health/self-care

When to visit a pharmacy

A visit to the local pharmacy is usually enough to deal with most minor ailments or illnesses.

Pharmacists are qualified to offer expert advice, including in the evening and at weekends. Many of the bigger supermarkets have a pharmacist on site.

To find your local pharmacy visit: www.midsexccg.nhs.uk/your-health-services/your-health/find-the-right-service

When to go and see your GP

Your GP is the appropriate choice for all complex and ongoing conditions, such as diabetes, asthma or a heart condition, as well as many urgent health problems. For those with children, many GP surgeries will see them on the same day for urgent appointments. Did you know GPs are also available out of hours when your surgery is closed?

To find your local GP visit:

www.midsexccg.nhs.uk/your-health-services/your-health/find-the-right-service

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