



Think first

Information  
on services in  
Southampton

# What to know... and when to go

Your handy guide to everyday health  
services you might need quickly

CALL  
**111**

when it's less  
urgent than 999

# Think first

## There's plenty you can do 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.

### Your first aid kit

- bandages
- sterile dressings
- plasters
- medical tape
- thermometer
- antiseptic
- tweezers
- eyewash solution



### Need advice?

Your local pharmacy can also advise on what you need to look after yourself and your family at home

### What should a well stocked medicine cabinet look like?

It is really important to have the right medicines at hand so you can treat yourself without delay. Keeping commonly needed medicines at home will help you **be prepared**.

#### Infant medicines

(vital for cooling down a hot child or relieving pain)



#### Paracetamol, Ibuprofen, or Aspirin

(for headaches, earaches, muscular pain and general aches and pains)



#### Prescription medication

(especially if you have a long term condition)



#### Cough and cold remedies

(decongestants, cough medicine, lozenges and pain killers)



#### Rehydration drinks

(in case of sickness bugs and viruses)



#### Summer essentials

(antihistamines and sun cream)



### Hot kids



- Fevers are quite common in young children and are usually mild.
- Digital thermometers are quick to use, accurate and easily obtained from your pharmacy.
- To help reduce a fever use child friendly paracetamol, and encourage your child to drink clear fluids.
- If your child is hot, it may help to remove some but not all of their clothing.
- Do not wrap them up in extra clothing or blankets.
- Trust your instinct as a parent - contact your GP if the problem persists.

### Safety first



- Keep all medicines in a safe place and well out of the reach of children
- Always follow the directions on medicine packets and information leaflets and never take more than the stated dose
- Medicines have use-by dates and should be checked regularly to make sure that they are still in date.
- If a medicine is past its use-by date, don't use it or throw it away. Take it to your pharmacy, where it can be disposed of safely.



# Ask your pharmacist

Your local pharmacy gives instant access the health specialist on your high street.

Pharmacists are highly trained and should be your first port of call for minor ailments which will allow your GP to deal with other health issues.

**5 Years** of specialist training

**Expert knowledge and advice**  
on medicines & remedies

**Expert knowledge** of other  
health services that can help you

Consulting room in every  
pharmacy **just ask**

Emergency contraception

**Appointments NOT NEEDED**  
**just walk-in**



If you need a pharmacy out of hours there are many pharmacies in the city that are open for extended times. This includes four pharmacies that are open for 100 hours per week – two in the city centre, one in Millbrook and one in Bitterne.

To find your nearest pharmacy and to check out opening times visit: [www.nhs.uk](http://www.nhs.uk). Go to the Services near you section select pharmacies and enter your postcode.



# What are my options?

## A guide to local services

### NHS 111

If you need medical help or advice and aren't sure where to go, call 111 first.

NHS 111 is available 24 hours a day, 365 days a year and calls are free from landlines and mobile phones.

When you call 111, they will ask you some questions to assess your symptoms and then find the right local health service for you. The 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics.

You can also call 111 through a textphone by calling 18001 111. A confidential interpreter service is available in many languages. Just mention the language you require when the NHS 111 operator answers your call.

Find out more at: [www.nhs.uk/111](http://www.nhs.uk/111)



### Minor Injuries Unit

The local Minor Injuries Unit (MIU) has a team of specially trained nurses to treat minor injuries such as minor burns, sprains and strains, minor head injuries, insect and animal bites and broken bones – an X-ray facility is also available for arms and legs (for patients over 2 years).

You don't need an appointment, just turn up between: Monday-Friday 7.30am-10.00pm, weekends and Bank Holidays 8.00am-10.00pm (last patient accepted at 9.30pm).

The local MIU is at: The Royal South Hants Hospital (signposted as RSH MIU): Level B, Brintons Terrace, Southampton SO14 0YG

Find out more in this booklet or visit:

[www.southamptontreatmentcentre.nhs.uk/minor-injury-unit](http://www.southamptontreatmentcentre.nhs.uk/minor-injury-unit)



### Your local pharmacy

Your local pharmacist can offer expert advice on common health problems and minor illnesses such as colds, skin conditions and allergies and could save you a trip to your GP. Pharmacists can also advise on what to keep in your medicine cabinet to look after yourself and your family at home. There are often pharmacies in larger supermarkets and many are open late.

You can find local pharmacy and opening hours in the services near you section at:

[www.nhs.uk](http://www.nhs.uk)  
(select pharmacies and enter your postcode)





# Looking after yourself at home

**Many common minor illnesses and injuries can be treated at home.**

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.



## Your GP practice

**GP stands for 'General Practitioner' - they look after the health of people in their local community and deal with a whole range of health problems.**

You need to be registered to get an appointment without delay. If you are not already registered, the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) can help you find a GP surgery near you – visit the Services near you section, select GPs then enter your postcode.

