

## A guide to choosing the right NHS services if you live in Lincoln and are injured, feeling unwell or in need of healthcare advice.

**Some helpful contacts**  
For information on all local NHS services visit the NHS Choices website or call 111.

If you require this leaflet in another

## Useful Information

My GP's name and telephone number

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### Self-Care

**Symptoms:** Sore throat, cough, blocked nose, cold, upset stomach, grazed knee, hangover.

Stock up on: paracetamol, aspirin, ibuprofen, anti-diarrhoea medicine, re-hydration mixtures, indigestion remedies, plasters and a thermometer.

### Pharmacist

**Symptoms:** Diarrhoea, minor infections, headache, toothache, general aches and pains.

Pharmacists are a great source of professional advice and treatment for a range of common illnesses and complaints. Many pharmacies are open in the evenings, weekends, and bank holidays.

### GP

**Symptoms:** Feeling unwell, child with fever, vomiting, ear pain, backache, persistent cough, general concerns, concerns about child health.

GPs can provide a wide range of family health services. Nurses and healthcare assistants often work alongside the GPs to support patients' everyday health.

### NHS 111

**Symptoms:** Unwell, unsure, confused, need help, minor injury or illness, not sure where to go.

NHS 111 makes it easier for people to find the right local service. You can talk to a fully trained advisor supported by a team of local healthcare professionals.

Call 111 24 hours a day, 7 days a week, free of charge from both mobiles and landlines.

### Out of Hours GP

**Symptoms:** You have an urgent medical need that can't wait until your GP surgery re-opens.

Call 111 for assistance. If required they will direct you to the out of hours GP.

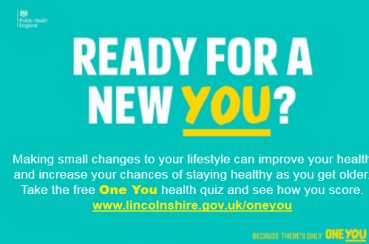
The service is located at Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY and offers telephone advice, face-to-face consultations, or home visits for patients who are housebound.

It is available 6.30pm to 8am weekdays, and 24 hours a day at weekends and Bank Holidays.

### A&E or 999

**Symptoms:** This is for life-threatening accidents and emergencies only such as: Suspected heart attack or stroke, loss of consciousness, heavy bleeding, severe breathing difficulties, severe burns or fits that are not stopping.

The A&E is located at Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY.



**READY FOR A NEW YOU?**

Making small changes to your lifestyle can improve your health and increase your chances of staying healthy as you get older. Take the free **One You** health quiz and see how you score. [www.lincolnshire.gov.uk/oneyou](http://www.lincolnshire.gov.uk/oneyou)



**NHS**

**Which NHS service is best for me?**



Sore throat  
cough  
grazed knee  
hangover?



Diarrhoea  
Runny nose  
Painful cough  
Headache?



Vomiting  
Ear pain  
Sore belly  
Back ache?



Unwell  
Unsure  
Confused  
Need help?



Need to see a  
GP urgently  
when your  
surgery is  
closed?



Heavy  
bleeding  
Broken bones  
Burns  
Heart attack  
Stroke?

### Self-care

Self care at home is the best choice for most minor illnesses, ailments and injuries. Normally with things like coughs, colds, stomach upsets, sore throats and headaches, the right medicine, plenty of fluids and proper rest are enough to help you feel better within a day or two.

Make sure you have a well stocked medicine cabinet and first aid kit including pain killers, cold and flu remedies, plasters, cleansing wipes, thermometer, etc. If you're a family with young children, make sure you've got the right medicines according to their age.

### Pharmacist (Chemist)

#### Pharmacists can:

- Give advice on treating minor illnesses, ailments and injuries and sell you the right treatments
- Provide advice on whether you should see a GP
- Dispense prescriptions and provide advice on how to take them
- Help you manage long term conditions
- Give advice on sexual health and contraception
- Give advice on staying healthy, including stopping smoking and getting active

### GP (Doctor)

GP surgeries are normally the first point of call for non-urgent, on-going illnesses when self care has not relieved the symptoms.

#### The types of healthcare services provided by GP surgeries include:

- Examinations
- Treatment of minor injuries
- Prescriptions and repeat prescriptions for medicines
- Vaccinations
- Mental health and emotional wellbeing
- Advice on any health problems or concerns
- Advice on, and referrals to, other health and social care services

### NHS 111

Call 111 when you need to access medical and dental help fast but it is not an emergency.

#### When should I call 111?

- If you, or someone with you, is unwell and you are unsure what to do or where to go
- If you need medical help and advice or urgent dental care but your GP/dental surgery is closed
- If you think you might need to go to A&E or call 999 for an ambulance but you are not sure
- If you need any information or advice about a health issue

### Out of Hours GP service

If you need urgent medical advice or treatment out of hours (when your own GP surgery is closed) call 111.

If your condition requires the need for out of hours care you will be transferred to the clinical assessment service, where you will either be given advice or asked to attend an appointment at the Out of Hours GP service.

If it is thought appropriate, a visit from a doctor will be organised based on clinical need.

### A&E or 999

Accident and emergency departments and the 999 ambulance service should only be used in a serious or life threatening situation.

A&E provides immediate emergency care for people who show the symptoms of serious illness or are badly injured. If you telephone 999 the telephone advisor may send a response vehicle to your location.

**Please remember:** Emergency services are very busy. **They should only be used in very serious or life-threatening situations.**