

How to Choose Well

Your local health guide



www.choosewellsouthernderbyshire.co.uk

Keep me
handy

This guide gives advice on which local health services are available to you, when and how to use them and how to find out more information.

Please keep this in a safe place so that you can find it when you need it. **NHS Choices** can tell you where your nearest service is, including the address, postcode and opening times at www.nhs.uk. If you do not have access to a computer please call 111.

If you need help accessing this document, please call the Complaints and Customer Care Service on **0800 032 32 35** or email enquiries@southernderbyshireccg.nhs.uk



You can find out more about common illnesses, symptoms you might have, how long they will last, how to treat them and when you need to seek medical help at www.treatyourselfbetter.co.uk or www.choosewellsouthernderbyshire.co.uk

Self-Care



Many minor illnesses and injuries can be safely treated at home. For example, colds and flu-like symptoms can be managed at home by keeping warm, resting, drinking plenty of fluids, and taking appropriate medicines. Ensure you have in-date self-care treatments in your medicine cabinet including:

- Pain relief such as paracetamol.
- Antihistamines to relieve discomfort from insect bites or allergies.
- Antacid tablets to relieve indigestion, heartburn or trapped wind.
- First aid equipment such as plasters, tweezers, antiseptic cream or spray and a thermometer.

If you are taking any other medicines or have a medical condition please check with your pharmacist first.

REMEMBER

- Always carefully follow directions for use on any medication and never exceed the stated dose.
- Keep all medicines out of the sight and reach of children.
- Check expiry dates and return unused medication to your pharmacy.
- Remember to order any repeat prescriptions in good time before holidays.
- If in any doubt about what medicine to take or how to take them (including self-care treatments), contact your local pharmacist.

If you are still unsure, try the Symptom Checker at www.choosewellsouthernderbyshire.co.uk or ask your pharmacist.

Pharmacy



- bites or stings
- blocked nose
- conjunctivitis
- cough
- constipation
- diarrhoea
- earache
- headache
- hay fever
- head lice
- indigestion
- sore throat
- temperature
- threadworm
- stomach upset
- rash
- emergency contraception

Your pharmacist can help with expert advice on how to look after yourself at home and can also advise on minor ailments such as those listed in the green box above. You can just walk in to your local pharmacy – there is no need to make an appointment for this service.

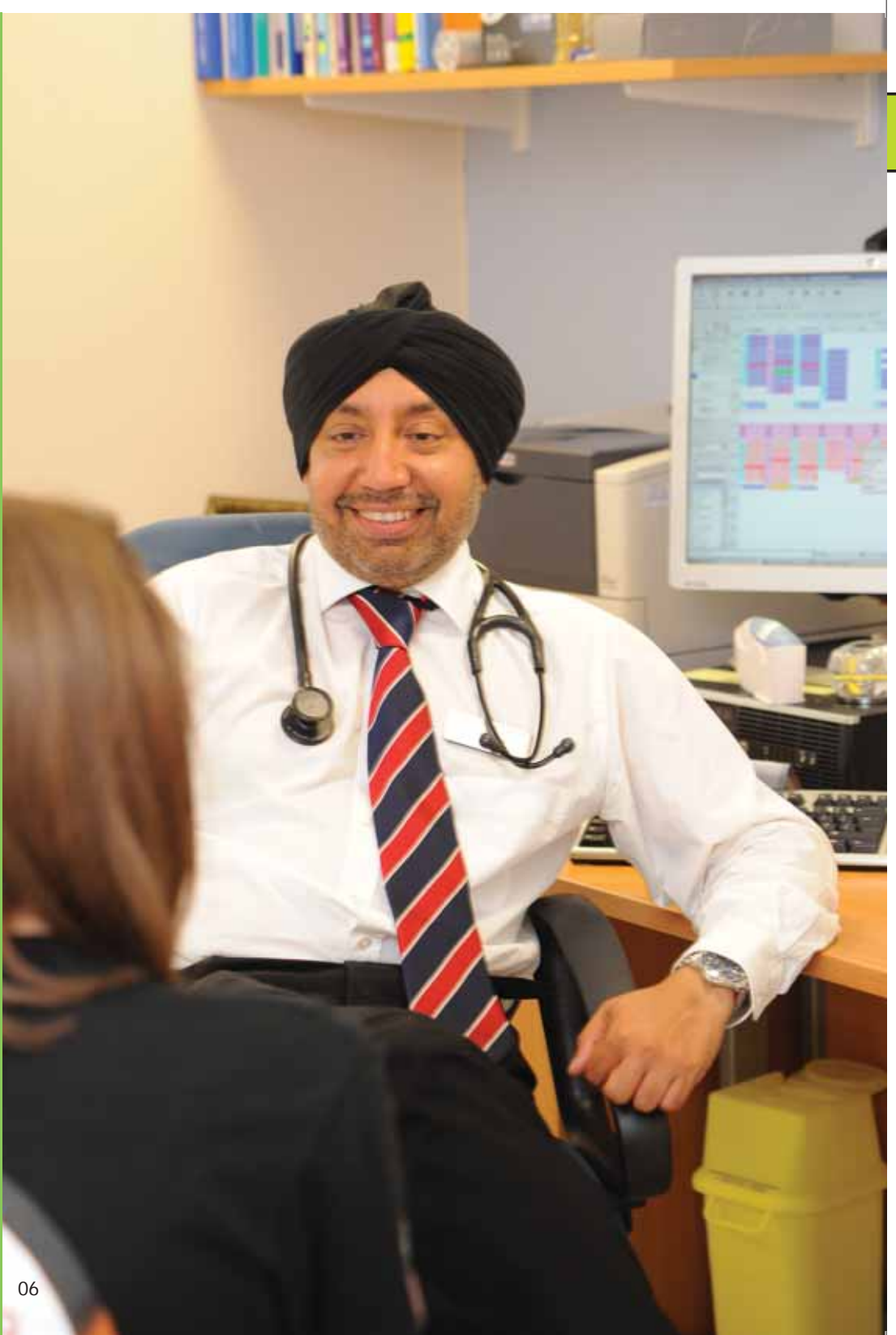
Most pharmacies have a private consultation room so that you can discuss your problem confidentially with the pharmacist.

