

## Choose well for you and your family



We want to help you to choose well for you and your family. Research tells us that 40% of people that go to Accident and Emergency (A&E) don't need to be there, and that parents of children aged 0-4 years old are among the most frequent users of A&E.

There are some circumstances when you will definitely need A&E but did you know about the alternative local NHS services where you may be seen more quickly and appropriately?

For example, did you know:

Pharmacists can advise you on a range of childhood illnesses and medicines?

There are minor injury units in Northampton and Corby, and an 8am to 8pm walk in centre in Corby?

You can get professional and confidential health advice over the telephone from NHS Direct 24 hours a day, seven days a week?

This briefing is to help you choose the right services for you and your family.

You can also find more information on our Choose Well campaign at [www.northamptonshire.nhs.uk/choosewell](http://www.northamptonshire.nhs.uk/choosewell)

### Self care

#### Grazed knee.

#### Sore throat.

#### Runny nose

There are a range of minor illnesses and injuries that in many circumstances you can deal with at home if you have the right things in your medicine cabinet. A well stocked medicine cabinet should include the following items:

❖ **Children's paracetamol** – This can be given to children over two months for pain and fever. Make sure you've got the right strength for your child. Overdosing is dangerous. Check with your pharmacist when you buy it, and read the label carefully.

❖ plasters, triangular bandage and two sterile eye dressings

❖ small, medium and large sterile gauze dressings  
safety pins

❖ **Children's ibuprofen** – This can be given to children over three months for pain and fever if they weigh more than 5kg (11lbs). Check the correct dose for your child's age, and avoid ibuprofen if your child has asthma, unless advised by your GP

❖ Tweezers, scissors and stick tape

❖ alcohol-free cleansing wipes

❖ thermometer, preferably digital

❖ disposable sterile gloves

**Important: Keep your medicines safe from little ones at all times by locking your medicine cabinet. Always read the label and check that you are giving the correct dosage. Do not give aspirin to children under 16 unless prescribed by a doctor, and if you are breastfeeding, ask a GP, midwife or health visitor for advice before taking aspirin.**

More information on children's medicines is available on NHS Choices at [www.nhs.uk/planners/birthtofive/pages/childrensmedicines.aspx](http://www.nhs.uk/planners/birthtofive/pages/childrensmedicines.aspx)

### Pharmacy

#### Diarrhoea.

#### Head lice.

#### Painful cough.

#### Headache.

Your local pharmacist or chemist can provide confidential, expert advice for a range of common illnesses and complaints, and the medicines you need to treat them.

Make sure you know how much and how often to give a medicine. Write it down in your child's Personal Child Health Record (red book) to help you remember. If in doubt, check with your pharmacist or GP.

When buying medicines at a pharmacy, always tell the pharmacist how old your child is, follow the instructions, and look for the out of date stamp.

Never give the medicine more frequently than your pharmacist or GP advises.

With liquids, always measure out the right dose for your child's age. Always read instructions on the bottle and use the spoon provided for accuracy.

Do not use out of date medicines, and only give your child medicine given to you by pharmacist or other health professional.

### NHS 111

#### Unwell?

#### Unsure?

#### Confused?

#### Need help?

NHS 111 provides expert health advice and information, at all times throughout the day and night. Someone will always be there to answer your call and help. By using NHS Direct you may avoid a visit to your GP or a minor injuries unit. Call **111** for more information or go to [www.nhs.uk](http://www.nhs.uk)

**GP Surgery**  
**Persistent cough.**  
**Ear pain.**  
**General concerns.**  
**Backache.**

Your local GP is the first point of contact for many people if you can't treat yourself or your child or you have a medical issue that needs attention but isn't urgent. This could include vomiting, ear pain, sore belly or back ache.

In Northamptonshire, you can access a GP 24 hours a day, seven days a week. This may be at the practice, by phone or at a local 'out of hours' centre.

## **Out of Hours GP service**

If you or your child need a GP outside of normal opening hours for you or your child, please contact the Northamptonshire Out of Hours service on **111**. The service is available Mondays to Fridays from 6.30pm to 8am, and 24 hours a day at weekends and bank holidays. The service includes telephone advice, appointments on site, home visits where appropriate, or in some circumstances you may be told to go straight to A&E or call 999.

## **Walk In Centres**

Cuts  
Strains  
Minor burns  
Sprains

Northamptonshire has a GP centre which can be accessed between 8am and 8pm without the need for an appointment, and two minor injury units. All three of these centres are 'walk in' which means you don't have to be registered and you don't need an appointment. **Store the numbers in your mobile phone – you never know when you might need them**

## **Lakeside Plus 8-8 Centre**

Willowbrook Health Complex, Cottingham Road, Corby, NN17 2UW, 8am to 8pm, seven days a week, 365 days a year (including Bank Holidays).

The centre offers a range of services including a nurse-led minor illness service and screening for health problems. Patients do not have to be registered at the centre, and can walk in or book an appointment **on 01536 204154**.

## **Corby Minor Injuries Unit**

Willowbrook Health Complex Cottingham Road Corby NN17 2UW

Open 8am - 6pm Monday to Friday Open 9am - 6pm,  
Saturdays, Sundays and Bank Holidays

**Tel: 01536 400600**

## **Minor illness and Minor Injury Unit (MiaMI).**

Highfield Clinical Care Centre Cliftonville Road  
Northampton NN1 5BD

Open 8am to 6.30pm, Monday to Friday (except Bank  
Holidays)

**Tel: 01604 745050**

**Important: Minor Injury Units will not see children under 1 year old and they are not for pregnancy problems.**

## **Accident and Emergency**

A&E is only for emergency is critical or **life-threatening** situations. This can include

- ❖ unconsciousness
- ❖ a suspected stroke
- ❖ heavy blood loss
- ❖ severe burns
- ❖ chest pains

- ❖ a deep wound such as a stab wound
- ❖ a suspected heart attack
- ❖ difficulty in breathing

Accident and Emergency departments are open 24 hours a day, 7 days a week. The two A&E departments for Northamptonshire are based at:

Kettering General Hospital  
Rothwell Rd Kettering NN16 8UZ  
**Tel: 01536 492000**

Northampton General Hospital  
Cliftonville Northampton. NN1 5B  
**Tel: 01604 634700**

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## **Albany House Medical Centre**

3 Queen Street, Wellingborough, NN8 4RW

 Visits and emergency medical advice – 01933 234 905

Appointments, results and enquiries – 01933 234 900

For medical advice or urgent medical attention when we are closed, call 111

[www.albanyhousemedicalcentre.co.uk](http://www.albanyhousemedicalcentre.co.uk)

A large print version of this leaflet can be downloaded from our website