

Your guide to Quicker Treatment closer to home



If it's not a serious
emergency – call 111.
You could get quicker
treatment closer to home.



Coughs and colds / Grazes / Hangovers

You can treat these sorts of conditions 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:

- Paracetamol
- A thermometer
- Antihistamines
- Aspirin (not for children under 16 years)
- Rehydration mixture
- Anti-diarrhoea medicine
- Plasters
- Indigestion remedy



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

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

All 60 pharmacies in North East Essex offer advice and medicines for a range of common health complaints, without appointment.

There are pharmacies in North East Essex that are open from early morning until late at night, even on a Sunday.

To find your pharmacy opening hours, search "Colchester" or "Tendring" at www.nhs.uk



All illnesses including mental health except life-threatening emergencies

Your GP is your first port of call for on-going illnesses or injuries.

However, remember a range of common illness and injuries can be treated at home simply by combining a well stocked medicine cabinet with plenty of rest.

Your GP provides a range of services by appointment and will be able to assess your immediate needs as well as refer you into a specialist service if necessary.

Many surgeries open longer hours now; however if your surgery is closed, dial '111' to speak with a trained adviser quickly.



Cuts / Sprains / Strains

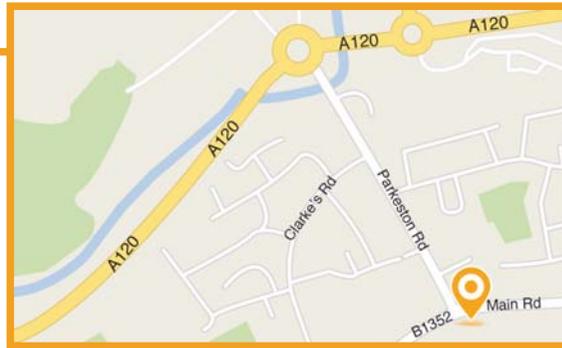
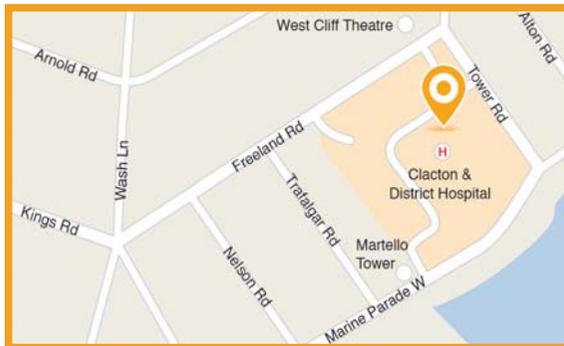
If you have an urgent and severe but non-life threatening illness or condition then please go to the Walk-in Centre or a Minor Injuries Unit.

Clacton Minor Injuries Unit

Clacton Hospital, Tower Road,
Clacton-on-Sea, Essex CO15 1LH

Telephone: 01255 201594

Specialist nurse-led service providing treatment for minor illness and injuries, e.g. cuts, sprains and fractures. Open from 9am until 9pm, 365 days a year. X-ray available Monday to Friday 9am to 5pm and at weekends and bank holidays 10am to 4pm.



Harwich Minor Injuries Unit

Fryatt Memorial Hospital,
419 Main Road, Harwich CO12 4EX

Telephone: 01255 201226

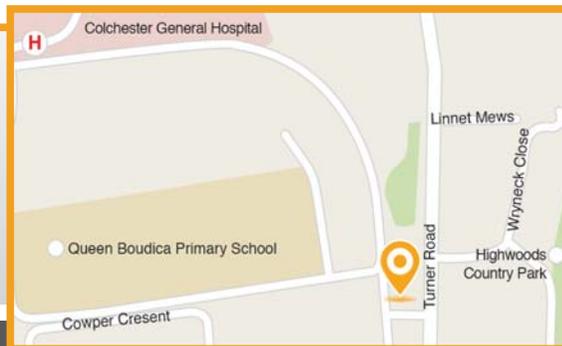
Specialist nurse-led service providing treatment for minor injuries, e.g. cuts, sprains and fractures. Open from 9am until 5pm, 365 days a year. X-ray open Monday to Friday 9am to 1pm.

