

Did you know?

The **emergency department and 999** is for serious and life-threatening conditions:

Heavy bleeding, broken bones, burns or scalds, chest pains and strokes.

Many people can be treated elsewhere. The **emergency department and 999** is for real emergencies only.

You can access **waiting times** for emergency departments, urgent care centres and minor injury units across Devon and Cornwall online:

www.kernowccg.nhs.uk/choosewell

Before visiting a hospital, contact NHS 111.

Help us
help you



By choosing well you can help free up emergency services to help those most in need.

Diarrhoea and vomiting



Norovirus, which causes diarrhoea and vomiting, is one of the most common stomach bugs in the UK. It's also called the winter vomiting bug because it's more common in winter, although you can catch it at any time of the year.

You can normally look after yourself or your child at home and it usually clears up within 3 days. Call your GP if your symptoms worsen or do not get better.

Avoid going to your GP, hospital, school, work or a care home, as norovirus can spread to others easily. Call your GP, **NHS 111** or visit 111.nhs.uk if you need advice.



Stay hydrated



Take paracetamol



Prevent spread



Stay at home for two days after symptoms clear

Help us help you



- Call your own GP, even if you're on holiday, if you need health advice.
- Use NHS 111 if you need urgent but not life threatening health advice, or when your GP surgery is closed, and you cannot wait until it re-opens.
- Keep a supply of paracetamol, Calpol (for children), plasters, and antiseptic to treat minor ailments. Renew repeat prescriptions before they run out.
- Your pharmacist can advise and treat minor ailments like coughs, colds, rashes, sticky eyes and water infections.
- Please collect your loved ones from hospital as soon as they're ready to go home. Support is available to help them get back on their feet and avoid being re-admitted.
- It is important to get the flu vaccine where eligible.

Coronavirus (COVID-19)



COVID-19 is still here. You can pass the virus on to other people even if you don't have symptoms, have been fully vaccinated, or have had the virus before.

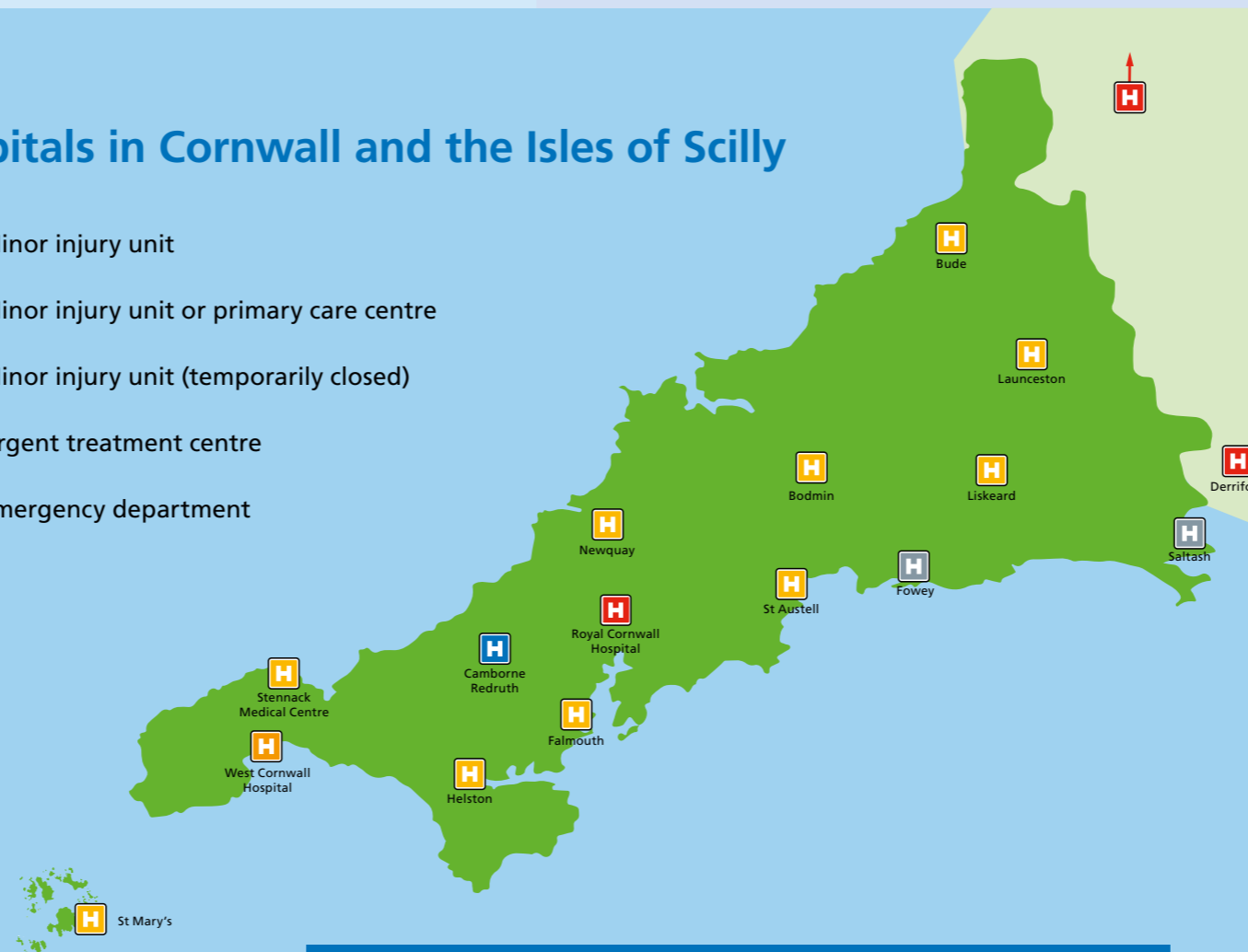
The main symptoms of COVID-19 are:

