



*Greenwich  
Clinical Commissioning Group*

# Don't just go to A&E...

You could get quicker  
treatment closer to home.

**Don't go to A&E if it's not a  
serious emergency.**

Other NHS services are everywhere.

**Read this guide to find out  
where you can get treated.**

# Self-care...

## Coughs and colds / Grazes / Hangover

**You can treat this 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 –

**THINK FIRST, DON'T GO TO A&E.**

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
- ▶ Indigestion remedy



# Pharmacist...

**Diarrhoea / 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 – THINK FIRST, DON'T GO TO A&E.**

A number of local pharmacies in Greenwich offer medicines for a range of conditions, without appointment. Free emergency contraception is also available at some local pharmacies.

Find details of your nearest pharmacy at [www.nhs.uk](http://www.nhs.uk)

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**Pharmacists are here to help. We give expert advice, can help with minor ailments and we're right on your doorstep.**

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# GP...

**Back ache / Ear pain /  
High temperature / Vomiting**

**These are some of the things your GP can help you with. Your GP is your first port of call for ongoing illnesses or injuries.**

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, such as outpatients, if necessary. They also know your medical history so are best placed to manage you –

**THINK FIRST, DON'T GO TO A&E.**

Many surgeries open longer hours, however, if your surgery is closed, call the usual practice number and you will be given the number to call or be automatically diverted to NHS 111.



# Walk-in- centre...

**Infections / Blood pressure checks /  
Stomach aches / Vomiting and diarrhoea**

**Visit the Greenwich walk-in centres:**

- ▶ Thamesmead Walk-In Centre, 4-5 Thames Reach  
Thamesmead, London SE28 0NY
- ▶ Clover Health Centre, Equitable House  
Woolwich New Road, London SE18 6AB  
Open 8am – 8pm, 7 days a week

# Urgent care centre...

**If you have an urgent and severe but non-life-threatening illness or condition then attend the UCC. Always consider an alternative service appropriate for your needs –**

**THINK FIRST, DON'T GO TO A&E.**

- ▶ Visit the Greenwich UCC at Queen Elizabeth Hospital, Stadium Road, Woolwich  
London SE18 4QH  
Open 8am – 11pm, 7 days a week

Or visit: [www.lewishamandgreenwich.nhs.uk](http://www.lewishamandgreenwich.nhs.uk)

# A&E...

**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.**

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 that could be life-threatening or are badly injured –

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

At A&E the most seriously ill patients will be seen before those with less urgent conditions. This means that some people have to wait for several hours or they may be signposted to their GP, pharmacist or other health service who will be able to assist them.

Dial 999 or go immediately to your nearest A&E department.

▶ The Greenwich A&E is at Queen Elizabeth Hospital, Stadium Road, Woolwich, London SE18 4QH

Call 020 8836 6000 or visit

**[www.lewishamandgreenwich.nhs.uk](http://www.lewishamandgreenwich.nhs.uk)**

# Winter tips - be prepared

**Be prepared** – make sure your medicine cabinet is stocked up with:

- ▶ Paracetamol
- ▶ Aspirin (not for under 16yrs)
- ▶ Anti-diarrhoea medicine
- ▶ Rehydration medicine
- ▶ Indigestion mixture
- ▶ Plasters
- ▶ Thermometer

**Stop things spreading & recover properly** – if you do catch a cold or flu, make sure you:

- ▶ Stay at home and get plenty of rest
- ▶ Have lots of non-alcoholic drinks
- ▶ Eat if you feel able to
- ▶ Let a friend or neighbour know you are ill

## Stay warm

- ▶ Keep the room temperature warm and comfortable
- ▶ Wear lots of thin layers – and a 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
- ▶ For those over 60, low income families and people with disabilities, further help and information is available at:

[www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather](http://www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather)

## 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.

**If you would like this information in another format or language, please call 020 3049 9021 or email [Greccg.nhsgreenwichccg@nhs.net](mailto:Greccg.nhsgreenwichccg@nhs.net)**