

Why choose well?

This leaflet will help you decide if you need medical attention if you get sick outside normal working hours. It explains what each NHS service does, and when it should be used.

Choosing well means you will get the best treatment. It also allows busy NHS services to help the people who need them most.



Emergency or 999



Minor Injury Unit or Walk-in Centre



Out-of-hours GP



Pharmacist



NHS Direct



Self-care



Out-of-hours care

What happens if you need GP/primary care treatment out of hours?

Phone your GP practice as normal. Your call will be diverted to the out-of-hours service, either by answerphone or automatically, and then either:

- a nurse will talk to you and give you advice on how to look after yourself
- we will ask you to come in to one of our centres to be treated by one of our team
- one of our team will visit you at home

Our centres are at: Amesbury, Chippenham, Salisbury, Savernake, Shaftesbury, Swindon, Trowbridge and Warminster.

Out-of-hours GP or dental treatment:



If you are ill and urgently need medical or dental help after 6.30pm and before 8am, contact the out-of-hours service.

Phone your GP surgery or
0300 111 5717

Out-of-hours care

Your guide to getting the out-of-hours NHS treatment you need, when you need it



contact details
tel 0800 389 7671 (Freephone)
email PALS@wiltshire.nhs.uk

www.wiltshirepct.nhs.uk

www.wiltshirepct.nhs.uk

Your guide to choosing well



Hangover
Grazed knee
Sore throat
Cough

Self-care

A lot of illness is best treated at home. Keep your medicine cabinet well stocked to help with many common illnesses, such as colds and flu.

Self-care is the best choice to treat very minor illnesses and injuries.



Unwell
Vomiting
Diarrhoea
Need help?

NHS Direct

NHS Direct offers confidential health and dental advice 24 hours a day, over the phone, the internet or digital TV.

0845 464647
www.nhs.uk

Contact NHS Direct for help and advice if you or your family feel ill, to find out about your local healthcare services and for self-help and support.



Backache
Runny nose
Painful cough
Headache

Pharmacist

Pharmacists can give you advice on common winter illnesses, allergies and the medicines you need to keep in your home. Many are open at weekends and on public holidays.

Visit your nearest pharmacy when you are suffering from winter illnesses such as flu, or you have any allergies.



Urgent (but not life-threatening) medical needs

Out-of-hours GP

Wiltshire's out-of-hours service is provided by Wiltshire Medical Services. If you need to see a doctor urgently out of hours, phone your surgery. You will be given the out-of-hours number (0300 111 5717) or diverted automatically.

The out-of-hours service is for urgent medical problems. All surgeries in Wiltshire offer extended hours for routine appointments.



Cuts
Strains
Itches
Sprains

Minor Injury Unit (MIU)/NHS Walk-in Health Centre

Trowbridge MIU is open all day, every day. Chippenham MIU is open 7am-1am, every day.

Salisbury Walk-in Health Centre provides GP services and treats minor injuries from 8am-8pm, every day.

Use minor injury units for sporting injuries, minor burns, cuts, sprains and strains.



Choking
Chest pain
Blacking out
Blood loss

Emergency or 999

If you are seriously ill or injured, you need to go to, or be taken to, an Emergency Department. You should call 999 – but only in an emergency.

Emergency services are very busy. Care is given in the shortest possible time to those in the greatest need. They should only be used in very serious and life-threatening situations.

Self-care

NHS Direct

Pharmacist

Out-of-hours GP

Minor Injury Unit or Walk-in Centre

Emergency or 999