

Choking. Chest pain. Blacking out. Blood loss.

For symptoms of serious illnesses, and major accidents, choose A&E or 999.

A&E or 999

Accident and Emergency 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 your location.

When and why?

Of all NHS services, **A&E or 999 should only be used in a critical or life-threatening situation.**

Choosing well ensures that essential treatment is given, in the shortest possible time.

999

Cuts. Strains. Itches. Sprains.

For icy slips, skin complaints, and everything between, choose an NHS walk-in centre.

NHS Walk-in Centre

NHS walk-in centres treat minor illnesses and injuries and provide general medical advice.

Open from early until late, assessments are carried out by an experienced nursing staff and do not require an appointment.

When and why?

Use your local walk-in centre if you require medical treatment or advice which does not need a visit to A&E or a medical appointment.

Choosing well ensures you receive the best possible treatment, leaving in-demand services to those who need them most.

Walk-in centre – essential information:

Great Charlotte Row, Liverpool city centre, L1 1HU: 0151 285 3535
Crystal Close, Old Swan, L13 2GA: 0151 285 3565
Church Road, Garston, L19 2LP: 0151 330 8301
Children's Walk-in Centre, Smithdown Road (by ASDA), L15 2LF: 0151 285 4820
Westmorland Road, Huyton, L36 6GA: 0151 244 3150
St Chad's Drive, Kirkby, L32 8RE: 0151 244 3180
Victoria Central Hospital, Mill Lane, Wallasey, CH44 5UF: 0151 604 7296
Arrowe Park Hospital, Arrowe Park Road, Upton, CH49 5PE: 0151 604 7296
Litherland Town Hall Health Centre, Hatton Hill Road, L21 9JN: 0151 475 4667
The Concourse, Skelmersdale, WN8 6LJ: 01695 554 260
St Helens MIU/WIC, Corporation Street, St Helens, WA10 1HJ: 01744 627 400
Halton Minor Injuries Unit, Hospital Way, Runcorn, WA2 2DA: 01928 714 567
Widnes WIC, Oaks Place, Caldwell Road, WA8 7GD: 0151 495 5000

Anxiety. Sore belly. Back ache. Ear pain.

For ear infections, a dose of the flu, and everything between, choose a GP.

GP

The GPs at your local surgery provide a range of services by appointment, including medical advice, examinations, and prescriptions.

In an emergency out-of-hours, telephone your local surgery to find out how to get advice from or to see a GP.

When and why?

Make an appointment with your local GP when you have an injury or illness that just won't go away this winter.

Choosing well ensures that your ailment is dealt with effectively, reducing the burden on essential emergency services.

GP – essential information:

To find your local GPs surgery, visit www.nhs.uk/servicedirectorios or call **NHS Direct on 0845 4647***.

Phone number of my local surgery:

Diarrhoea. Runny nose. Painful cough. Headache.

For common colds, sickly stomachs, and everything between, choose a pharmacist.

Pharmacist

Your local pharmacist can provide advice on common winter illnesses and the best medicines to treat them.

When and why?

Visit your local pharmacy when you are suffering from a common winter health problem which does not require being seen by a nurse or doctor.

Choosing well ensures you get the treatment you need in the shortest possible time, reducing the pressure on essential NHS services.

Pharmacist – essential information:

To find your local pharmacy, visit www.nhs.uk/servicedirectories or call **NHS Direct on 0845 4647***.

Address of my local pharmacy:

Unwell? Unsure? Confused? Need help?

For absolutely any questions about health, choose NHS Direct.

NHS Direct

NHS Direct provides confidential health advice and information by phone, through digital TV and online, 24 hours a day.

When and why?

Contact NHS Direct if you are ill or injured and unsure what to do next, have any questions about a condition or treatment, or require information about local health services.

Choosing well ensures you get expert advice in the shortest possible time, meaning busy NHS services can help those who need them most.

0845 4647*

www.nhsdirect.nhs.uk

FREEVIEW channel 100, or page two on Sky Digital's interactive service.

*Calls to NHS Direct cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. For patients' safety, calls to NHS Direct are recorded.

Hangover. Grazed knee. Sore throat. Cough.

For wear and tear, minor trips, and everything between, choose self-care.

Self-care

A range of winter illnesses can be treated at home by combining a well stocked medicine cabinet with plenty of rest.

When and why?

Self-care is the best choice to treat very minor illnesses and injuries which strike you down during the winter period.

Choosing well ensures you receive the rest and recovery you need, meaning busy NHS services can help those who need them most.

Self-care – essential information:

Ensure your medicine cabinet is well stocked this winter, with:

- paracetamol or aspirin;
- anti-diarrhoeal medicine;
- rehydration mixture;
- indigestion remedy;
- plasters; and
- a thermometer.