

Information Regarding A&E Visits

Unwell or Injured? Do you need to go to the A&E Department?

One in four people who go to A&E do not need to be there, costing the NHS services in the North West over **£79 million every year**. Did you know your local pharmacy can help treat common illnesses or give you advice? Or that NHS Direct can advise you?

- A&E is for **saving lives**
- A&E is for **real emergencies**
- Do you really need to go to A&E? **STOP and THINK.**

Patients who attend A&E with minor illnesses and injuries will be redirected to the most appropriate service.

Generally, you should visit A&E or call 999 for real or 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
- signs of stroke
- broken bones
- burns

If it is not an immediate emergency you can either:

Contact your GP Surgery. Outside of normal surgery hours you can still phone your GP but you will usually be directed to an out of hours service which is available from 6.30pm to 8am on weekdays, and all day at weekends and on bank holidays.

Call **NHS 111** by dialling 111 which is available 24 hours a day, seven days a week, and can provide medical advice and advise you on the best local service to offer the care you need.

Visit your local pharmacist who can give you expert advice and medicines.

Problem:

Hangover, grazed knee, sore throat For everyday illnesses like mild headaches, a cough or cold, be sure to combine a well stocked medicine cabinet with plenty of rest.

Unwell, confused, unsure, need help? Ring NHS 111 on **111**

Diarrhoea, runny nose, painful cough, headache For common problems like colds, your Pharmacist can give you expert advice and medicines.

For more information on choosing the right service visit NHS Choices at www.nhs.net.