

MAKE THE RIGHT CALL

North West Ambulance Service (NWAS) have been urging people to #MakeTheRightCall to free up ambulances for life-threatening emergencies.

This follows a number of shocking 999 calls to the Service for things like a blocked nose, coming home from a night out and vomiting, being bitten by a feral cat and a ring stuck on a finger.

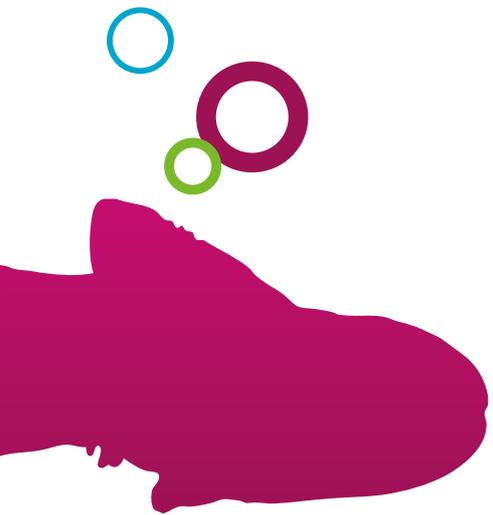
Common unnecessary calls to 999 include cuts, sprains, vomiting and hangovers, with other examples of people calling with minor ailments such as groin pain, aching knees, and a nosebleed. All of which could have been better treated by a trip to a pharmacist, GP, walk-in service or with self-care at home.

WHERE CAN I FIND NHS DENTAL TREATMENT?

If you have a dental emergency or would like to register with an NHS dentist, you can contact the dental helpline number **0845 333 230**.

USEFUL TELEPHONE NUMBERS

- Low income scheme helpline
0300 330 1343
- Queries about medical exemption certificates
0300 330 1341
- Queries about prescription prepayment certificates
0300 330 1341
- Queries about tax credit certificates
0300 330 1347
- Prescription services helpline
0300 330 1349
- Dental services helpline
0300 330 1348
- All other enquiries
0300 330 1343



WHERE ELSE CAN I GO FOR HEALTH ADVICE?

If you're poorly but still don't feel that any of the options outlined in this leaflet are right for you, NHS 111 is a free helpline which provides advice about symptoms and where to go for treatment. An operator will ask about your symptoms and any medication you are currently taking, then assess your problem and tell you where to go for treatment.



when it's less
urgent than 999

Think!



NHS
Oldham
Clinical Commissioning Group

**RIGHT TREATMENT
RIGHT PLACE**

URGENT CARE NEWS

**AS MANY AS 1 IN 3 PEOPLE
WHO GO TO A&E DON'T
NEED TO BE THERE.**

Urgent care services are sometimes used because people don't know where else to go, or think it might be difficult to be seen somewhere else.

We want to help you get the right treatment at the right place as this does not always have to be provided in a hospital building.

CONSULTING YOUR GP

Your family doctor (GP) is the main point of contact for you and your family's general health care.

**DID YOU
KNOW?**

You can check your
symptoms online
by going to...

www.nhs.uk



COUGHS, COLDS & FLU

Coughs and colds are usually caused by viruses which go away by themselves. Rest, plenty of drinks and paracetamol are usually effective in helping to soothe them.

Flu is caused by a different group of viruses and symptoms tend to start more suddenly, be more severe and last longer.

If you're otherwise fit and healthy, there's usually no need to see a doctor if you have flu-like symptoms.

The best remedy is to rest, keep warm and drink plenty of water to avoid dehydration. You can take paracetamol or ibuprofen to lower a high temperature and relieve aches if necessary.

If you're short of breath, have chest pain or have had a cough for more than three weeks you should contact your GP surgery.

USING YOUR LOCAL PHARMACY

A quick visit to your local pharmacist can be a fast, convenient way to get minor illnesses and injuries treated closer to home? Pharmacists are fully trained health professionals, and provide help and advice on a wide range of symptoms. You can visit any pharmacy, without making an appointment, and many are open in the evening and at weekends.

Visit www.nhs.uk to find your nearest pharmacy.

DID YOU KNOW?

Your pharmacist can advise on a wide range of symptoms.

SCAN HERE



CHILDREN AND YOUNG PEOPLE

The Oldham Child Illness app is now downloadable for free from the App store by searching Oldham Child Illness, or you can scan this QR code to access it on your smartphone.

The app includes information on common issues which most parents will come across when bringing up young children, including sickness, rashes and dry skin, sticky eyes, coughs and colds, upset tummy, constipation, earache, allergies and bumps and bruises.

The app is also complemented by a handbook, available from your GP practice or health visitor.

CONSULTING YOUR GP

Your family doctor (GP) is your main point of contact for you and your family's general health care.

Your GP is a highly skilled doctor, who will help you to manage your health. If your problem is urgent, you need to let the receptionist know when you are booking an appointment. Most practices will allow you to book an appointment in advance, and some offer telephone consultations which can be a quicker and easier alternative.

There may be times when it is more appropriate to have an appointment with a practice nurse, where you can discuss your problem and they will decide if they can treat you or if you need to make an appointment with your GP.

DID YOU KNOW?

You can visit the Walk In Service without an appointment?

Tips for getting the most out of your GP consultation:

- Write down the key questions you wish to ask before your appointment
- If you are already taking medication write down what kind of medication it is, or take it with you
- Share all information relating to the problem with your GP. Be as open and honest as you can, and don't be embarrassed
- Don't be afraid to ask your GP to repeat what they have said, and to give them your understanding of what has been discussed, to avoid any misunderstandings
- Ask your GP to write down anything you don't understand
- Make sure you fully understand what the next steps are before you leave the room

WALK IN SERVICE

This service is staffed by doctors and nurses, or by specialist nurses. They can deal with problems like suspected fractures, cuts, bruises, minor eye problems, burns, scalds and sprains. The Walk In Service is located at:

Ground Floor, Integrated Care Centre (ICC)
New Radcliffe Street, Oldham, OL1 1NL
Tel: 0161 785 7520