

	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only
	Cuts. Strains. Itches. Sprains.	NHS Walk-in Centres
	Vomiting. Ear pain. Stomach ache. Back ache.	GP Surgery
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Unwell? Unsure? Confused? Need help?	NHS Direct
	Hangover. Grazed knee. Sore throat. Cough.	Self-care



Did you know that across South East London almost **£6million** is spent every year treating people in A&E with minor ailments?

A campaign has been launched by the NHS to help people choose the right place to get NHS treatment when they are ill. With the weather turning cold it's even more important to **choose well** as it's a time when all NHS services are under extra pressure.

We all pay for the NHS and all want to know if we're ill, or any of our family is ill, we can get the care we need quickly. Unless you have a life threatening emergency, obviously need hospital admission or investigation, have broken bones or serious injury, the **best care is not always hospital**.

Your **local pharmacist** can provide lots of advice and treatment, including information about common conditions such as minor infections, aches, colds, allergies, rashes and skin conditions.

Your **own GP** has years of experience of dealing with all types of medical problems and has your medical records to hand and is often a better choice than a busy casualty department. **An out of hours service is manned by local GPs when your surgery is closed.**

If you use these services you will not only get the help you need quickly and efficiently, you will also be saving money for the NHS which can be used to provide other services for you or your friends that may be needed another day.

See overleaf for further information about the services available in our area.

GP Walk-in Centre

If you are unable to get an appointment with your GP and have a minor injury or medical condition that is not life threatening but you need to be seen then visit the Walk-in Centre. If you do not have a GP please contact our PALS Team on 0800 587 7027 who will be able to assist you.

The GP Walk-in Centre is located at **the Waldron Health Centre**, Amersham Vale, New Cross, London SE14 6LD. Open everyday between 8am and 8pm. Call 020 3049 2370 for more information.

Out-of-hours GP

If you have an illness or injury that will just not go away, make an appointment with your GP. They provide a range of services by appointment and will be able to assess your immediate needs as well as refer you if necessary. They also know your medical history so are best placed to manage you – THINK FIRST, CHOOSE WELL.

If your surgery is closed, call the usual practice number and you will be given the number to call or be automatically diverted to the South East London Doctors on Call **(SELDOC) service**. This service is based at Dulwich but out-of-hours appointments can be provided closer to home. **Patient line: 0208 693 9066**. Open Monday to Friday 18:30 – 08.00. Also open on weekends and Bank holidays.



Dentist

All Lewisham dentists are accepting NHS patients. For help finding your nearest dentist call 0300 300 0026 or text SMILE to 64746. For out-of-hours dental emergencies call 020 8299 5509.

Pharmacist

As well as dispensing prescriptions, your pharmacist can provide you with advice about a range of common conditions such as aches, colds, skin conditions, allergies and rashes.

A number of local pharmacies in Lewisham offer free medicines for a range of conditions, without appointment (subject to prescription charges, if applicable). Free emergency contraception is also available at some local pharmacies. If you text pharmacy to 64746 you will receive three free texts with details of your nearest pharmacy.

111

For confidential health advice and information around the clock call 111. A confidential interpretation service is available in many languages.

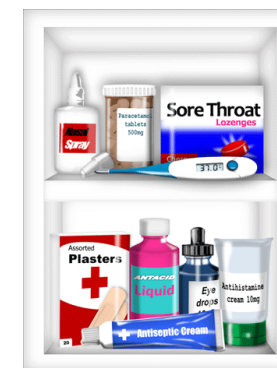


For information on all aspects of health and health care go to www.nhs.uk. This website allows you to check your symptoms, check hundreds of conditions and treatments and find telephone numbers and addresses for NHS organisations.

Self-care

Self-care is the best choice to treat very minor illnesses and injuries. A range of common winter 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: Paracetamol, a thermometer, antihistamines, aspirin (not for under 16yrs), rehydration mixture, anti-diarrhoea medicine, plasters and indigestion remedy.



A&E or 999

999 Accident and Emergency (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 are badly injured.

Dial 999 and go immediately to your nearest A&E department. The Lewisham A&E is at Lewisham Healthcare NHS Trust, Lewisham High Street, London SE13 6LH. Call 020 8333 3000 or visit www.lewisham.nhs.uk

Urgent Care Centre (UCC)

If you have an urgent and severe but non-life threatening illness or condition and you are unable to wait to see your own GP then attend the UCC. Always consider an alternative service appropriate for your needs – THINK FIRST, CHOOSE WELL.

Visit the Lewisham UCC at University Hospital Lewisham, Lewisham High Street, London SE13 6LH. Open 24 hours a day. Call 020 8333 3000 or visit www.lewisham.nhs.uk