Colchester GP Walk-in Centre

at the North Colchester Healthcare Centre,
Primary Care Centre, Turner Road,
Colchester, Essex CO4 5JR

Telephone: 01206 314015

GP-led service providing treatment for minor illness and injuries, e.g. cuts, sprains and fractures. Open from 7am until 10pm, 365 days a year. X-ray available 9am to 4.30pm 7 days.



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.

999 or 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 in a way that could be life-threatening.**

THINK FIRST... BEFORE YOU GO TO A&E

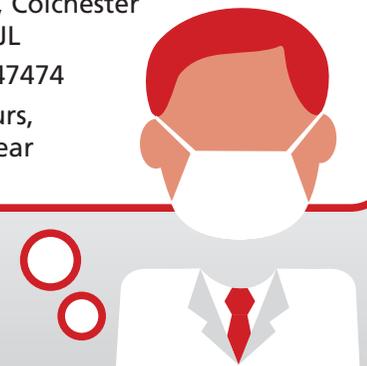
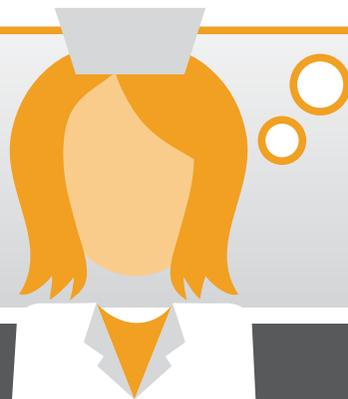
If you have a life-threatening injury or illness dial 999 or go immediately to your nearest A&E department. In Colchester and Tendring this is:

Colchester Hospital

Turner Road, Colchester
Essex, CO4 5JL

Tel: 01206 747474

Open 24 hours,
365 days a year



Staying healthy tips...

Stay warm – keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attack, stroke and depression.

- Keep the room temperature warm and comfortable
- Wear lots of thin layers – and a coat, 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

Stop infections spreading and give yourself time to recover properly – if you do catch a cold or flu-like illness, make sure you:

- Stay at home and get plenty of rest
- Have lots of non-alcoholic drinks
- Eat if you feel able to
- If you are on your own, let a friend or neighbour know you are ill
- For those over 60, low income families and people with disabilities, further help and information is available at: www.gov.uk simply type “**keep warm, keep well**” into the search engine.

Remember: If you are over 65, have a long-term health condition or are pregnant, you can get a free flu jab from your GP. Please visit www.nhs.uk for more information on the flu jab.

Mental health

If you have a mental health problem, call **North Essex Partnership University NHS Foundation Trust (NEP)**, telephone **0330 7261800 (low rate)** the telephone number for urgent support and talk. They provide mental health, substance misuse and social services for people of all ages living in north Essex. The line is open 24 hours a day, 365 days a year.

NERIL (North Essex Resource and Information Line for mental health), telephone **0845 0900 909 (local rate)**. This is a voluntary telephone helpline staffed by trained workers who give information, support and advice about mental health. The line is open every day between 4pm and 8pm.

If something's troubling you, then get in touch with the **Samaritans** by calling **08457 90 90 90**, 24 hours a day, 365 days a year.

Dialling 999 for an Ambulance...

Please consider others before calling 999 for an Ambulance.

The Ambulance service is there for serious life threatening emergencies where people require emergency treatment before they reach hospital.

If your illness or injury is not serious, but you feel you need treatment within A&E, please consider using your own transport rather than calling for an Ambulance.

If in doubt dial 111 for advice.



Call 111...



For advice on where to get urgent medical help, call 111 open 24 hours, every day.

NHS 111 is a new service that makes it easier for you to access local NHS healthcare services in England.

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straight away to the local service that can help you best.

THINK FIRST... BEFORE YOU GO TO A&E

Calls to 111 are recorded. All calls and the records created are maintained securely and will only be shared with others directly involved with your care.