

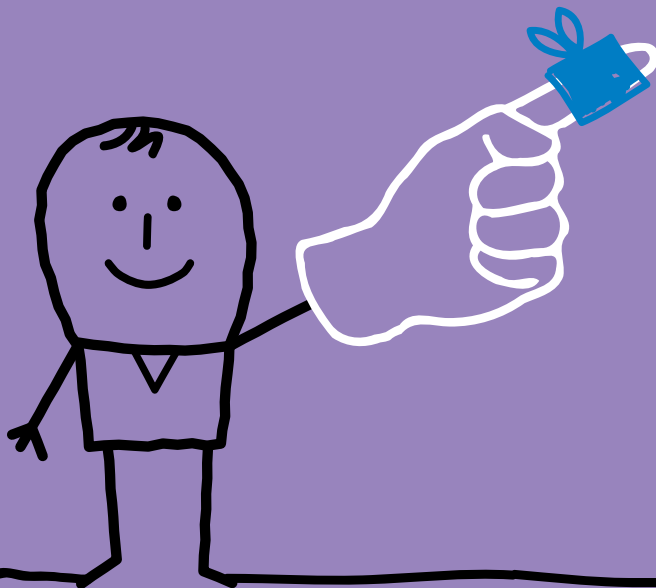
NOT an emergency?

Then don't visit
A&E choose
WELL instead



1

First aid and self care

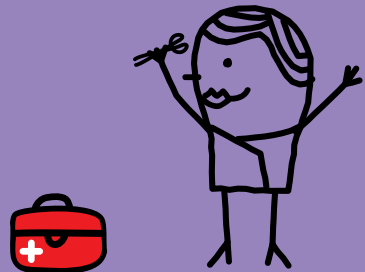


A well-stocked medicine cabinet will help you to treat many everyday illnesses at home.

For example a small supply of paracetamol or ibuprofen (available as syrup for children) and other remedies will help you treat common ailments such as coughs, colds, and sore throats.

An A-Z self care guide covering a wide range of minor ailments is available at www.swindon.nhs.uk

You can also call NHS Direct for advice on 0845 46 47.



2

The Pharmacy



Pharmacists are experts on medicines and how they work. They are qualified to give advice on things like coughs, colds, sore throats, aches and pains, sprains and stomach upsets.

You can talk to your pharmacist in confidence – even about the most personal symptoms – and you don't need to make an appointment.

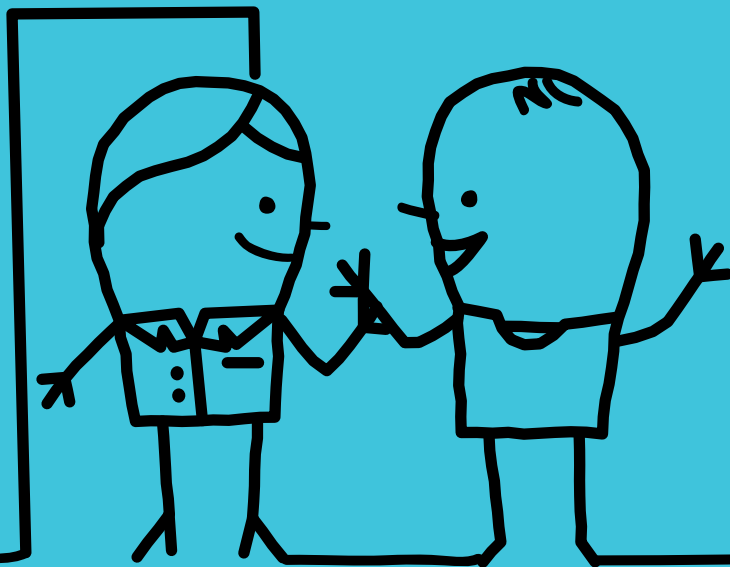
Your pharmacist can advise you on whether you need to call or visit other NHS services.

To find your nearest pharmacist, visit
www.swindon.nhs.uk

If you are not sure which service you need to use you can call NHS Direct (Tel: **0845 46 47**), a 24 hour confidential phone line with trained staff who can offer help and advice or point you in the right direction.



Visit Carfax NHS Medical Centre



The centre offers a nurse led walk-in service for minor injuries and illnesses, problems like pain, stomach upsets and coughs.

It also provides sexual health services, for example emergency contraception and Chlamydia screening.

There are GP and nurse led clinics by appointment for registered and non registered patients.

Find us at:

