



Stay Well This Winter

The Stay Well This Winter campaign is a joint initiative from NHS England and Public Health England, to help people with long-term health conditions and those over 65 prepare for winter and ward off common winter illnesses.

Winter can be seriously bad for the health of these people, increasing the risk of blood pressure, heart attacks and strokes. There are a number of things you can do to prepare for the cold weather:

- At the first sign of a cough or cold, get immediate advice from your pharmacist before it gets more serious
- Speak to your pharmacist about medicines you should have in stock over winter
- Pick up prescription medications before the Christmas holidays start as many GPs and pharmacies will close over the holidays
- It is important to keep warm in winter, so heat your home to at least 18°C (65°F), if you can, you might prefer your living room to be slightly warmer
- Make sure you get your flu jab
- If you need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 or visit www.nhs.uk/staywell

The Stay Well This Winter campaign can help you and your family prepare for winter. Visit www.nhs.uk/staywell for more information.

Self-care

Self-care is the best choice to treat minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as coughs and colds, sore throats, upset stomachs and aches and pains can be treated with a well-stocked medicine cabinet and plenty of rest.

Some self-care essentials:

- Paracetamol
- Anti-diarrhoeal medicines
- Plasters, in a variety of sizes and shapes
- Rehydration mixtures

- Cream or spray to relieve insect bites and stings
- Antiseptic cream
- Indigestion remedies
- A thermometer
- Cough medicine
- Antihistamine medicine

Your local pharmacy

Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment or go to your Accident and Emergency department.

By visiting your pharmacy instead of your GP, you could save yourself time and trouble – no need to book an appointment, just walk in. This also means your GP can focus on treating people who are sicker than you.

Pharmacists can help recognise and treat many common illnesses. They can give advice and where appropriate, recommend over-the-counter medicines that could help clear up the problem.

If they think you need to see a GP for your illness, they will advise you to do that.

To find your local pharmacist with opening hours use the pharmacy search on the NHS website: <https://beta.nhs.uk/find-a-pharmacy/>

Your GP

If you have an illness or injury that won't go away, make an appointment with your GP. They provide a range of services by appointment and when absolutely essential can make home visits.

You can make an appointment with your practice for medical advice, examinations and prescriptions. If you need to see a GP urgently when your practice is closed, you can access the out-of-hours service by phoning NHS 111 direct. All calls to NHS 111 are free from a landline or a mobile. Your call will be answered by a trained call handler, whose job it is to ensure that you access the most appropriate local service.

If you are not registered with a GP you can use the 'find a GP service' on www.nhs.uk.

GP online services

People registered with a GP surgeries can now book appointments and request repeat prescriptions at a time convenient to them, thanks to GP online services.

These services enable people to book GP appointments and request repeat prescriptions via their computer, smartphone or tablet at a time that suits them rather than calling or visiting their surgery.

This approach can save people a phone call or journey to the surgery, and allow them to do what they need to when the surgery is closed. Patients living with a long term health condition such as diabetes can also benefit by having a greater involvement in their healthcare as they can access test results and keep track of their treatment.

All patient information is kept securely. A page on the surgery website allows access to the information patients need. Smartphone and tablet users can also download an app, which gives users the same access as the website.

This works alongside traditional methods of accessing GP services, it does not replace them. By allowing people who want to make appointments and order prescriptions this way, it should become easier for others to get through on the phone to their surgery during busy periods.

If you want to register for GP online services you will need to fill out a form at your surgery and show two forms of ID one of which should have a photo (such as a UK passport or driving licence) and the other should have your address (such as a council tax bill). If you don't have photo ID or anything with your address on it, it doesn't mean you will not be able to use online services, the staff at your surgery may be able to help.

NHS 111

NHS 111 is a free to call telephone number for people wanting to access urgent healthcare but not needing to call 999. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

NHS 111 is much more than a helpline – if you're worried about an urgent medical concern, you can call 111 to speak to a fully trained adviser.

Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one.

NHS 111 advisers can also assess if you need an ambulance and send one immediately if necessary.

The NHS 111 service is staffed 24 hours a day, seven days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and, depending on the situation, will then:

- give you self-care advice
- connect you to a nurse, emergency dentist or GP
- book you a face-to-face appointment
- send an ambulance directly, if necessary

- direct you to the local service that can help you best with your concern

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care

How do I access NHS 111 if I am deaf?

NHS 111 offers a video relay service that allows you to make a video call to a British Sign Language (BSL) interpreter.

The BSL interpreter will call an NHS 111 adviser on your behalf, and you will then be able to have a real-time conversation with the NHS 111 adviser via the interpreter. You'll need a webcam, a modern computer and a good broadband connection to use this service. Visit [NHS 111 BSL interpreter service](#) for more details and an online user guide.

There is also a textphone service or typetalk for people who have difficulties communicating or hearing.

Urgent Care Centres

When your GP is not available you can get urgent care at walk-in centres for minor injuries such as cuts, sprains, bites and minor burns and scalds. There are 2 in Norfolk:

1. **Norwich Walk-in Centre** – Rouen Road, Norwich NR1 1RB Tel: 01603 677500. Open seven days a week, from 07.00 to 21.00.
www.norwichwalkincentre.co.uk/
2. **Cromer Hospital Minor Injuries Unit (MIU)** - Mill Road, Cromer, Norfolk NR27 0BQ Tel: 01603 646200. Open seven days a week, from 08.00 to 19.45. www.nnuh.nhs.uk/departments/minor-injuries-unit/

A&E or 999

Emergency Departments and the 999 ambulance service should only be used in a critical or life-threatening situation. Dialling 999 and stating an emergency situation will result in a response vehicle being sent to your location.

Emergency services are very busy. They should only be used in a critical or life-threatening situation.