

# What to know...

# and when to go

Your handy guide to  
health services in  
West Norfolk



# There's plenty you can do to help yourself!

Many everyday illnesses and injuries such as coughs, colds, minor burns, stings, diarrhoea and sickness bugs can be best and most quickly treated at home using over the counter medicines that are available from pharmacies and many supermarkets. Information is provided in this booklet and lots of helpful tips are available on the NHS Choices website at: [www.nhs.uk](http://www.nhs.uk)

**You can also visit your local pharmacy for advice on how to be prepared to look after yourself and your family at home.**

## First aid kit essentials

- Plasters in a variety of shapes and sizes
- Sterile dressings and bandages
- Adhesive tape
- Scissors
- Thermometer
- Tweezers



## Top Tips

Keep your first aid kit in a cool, dry place out of the reach of children.

Always follow the directions on the medicine pack and check regularly to make sure they are within their use by dates.

Take any out of date medicine to a pharmacy to dispose of safely.

Many people also keep a small first aid kit in their car for emergencies.

It may also be useful to keep a basic first aid manual with your first aid kit or download a first aid app to your mobile device.

## Your medicine cabinet

### Infant medicines

Vital for cooling down a hot child or relieving pain



### Pain relief

Paracetamol, ibuprofen or aspirin for headaches, earaches, muscular pain, hangovers and general aches and pains



### Prescription medication

Make sure you have enough to last through holidays and long weekends



### Cough and cold remedies

Decongestants, throat lozenges and pain killers



### Rehydration

In case of sickness or diarrhoea to replace essential salts and minerals



### Summer essentials

Antihistamines, sun cream, after sun cream or spray to relieve bites and stings



# Hot kids

High temperatures in children are very common and often clear up without any treatment.

A fever in children is generally over 37.5°C (99.5°F).



- Digital thermometers are quick and easy to use and can be purchased from a pharmacy.
- Use child friendly paracetamol and encourage them to drink plenty of cool fluids.
- Avoid over or under-dressing feverish children.
- Keep your central heating down and dress them in light clothing.
- Check your child regularly for signs of serious illness. Trust your instinct as a parent - if you are concerned contact your GP or NHS 111.

## Norovirus

Also known as “winter vomiting” but can occur at any time and is highly infectious.

There is no specific treatment but it is important to drink plenty of fluids to stay hydrated.

### Symptoms:

- Sudden vomiting
- Diarrhoea
- Stomach cramps
- Some people may also have a raised temperature, headache or aching limbs.

## Whilst you have symptoms:

### Do

- ✓ Ensure you clean around the home with disinfectant, particularly toilets, basins and door handles.
- ✓ Wash clothes, bedding and towels at 60°C.
- ✓ Regularly wash your hands with soap and water.
- ✓ Telephone your GP or NHS 111 if you need help or advice.

### Don't

- ✗ Share towels, flannels etc.
- ✗ Visit anyone or go into the hospital to visit friends or relatives.
- ✗ Serve food to other people.
- ✗ Return to nursery, school or work until 48 hours have passed since the last episode of diarrhoea and/or vomiting.

**Flu** can be very unpleasant, but if you are otherwise healthy it will usually clear up on its own within 10 to 14 days.



People in high risk groups should contact their GP for a free vaccination as they are more likely to develop serious complications of flu like pneumonia.

Flu jabs are only available during the winter months.

People at risk include those over 65 years old, pregnant women and people with long-term medical conditions.

You can't catch flu from having the jab as it contains inactivated or killed strains of flu.

## Pneumonia

Don't forget to ask for your pneumococcal vaccination at the same time as your flu jab - it will offer lifetime protection against pneumococcal infections, which can lead to pneumonia, septicaemia, and meningitis.

## What are my options?

# Services available in West Norfolk



## Pharmacists

- ✓ 5 years specialist training
- ✓ Offer assessment and expert advice on a range of common health problems
- ✓ No appointment necessary - just walk in!

If you are unsure where to go just dial 111 and they will direct you to the most appropriate service.

## Pharmacies also offer:

- Emergency contraception, a flu vaccination service and NHS Health checks
- Dispensing and repeat dispensing – including emergency supply of prescription medicines
- A confidential consulting room if you need to talk to the pharmacist in confidence – just ask!
- Disposal of unwanted or out of date medicines



**There are lots of pharmacies available across West Norfolk with many open into the evening**

**Did you know** - that the Sainsbury's pharmacy on the Hardwick Roundabout in King's Lynn is open until 11pm (Monday - Saturday) and until 4pm on Sundays?