- a high temperature - you feel hot to touch on your chest or back
- a new, continuous cough - coughing for more than an hour, or 3 or more coughing episodes in 24 hours
- loss or change to your sense of smell or taste, or things smell or taste different to normal

If you are unsure or concerned your symptoms could be COVID, have a PCR test: www.gov.uk/get-coronavirus-test

Hospitals in Cornwall and the Isles of Scilly

- Minor injury unit
- Minor injury unit or primary care centre
- Minor injury unit (temporarily closed)
- Urgent treatment centre
- Emergency department



Contact NHS 111 before going to a hospital

Reduce your risk of catching COVID-19



- Get vaccinated. To find out where to get vaccinated visit bit.ly/3hC60xM
- Open doors and windows to let in fresh air if meeting people inside.
- Limit the number of people you meet, and avoid crowded places.
- Wear a face covering particularly indoors or in crowded places.
- Wash your hands with soap and water or use hand sanitiser regularly throughout the day.

If you have symptoms of COVID-19, self-isolate, and get tested. Order a test at www.gov.uk/get-coronavirus-test.

Hangover? Sore throat?
Upset stomach?

Unwell? Unsure? Confused?
Need health advice?

Bites and stings? Headache?
Minor infection?

Feeling depressed? Anxious?
Suicidal thoughts?

Self care

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

Self care essentials

- Anti-diarrhoea tablets.
- Antihistamines.
- Aspirin, paracetamol and ibuprofen.
- Children's paracetamol.
- Indigestion treatment.
- Oral rehydration salts.
- Well prepared first aid kit with antiseptic, plasters and a thermometer.

NHS 111

Need urgent health advice when your GP surgery is closed and it can't wait until it re-opens, or you think you need to be treated at a minor injury unit or urgent treatment centre?

Call 111, or **visit 111.nhs.uk**.

A trained advisor will help get you the advice and treatment you need, and can arrange for a clinician to call you back.

It's available 24-hours a day, 7 days a week, and is free to call.

Pharmacy

Some pharmacies run a minor ailment scheme to treat conditions such as cystitis (women only, aged 16 to 65), mild skin conditions (including impetigo), coughs, colds, sore throats, earache, and rashes.

Pharmacists can arrange an emergency supply of your regular medication if you forget to renew your prescription or bring it on holiday.

They also provide stop smoking advice, pregnancy testing and chlamydia screening, and access to sexual health and alcohol support services. They could save you a trip to your GP.

Mental health

It's okay to not be okay, and help is available to anyone who's not feeling like themselves.

If you have feelings of self-harm or suicide and want to talk to someone about your mental wellbeing, **call the 24/7 NHS mental health telephone helpline on 0800 038 5300** for support and advice. Support is available to anyone, regardless of age.

Outlook South West offers mental health therapy for anyone 16 and older who is worried, stressed, anxious, or has a low mood. You can **self-refer by calling 01208 871905** or register online at **cornwallft.nhs.uk**.

Fever? Ear pain? Feeling ill?
Toothache?

Minor illness or injury?
Sprain? Strain?

Minor fall? Fractures?
Deep cut?

Suspected stroke? Choking?
Chest pain? Serious injury?

GP and dentist

Face to face appointments are always available for anyone who needs to be seen. You may also be offered a phone, email or video consultation with a GP or nurse if you don't need to visit the surgery to make sure you get the most appropriate care. Register with a GP at **nhs.uk**.

Register for a dentist by calling **0333 405 0290** or email **westcountrydental.care@nhs.net**.

If you need to see a GP or dentist when they're closed and it can't wait until they reopen, **call 111** or **visit 111.nhs.uk**.

Minor injury unit

Minor injury units can treat a range of conditions which have occurred during the previous 14 days, including:

- sprains and strains
- minor broken bones
- minor burns and scalds
- head injuries (not if someone is unconscious)
- insect and animal bites and stings
- minor eye injuries
- cuts, bruises and grazes

You will be seen by an experienced nurse. X-ray is available at some locations.

Please contact 111 before going to a minor injury unit.

Urgent treatment centre

The **urgent treatment centre** at West Cornwall Hospital is open 24-hours a day, 365 days a year for anyone needing urgent medical care for injuries and conditions such as fractures, deep cuts, non-life threatening head injuries and minor falls.

You will be seen by a doctor from 9am to 10pm and an experienced nurse overnight. X-ray is available from 8am to 11pm.

West Cornwall Hospital
St Clare Street, Penzance TR18 2PF
Telephone: 01736 874113

Please contact 111 before going to the urgent treatment centre to seek appropriate advice.

Emergency department or 999

The emergency department and 999 are for serious and life-threatening conditions and for real emergencies only. This includes heart attacks, strokes, chest pain, major blood loss, breathing difficulties, or loss of consciousness.

The emergency department is not an alternative to a GP appointment, or treatment for minor ailments and injury. **Call 111** or **visit 111.nhs.uk** if you need health advice.

Please do not call 999 or visit the emergency department unless it is life threatening.