Your pharmacist can also help you decide when you need to see a doctor or when to self treat. They may advise on appropriate treatment(s) that you can purchase from the pharmacy. Most pharmacies are open throughout the day and there are some that are open until midnight and at weekends.

Remember to order any repeat prescriptions in good time before holidays.

For more information and to find your local pharmacy please visit www.choosewellsouthernderbyshire.co.uk or www.nhs.uk or **call 111**.





GP surgeries



- persistent vomiting • high temperature*
- severe stomach pain • a rash • regular headaches
- severe ear pain* • any other worrying health problem

*which has not responded to over the counter treatment.

Your local General Practitioner (GP) surgery provides a wide range of services for you and your family. This includes general health checks and health improvement advice, vaccinations, examinations, treatments and prescriptions.

They are able to refer you to other specialist services such as those provided by hospitals or social services.

GP surgeries usually include a team of professionals such as GPs, practice nurses, midwives and health visitors, who work together to look after the health of their local community. It is important to register with a GP practice to ensure you receive the care you need when you are unwell. To find your nearest GP surgery and how to register visit www.choosewellsouthernderbyshire.co.uk or www.nhs.uk

Remember to order any repeat prescriptions in good time before holidays.

Most GP surgeries are open early in the mornings or later in the evenings, and can offer same-day appointments should you need urgent advice.

If you need help and your surgery is closed, you can still get that help by dialling 111 – available 24 hours a day, seven days a week and free to call.

Walk-in Centres





sprains and strains • infections • rashes • vomiting
and diarrhoea • high temperature* • headaches*
• cuts/bruises that can't be treated at home

*which has not responded to over the counter treatment.

A Walk-in Centre can give you health advice and treatment for minor injuries and ailments without an appointment. These centres can be run by doctors or experienced nurses and are available to anyone, whether registered with a GP or not. They are open later in the evenings and at weekends when your usual GP surgery may be closed.

Derby NHS Walk-in Centre


 London Road Community Hospital Entrance C (formerly the DRI)
Osmaston Road, DE1 2GD

 01332 224 700

**Open 7 days a week
8am-7.30pm**


Derby Open Access Centre


 207 St. Thomas Road, DE23 8RJ

 01332 275 610

**Open 7 days a week
8am-8pm**


St Oswald's Hospital (Walk-in Centre)


 Clifton Road, Ashbourne, DE6 1DR

 01335 230 041

**Open Sat, Sun & Bank Holidays
9am-1pm**

Swadlincote NHS Walk-in Centre

 Civic Way, Swadlincote, DE11 0AE

 01283 818 000

**Open Mon-Fri
6.30pm-10.00pm**

**Sat, Sun, Bank Holidays
9.00am-10.30pm**

At the time of publication in November 2014 this information is correct. However the services provided at Derby Walk-in Centre and Derby Open Access Centre may be subject to change from 1st April 2015.

Minor Injury Units




sprains and strains • broken bones • wound infections and lacerations including stitches • minor burns and scalds • minor head injuries • insect and animal bites • minor eye injuries • foreign body removal • emergency contraception

If your injury is not serious, you can get help from a Minor Injury Unit (MIU), rather than going to an A&E department. MIUs are staffed by specially trained Emergency Nurse Practitioners and Nurses who can assess, diagnose and treat your injury. This includes ordering and interpreting X-rays and the application of plaster casts. MIUs can treat patients of all ages (all under 1 year old will be referred to a medical practitioner within 24 hours).

Ripley Hospital Minor Injury Unit


 Sandham Lane, Ripley, DE5 3HE


 01773 571 403

**Open 7 days a week
8am-10pm**

X-Ray facilities available Mon-Fri 9am-5pm
and Sat 9am-12 noon.

