

# Getting the right treatment in Herefordshire

## Pointing you in the right direction

**By making the right choice at the right time, you can get the best and quickest possible treatment. Next time you or a family member is feeling unwell, and you are not sure what to do, please use this handy leaflet.**

### Self Care

Keeping a well stocked medicine cabinet at home will help you with many common illnesses. Any Pharmacist will be able to advise on what to keep at home.

<http://www.nhs.uk/Livewell/Pharmacy/Pages/Yourmedicynecabinet.aspx>

### Community Pharmacist

From sprains to stomach upsets, any local high street Pharmacist is well qualified to give expert advice without needing an appointment.

<http://www.nhs.uk/Livewell/Pharmacy/Pages/Commonconditions.aspx>

### Your GP or Out of Hours Advice

For health care, medical advice and prescriptions, call for an appointment with your GP or practice nurse. To contact out of hours for urgent medical advice phone your surgery as normal and you will be transferred to the out of hours service or given the out of hours contact phone number.

### NHS 111

You can call 111 when you need medical help fast but when it is not an 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time 24 / 7.

<http://www.nhs.uk/NHSEngland/AboutNHSServices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

### Minor Injuries Units

For speedy advice and treatment of minor injuries you can go direct to a Minor Injuries Unit (MIU) local to where you live in: Ledbury, Kington, Leominster and Ross-on-Wye, with parking on site and average waits to being seen of less than one hour.

<http://www.nhs.uk/NHSEngland/AboutNHSServices/Emergencyandurgentcareservices/Pages/Minorinjuriesunit.aspx>

### Accident and Emergency

A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for life-threatening emergencies, such as: loss of consciousness; acute confused state and fits that are not stopping; persistent, severe chest pain; breathing difficulties; or severe bleeding that cannot be stopped.

<http://www.nhs.uk/NHSEngland/AboutNHSServices/Emergencyandurgentcareservices/Pages/AE.aspx>

# Self Care

Even a minor illness and ailments – such as colds, headaches and diarrhoea – can disrupt your life. Be prepared for most common ailments by keeping a well-stocked medicine cabinet at home.

Painkillers such as aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches and pains, such as headaches and menstrual pain. However Aspirin must not be given to children under 16.

Antihistamines, these are useful for dealing with allergies and insect bites. They're also helpful if you have hay fever. Antihistamines can come in the form of creams that you apply to the skin (topical antihistamine), or tablets that you swallow (oral antihistamine).

Oral rehydration salts, Fever, diarrhoea and vomiting make us lose water and essential minerals, and can lead to dehydration. Rehydration salts, available at your local pharmacy, are an easy way to take in minerals and fluid, and help your recovery.

Anti-diarrhoea tablets, It's a good idea to keep an anti-diarrhoea medicine at home. Anti-diarrhoeal remedies can quickly control the unpleasant symptoms of diarrhoea, although they don't deal with the underlying cause. Don't give anti-diarrhoeals to children under 12 because they may have undesirable side effects. Speak to your GP or pharmacist for advice about a child with these symptoms.

Indigestion treatment, If you have stomach ache, heartburn or trapped wind, a simple antacid will reduce stomach acidity and bring relief. It's ideal after a celebration or party. Antacids come as chewable tablets, or tablets that dissolve in water, or in liquid form.

First aid , As well as the medicines discussed above, keep a well-prepared first aid kit. This can help to treat minor cuts, sprains and bruises, and it can reduce the risk of cuts becoming infected. It should contain the following items: Bandages: Plasters: Thermometer: Antiseptic: Eyewash solution: Sterile dressings: Tweezers.

## Community Pharmacist

Every year, millions of us visit our GP with minor health problems that our local pharmacist could resolve. It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot. But by visiting your pharmacy instead, you could save yourself time and trouble.

Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time: just walk in. All pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help to clear up the problem. If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP. What's more, many pharmacies are open in the evenings and on the weekends.

If everybody went to a pharmacist with common health problems, more time would be freed for our GPs. This might make it easier to get a convenient appointment with your GP next time you need one. So if you have a common health problem, a trip to your pharmacy is an option.