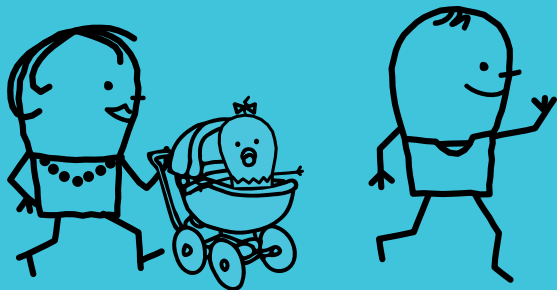
Carfax Street, Swindon, SN1 1ED

Mon-Fri: 07.00-20.00

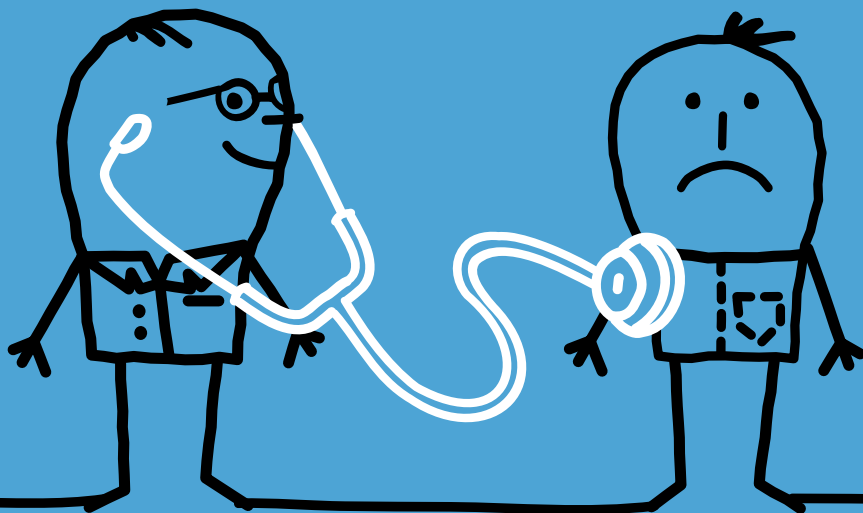
Sat. Sun & Bank Holidays: 08.00-20.00

Tel: 01793 541655

Web: www.carfaxhealthcare.co.uk



Call your GP surgery

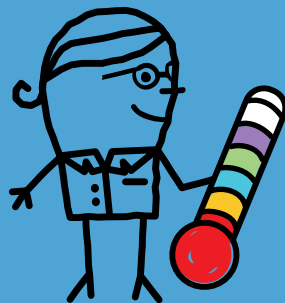


If you have a 'flare up' of a long-standing illness such as kidney or lung disease, bronchitis, asthma or diabetes that is not responding to self care or advice from your pharmacist, call your GP surgery.

For GP surgery contact details and opening times, visit www.swindon.nhs.uk

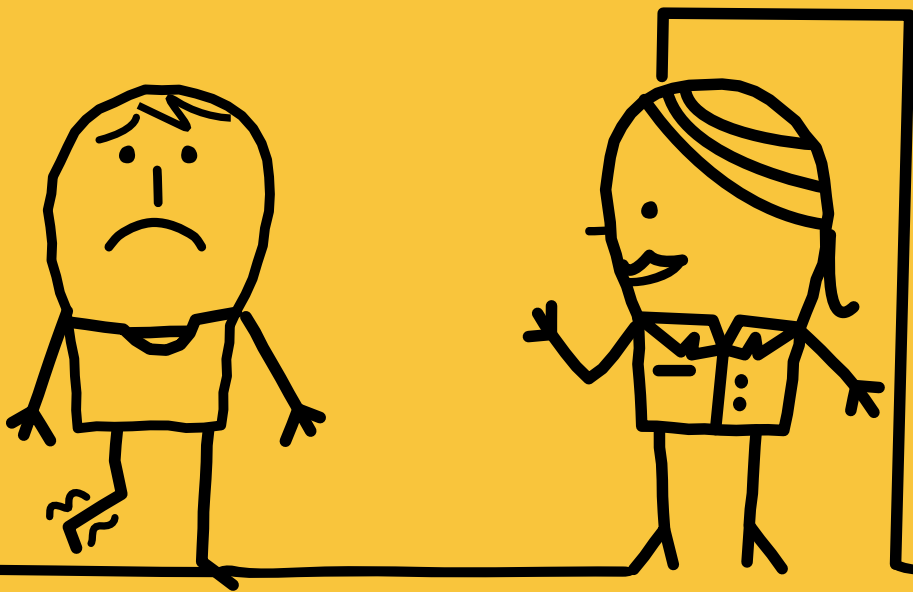
If you need urgent medical care when your surgery is closed (and it can't wait until the morning) call the Swindon Out of Hours Service 01793 646466 and they will make sure you receive the care you need.

Plan ahead and please don't use the Out of Hours Service to request repeat prescriptions.



5

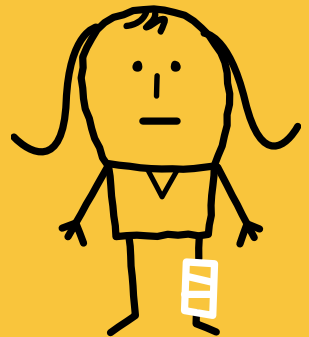
Visit the Urgent Care Service



The Urgent Care Service (based at Great Western Hospital) treats a variety of **URGENT** injuries and illnesses. If you attend the centre and your need is not urgent you will be redirected to other services such as the Walk-in Centre at Carfax Street or your GP.

If you are unsure whether you need urgent medical attention, contact NHS direct on **0845 46 47**.

You can contact the centre on **01793 646466**.



When it is an emergency...

An emergency is a critical or life-threatening situation, which may include loss of consciousness, severe breathing difficulties, deep wounds such as stab wounds, severe chest pain or heavy loss of blood.

If emergency care is required, a trip to A&E or a 999 call for an ambulance is the right course of action to take.

If your child needs emergency care, call 999.

If you would like this information in another format please contact:

PALS, NHS Swindon

North Swindon District Centre
Thamesdown Drive, Swindon
Wiltshire SN25 4AN

