

Choose well.

For expert help and advice

For the very young, the over 65s and people with long-term health issues, the cold weather can contribute to serious health problems.

The good news is that by following a few top tips, we can give ourselves the best possible chance of staying well this winter.

Be prepared

Make sure your medicine cabinet is stocked up with:

- Paracetamol or aspirin.
- Anti-diarrhoeal medicine.
- Rehydration mixture.
- Indigestion remedy.
- Plasters.
- Thermometer.

Remember, if you are over 65 or have a long-term health problem, you can get a free flu jab from your GP.



Stop things spreading

To prevent something you have caught spreading to others:

- Catch coughs and sneezes in a tissue.
- Dispose of tissues quickly and safely.
- Regularly wash your hands with soap and warm water.

Make sure you recover properly

If you do catch a cold or flu, make sure you:

- Stay at home and get plenty of rest.
- Have lots of non-alcoholic drinks.
- Eat if you feel able to.
- Let a friend or neighbour know you are ill.

Stay warm

- Keep room temperature warm and comfortable.
- Wear lots of thin layers – and a hat, scarf and gloves if you go outside.
- Have regular hot drinks and hot meals that include fruit and vegetables.
- Take regular, gentle exercise to generate body heat.
- For those over 60, low income families and people with disabilities, further information is available at www.direct.gov.uk/keepwarmkeepwell

If you think you may have swine flu, call the **National Pandemic Flu Service on 0800 1 513 100**. If you want general information about swine flu, call the **swine flu information line on 0800 1 513 513**.

If you need this leaflet in another language, on audio tape or large print, please contact:
Email: pals@norfolk.nhs.uk
Telephone: 01603 257000
NHS Norfolk, Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St Andrew, Norwich NR7 0WG

Feeling unwell this Winter?

There's a range of NHS services on your doorstep

Self-care
www.nhs.uk
NHS Direct 0845 46 47
Pharmacy
GP
Walk-in Centre
Minor Injuries Unit
A&E or 999



Self-care

Self-care is the best choice to treat very minor illnesses and injuries. A range of common winter illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest.

Self-care - essential information:

Ensure your medicine cabinet is well stocked with:

- paracetamol or aspirin
- anti-diarrhoeal medicine
- rehydration mixture
- indigestion remedy
- plasters and a thermometer

www.nhs.uk or NHS Direct 0845 46 47

For internet information on all aspects of health and health care, go to **www.nhs.uk**. It allows you to check your symptoms, check hundreds of conditions and treatments and find telephone numbers and addresses for most NHS organisations, including hospitals and GPs.

NHS Direct

For confidential health advice and information around the clock call:

0845 46 47

Calls cost a maximum of 5 pence per minute from a BT landline. Calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. A confidential interpretation service is available in many languages.

Pharmacist

Visit your pharmacy when you are suffering from a common winter health problem that does not require being seen by a nurse or doctor. Your pharmacist can provide advice on common winter illnesses and the best medicines to treat them.

Pharmacist - essential information:

To find your local pharmacist, including details of opening hours please visit:

- www.nhs.uk/servicedirectories or call NHS Direct on 0845 46 47
- For details on pharmacy services during bank holidays please visit www.norfolk.nhs.uk

GP

If you have an illness or injury that just will not go away, make an appointment with your local GP. They provide a range of services by appointment, including medical advice, examinations and prescriptions. When absolutely essential, GPs can also provide home visits out-of-hours.

GP - essential information:

To find your local GP surgery, visit:

- www.nhs.uk/servicedirectories or call NHS Direct on 0845 46 47
- Visit our website www.norfolk.nhs.uk or contact the NHS Norfolk PALS team on 0800 587 4132 (freephone) or email pals@norfolk.nhs.uk

Walk-in Centre or Minor Injuries Unit

Minor Injuries Units are for injuries, such as sprains, minor burns, cuts and grazes. Walk-in centres treat minor illnesses and injuries that do not need a visit to A&E. Walk-in centres are open seven days a week. You do not need an appointment and will be seen by an experienced nurse or a GP.

Norwich NHS GP-led Walk-in Centre, The Timber Hill Health Centre, Level 4, The Mall, Norwich NR1 3DD. Tel: 0300 0300 333

Minor Injuries Units:

Cromer Hospital, Mill Road, Cromer NR27 0BQ. Tel: 01263 513571
North Cambs Hospital, The Park, Wisbech, Cambs PE13 3AB

A&E 999

Accident and Emergency departments should only be used in a critical or life-threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured. Dialing 999 and stating a medical emergency will result in a response vehicle being sent to your location.

Your nearest A&E department is situated at:

Norfolk and Norwich University Hospital
Colney Lane, Norwich NR4 7UY
Switchboard: 01603 286286. www.nnuh.nhs.uk

Queen Elizabeth Hospital, Gayton Road, King's Lynn, PE30 4ET 01553 613613. www.qehkl.nhs.uk