Your pharmacist should be able to help with:

- skin conditions, such as mild acne and mild eczema
- coughs and colds, including nasal congestion and sore throat
- minor cuts and bruises
- constipation and haemorrhoids (piles)
- hay fever and allergies
- aches and pains, such as headaches, earache and backache
- indigestion, diarrhoea and threadworms
- period pain and thrush
- warts and verrucas, mouth ulcers and cold sores



For information about your local pharmacy including opening hours contact:

Tel: NHS 111

Web: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Newspapers: local newspapers provide information about pharmacies that are open late weekdays, weekends and bank holidays.

# Your GP or Out of Hours Advice

GPs look after the health of people in their local community and deal with a whole range of health problems. They also provide health education, offer advice on smoking and diet, run clinics, give vaccinations and carry out simple surgical operations.

For health care, medical advice and prescriptions, please call for an appointment with your GP or practice nurse. Most surgeries are able to offer same day appointments for urgent patients, or for routine cases should be able to offer you an appointment with a healthcare professional within 24 hours or with a GP within 48 hours.

## Out of Hours Advice

When your surgery is closed or at weekends and bank holidays, please phone your surgery as normal and you will either be transferred to the out of hours service or given the contact phone number 0330 123 9309.

Remember this service is for URGENT medical advice and treatment which cannot wait until your normal GP Surgery is open.

## Walk In Centre – 8 a.m. to 8 p.m.

Herefordshire GP Access Centre offers GP appointments to everyone (registered and non-registered) 12 hours a day, seven days a week, 365 days a year. Anyone (whether you live, work or are just visiting Hereford) can walk-in and receive treatment for a range of health conditions.

Herefordshire GP Access Centre  
Asda Building, Belmont Road  
Hereford, HR2 7JE  
Tel: 0330 123 9309

If you are not registered at the centre, your usual GP will be informed of any treatment that you receive in the centre, and in some cases you may be directed back to your own surgery for on-going treatment. The Walk-in Centre does not provide GP Out of Hours Care.

# NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. 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.

Call 111 if:

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



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 straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist/pharmacist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

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.

# Minor Injuries Units

If you have an illness that is not life threatening, contact your GP surgery first if possible. If your injury is not serious, you can get help from a minor injuries unit (MIU), rather than going to an A&E department. This will allow A&E staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait. As a rule MIUs tend to see people within an hour of arrival and all have on site parking available.

Minor injuries units can treat: sprains and strains; broken bones; wound infections; minor burns and scalds; minor head injuries insect and animal bites; minor eye injuries; injuries to the back, shoulder and chest.

The clinical team comprises of nurse practitioners experienced in the assessment and treatment of minor injuries. In cases where the patients presenting problem is beyond their scope of practice it may be necessary to make a referral to the GP service, main A & E, or other health care professional.

## Ledbury MIU

Ledbury Community Health & Care Centre  
Market Street, Ledbury  
Herefordshire

**Tel: 01531 632488**

**Open 24 hours a day,  
excluding Bank holidays**

## Leominster MIU

Leominster Community Hospital  
South Street  
Leominster  
HR6 8JH

**Tel: 01568 614211**

**Weekdays 8.30am - 5.30pm.  
Excluding public/Bank holidays.**

## Kington MIU

Kington Court Health & Social Care Centre  
Victoria Road, Kington  
Herefordshire, HR5 3BX

**Tel: 01544 232 333**

**Open 8am - 8pm. Excluding  
public/Bank holidays**

## Ross-on-Wye MIU

Ross-on-Wye  
Herefordshire, HR9 5AD

**Tel: 01989 562 100**

**Open Monday to Friday 8.30am -  
5.30pm excluding bank holidays**

# Accident and Emergency

A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for life-threatening emergencies, such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped



If an ambulance is needed, call 999, the emergency phone number in the UK. You can also dial 112, which is the ambulance number throughout the European Union. Major A&E departments offer access 24 hours a day, 365 days a year. At A&E a doctor or nurse will assess your condition and decide on further action.

## Wye Valley NHS Trust

The County Hospital  
Stonebow Road  
Hereford, HR1 2BN

**Tel: 01432 355444**