Your GP can treat both physical and mental health problems and can help you manage long term conditions. If you need to be referred to a specialist, your GP will arrange this.

Most GP practices also offer advice on smoking and diet, run clinics, give vaccinations and carry out simple surgical operations.

For medical help or advice when your GP practice is closed, call 111 first and they will find the right local health service for you.



## Emergency Department

**Emergency Departments should only be used in a critical or life threatening situation.**

They provide emergency care for people who show the symptoms of serious illness or are badly injured. If you suspect an injury is serious go straight to the Emergency Department or dial 999 and ask for an ambulance.



# NHS 111

If you need medical help or advice and aren't sure where to go, call 111 first.

## What to know

- Dialling 111 is a fast and easy way to get the right medical help, whatever the time. The service is available 24 hours a day, 365 days a year.
- Calls are free from landlines and mobile phones.
- The 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics.
- 111 advisers will find the right health service for you by asking questions to assess your symptoms.
- 111 is the number to call for GP out of hours services.



when it's less urgent than 999



### Need a dentist?

You can also call 111 if you need urgent dental advice out of hours or are not registered with a dentist.



## When to go Call 111 if

- you need medical help fast, but it's not a 999 emergency
- you need health information or guidance about what to do next
- you don't know who to call or don't have a GP to call
- you think you need to go to Emergency Department or need another NHS urgent care service
- you think you need to see a GP out of hours

NHS 111 will give you advice or book you an appointment if needed. If they think you need an ambulance they will arrange for one to be sent to you.

If you have difficulties communicating use the 111 textphone – call **18001 111**.

111 also offers a confidential interpreter service available in many languages. Just let your operator know which language you require.

Find out more at: [www.nhs.uk/111](http://www.nhs.uk/111)



# Do you know about your Minor Injuries Unit?

Southampton's Minor Injuries Unit (MIU) is at the Royal South Hants Hospital (RSH). Led by skilled nurses it offers treatment, advice and information on a range of minor injuries.

## What to know

The Minor Injuries Unit can help you if you have a problem which is not serious or life threatening. You don't need an appointment - just turn up. It is generally a much faster option than Emergency Department with the majority of people being seen in under an hour (of course, you may wait longer if it is busy). The Unit is staffed by highly skilled nurse practitioners who offer treatment, advice and information. The Unit at the RSH also has onsite X-ray facilities for adults and children over 2 years. It is open Monday-Friday 7.30am-10.00pm, weekends and Bank Holidays 8.00am-10.00pm (last patient accepted at 9.30pm).



## When to go



The MIU can treat:

- minor burns
- sprains and strains
- minor eye injuries
- wound infections
- minor head injuries
- insect and animal bites
- broken bones to arms, lower leg and feet
- minor injuries to back, shoulder and chest

The MIU can also:

- remove splinters
- plaster broken limbs
- stitch and close wounds
- dress minor wounds, cuts and grazes
- remove foreign bodies from ears, noses etc
- X-ray arms and legs (patients over 2 years)

## When not to go



MIUs are unable to help with:

- serious medical emergencies posing an immediate threat to a person's health or life
- serious head injury or loss of consciousness
- accidental or deliberate overdose of drugs
- severe allergic reaction
- severe blood loss

**For these conditions, you should go to your local Emergency Department, or dial 999.**

## Find the Minor Injuries Unit:

The Royal South Hants Hospital (signposted as RSH MIU): Level B, Brintons Terrace, Southampton SO14 0YG

For more details visit:  
[www.southamptontreatmentcentre.nhs.uk/minor-injury-unit](http://www.southamptontreatmentcentre.nhs.uk/minor-injury-unit)

## We hope you find this guide useful.

All feedback, comments or suggestions are welcomed

email: [communications@southamptoncityccg.nhs.uk](mailto:communications@southamptoncityccg.nhs.uk)

call us on: **023 8029 6038**

 or tweet us: [@NHSSotonCityCCG](https://twitter.com/NHSSotonCityCCG)

## For further information:

- NHS Choices – Information on how to register with a GP and on conditions, treatments, local services and healthy living: [www.nhs.uk](http://www.nhs.uk)

## Tell us about your experience of NHS services:

- Southampton City CCG Patient Experience Service  
phone: **023 8029 6066**  
email: [SOCCG.patientexperienceservice@nhs.net](mailto:SOCCG.patientexperienceservice@nhs.net)

We can provide translations of this document if you need one - just let us know what language you require.

We can also arrange for an interpreter or a version in:

large  
print

or



or



Please contact  
NHS Southampton City Clinical Commissioning Group  
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**023 8029 6038**

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