To find a pharmacy in West Norfolk and check on opening times visit:

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

## Going into hospital:

### What to take...

- Toiletries - soap, toothbrush, toothpaste, shampoo, deodorant, razor, comb, flannel
- Spectacles, hearing aids, dentures, walking stick
- Current medication and a list of these
- Nightclothes, underwear, day clothes and non-slip slippers
- Going home clothes and outdoor footwear
- Small amount of money for phone calls, newspapers, snacks.



## Dental Access Centre

6 Kings Street, King's Lynn, PE30 1ES

Tel: 01553 769264

Open 8am - 7pm  
(Mon-Fri)

**Access at weekends by calling NHS 111**

The centre provides emergency NHS dental treatment for patients that do not have a regular dentist. Please note that NHS Dental charges apply.

**Going abroad?** - check which jabs you need at:

[www.nhs.uk/conditions/travel-vaccinations](http://www.nhs.uk/conditions/travel-vaccinations)

## When should you call 111?



**You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.**



**when it's less urgent than 999**

### Call 111 if:

- > you need medical help fast but it's not a 999 emergency.
- > you think you need to go to A&E or need another NHS urgent care service.
- > you don't know who to call or you don't have a GP to call.
- > you need health information or reassurance about what to do next.



- > For less urgent health needs, contact your GP or local pharmacist in the usual way.
- > If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.
- > NHS 111 is available 24/7 free of charge from landlines and mobiles
- > The service is staffed by trained advisors, supported by experienced clinicians.
- > You will be asked some questions to assess your symptoms, then directed straight-away to a local service that can help you best.
- > If you need an interpreter – just ask.
- > For immediate, life-threatening emergencies, continue to call 999.

# GP practices

GPs deal with a wide range of medical conditions and injuries, as well as providing advice and referrals.

If you need medical help or advice you should visit your local pharmacist or contact your GP in the first instance.



- Practices reserve a number of appointment slots for "on the day" bookings and they can also offer a call back from a GP or health care professional to help you.
- If you don't have a GP to call or your practice is closed you should call NHS 111.
- Off sick? Doctors do not issue sick notes for illnesses up to 7 days - ask your employer for a self-certification form.
- If you fall ill or run out of any prescribed medication whilst away from home, or if you are not registered with a GP but you need to see one, you can still contact your nearest practice to ask for treatment.
- Think before you make an appointment. Most of us can 'self-care' much of the time with plenty of rest and over the counter medicines.
- If you no longer need your GP appointment please let the practice know so it can be given to someone else.
- If you need an interpreter - just ask.

**To find a GP practice in West Norfolk visit: [www.nhs.uk](http://www.nhs.uk)**

## GP Led Out of Hours Service for Urgent Care

When you call NHS 111, they may decide that you need to speak with a clinician in your local out of hours service.



**Feeling down? Stressed out?  
Overwhelmed? Anxious? ➤**

**Wellbeing Norfolk & Waveney support people with common mental health and emotional issues**

**Call: 0300 123 1503 Email: [nhswellbeingnsft.nhs.uk](mailto:nhswellbeingnsft.nhs.uk)  
[www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)**

# When to go to the Emergency Department (A&E)

When patients go to an Emergency Department with a minor illness or injury it takes vital time away from doctors and nurses who need to care for patients that really need emergency and life-saving treatment.

**Please consider your options and use the right service for your symptoms.**

If you are unsure where to go or need help or reassurance on what to do next you should call NHS 111 (available 24/7, free of charge).

Calling NHS 111 does not delay getting emergency help or an ambulance being sent, if necessary.

**Only go to the Emergency Department or call 999 for serious or life threatening conditions like:**

- > Severe chest pain / cardiac arrest
- > Collapse, unconsciousness
- > Stroke symptoms
- > Choking
- > Bleeding you can't stop
- > Convulsions / black outs
- > Severe allergic reactions (Anaphylaxis)
- > Traumatic / serious injury
- > Severe burns
- > Anaphylaxis
- > Severe breathing difficulties
- > Drowning



**For emergencies, your nearest Emergency Department is located at:**  
Queen Elizabeth Hospital, Gayton Road, King's Lynn, PE30 4ET  
Tel: 01553 613613

# We hope you find this guide useful

All feedback, comments or suggestions are welcome

If you require this leaflet in another language please contact West Norfolk CCG via email at [contact.wnccg@nhs.net](mailto:contact.wnccg@nhs.net) or telephone 01553 666900



**Tweet us: @WestNorfolkCCG**

**NHS Choices – visit [www.nhs.uk](http://www.nhs.uk) for more information on health conditions and treatments, registering with a GP, Social Care and support and services near to you**

Produced by NHS West Norfolk Clinical Commissioning Group

[www.westnorfolkccg.nhs.uk](http://www.westnorfolkccg.nhs.uk)

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