Ilkeston Community Hospital Minor Injury Unit


 Heanor Road, Ilkeston, DE7 8LN

 01159 305 522

**Open 7 days a week
8am-10pm**

X-Ray facilities available Mon-Fri 9am-5pm

Buxton Hospital Minor Injury Unit


 London Road, Buxton, SK17 9NJ


 01298 212 208

**Open 7 days a week
8am-10pm**

X-Ray facilities available Mon-Fri 9am-5pm

Whitworth Hospital Minor Injury Unit

 330 Bakewell Road, Darley Dale, Matlock, DE4 2JD

 01629 593 003

**Open 7 days a week
8am-10pm**

X-Ray facilities available Mon-Fri
9am-12.30pm and Wed until 5pm





NHS 111 is a free-to-use telephone service available 24 hours a day, 365 days a year. If you have an urgent health problem and you can't get to your own GP or one of our Walk-in Centres, you can telephone 111 and get advice.

The 111 service is staffed by a team of fully trained advisers, supported by nurses who will ask questions to assess your symptoms. They will give you the healthcare advice you need or direct you to the local service that can help you best. That could be the Emergency Department (A&E), an out-of-hours doctor, a Walk-in Centre or Minor Injury Unit, a community nurse, an emergency dentist or a pharmacy.


If you need an ambulance one will be sent as quickly as if you had called 999.


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

Emergency Dental Care



If you need an emergency dentist you can visit Coleman Street Emergency Dentist Service by appointment.

 Coleman Street, Derby, DE24 8NH

 01332 861 190 for an appointment

Open Mon-Thu: 8.40am-4.45pm
Fri: 8.40am-4.15pm

Out of Hours: Mon-Fri: 6pm-9pm, Sat & Sun: 8am-3pm

 01332 888 085

Other useful organisation details:

Derby & Derbyshire Healthwatches

Healthwatch is an independent consumer organisation created to gather and represent the views of local people. For more information visit www.healthwatchderby.co.uk or contact **01332 643 988** or www.healthwatchderbyshire.co.uk or contact **01773 880 786**.

NHS Choices

Get advice and information on symptoms and medicines plus opening times and locations of GPs, pharmacies and dentists at www.nhs.uk

Samaritans

If you or someone you know is affected by mental health problems including stress, anxiety and depression contact your GP or in a crisis call the Samaritans **08457 909 090**.

For more information and useful links to other health organisations visit www.choosewellsouthernderbyshire.co.uk



Comments, Suggestions and Concerns

We hope that you are always pleased with the healthcare and support that you receive in Southern Derbyshire. If you have a comment or suggestion, or there is something that you are not happy with, we need to know so we can do something about it.

You can give your comments, suggestions and concerns directly to the people who are providing your healthcare or to the people who buy NHS services.

NHS Southern Derbyshire CCG


NHS Southern Derbyshire CCG is responsible for buying local health services (apart from those listed opposite under NHS England). If you have any comments, suggestions or concerns regarding healthcare issues in Southern Derbyshire please contact the **Complaints and Customer Care Service** who offer help, advice, support and information about the local health service.

How to contact the Complaints and Customer Care Service:

 0800 032 32 35

 07919 466 212

 complaints@southernderbyshireccg.nhs.uk


 Complaints and Customer Care Service
NHS Southern Derbyshire CCG, c/o GEMCSU (3rd Floor North),
Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT


*This publication has been produced by:
NHS Southern Derbyshire Clinical Commissioning Group
All information is correct at time of publication November 2014.*

NHS England is responsible for buying:

- GP services
- Dental Services
- Ophthalmic services (services relating to the eye)
- Pharmacy services

If you have any comments, suggestions or concerns on the above services please contact NHS England:

 0300 311 22 33 (Monday to Friday 8am - 6pm, excluding English Bank Holidays)

 england.contactus@nhs.net
Please state: 'For the attention of the Complaints Manager' in the subject line.

 NHS England, PO Box 16738, Redditch, B97 9PT

For more information:

www.england.nhs.uk/contact-us/complaint/

Get the latest information from NHS Southern Derbyshire CCG


*Southern Derbyshire
Clinical Commissioning Group*

If you'd like to receive more information and the latest news/events from NHS Southern Derbyshire CCG, please contact us via email or telephone:

 communications@southernderbyshireccg.nhs.uk

 **01332 868 730**

Top tips to stay well



Self-care

Get your **flu jab**.*

Remember to get your **repeat prescriptions** in good time before the holidays.

Make sure your **medicine cabinet items are In-date.**

Keep warm and eat healthily.



Minor Injury Units

If your injury is not an emergency you **can get help from an MIU** instead of going to A&E.



Call 111

Call 111 free for advice or to contact a GP out-of-hours.



Choose well.

*Those eligible for a free jab are people who are at more risk of serious complications from flu. These are: children and adults under 65 with long term conditions, the over 65s, children aged two to four, carers and pregnant women.



@sdccg

Scan me with your smartphone



Pharmacy



Make good use of pharmacies. They can help with expert health advice on minor ailments with no need for an appointment.

GP



Phone your GP surgery **early in the day** to get an early response or if you need advice.

Walk-in Centres



If your GP surgery is closed, **Walk-In Centres can provide treatment** without an appointment and are open later and at weekends.

For more information on common illnesses and when to seek help visit:
www.choosewellsouthernderbyshire.co.uk