

Get the right treatment

These days there are lots of choices within the NHS. Make the right choice, at the right time and you will get the best possible treatment.

Self Care A well-stocked medicine cabinet will help you treat minor ailments like coughs, colds, indigestion, cuts and bruises, at home. **Pharmacists** offer free professional health advice, without the need for an appointment, on everyday illnesses and can answer questions about prescribed and over the counter medicines. Consult your doctor if your illness continues or becomes more severe.

NHS 111. This is a service that has been introduced to make it easier to access local NHS health services. It is available in the Norfolk and Waveney area. You can call **111** when you need medical help but it is not a 999 emergency. **111** is available 24 hours a day, 365 days per year and is free from landlines and mobiles. If you have difficulty communicating or hearing you can textphone by calling 18001 111 or visit the website at www.nhs.uk/111

Norwich Practices Health and Walk-In Centre. Located at Rouen House, Rouen Road, Norwich, NR1 1RB tel: 01603 677500. The skilled and experienced nursing team provides fast and convenient NHS treatment and will advise and treat minor problems such as cuts, bruises, burns, sprains, rashes, eye problems, minor infections, coughs and sore throats. Open every day 9.00 am to 7.00 pm No appointment necessary.

Family medical care overnight and at weekends If you need a doctor **urgently** when the surgery is closed please ring 01603 621006 and your call will be automatically diverted to NHS 111. They provide

urgent medical care between 6.30pm to 8.00am Monday to Friday and 6.30pm Friday night to 8.00am Monday morning and on public and bank holidays. You will be assessed, given advice and directed straightaway to the local service that can help you best. If you telephone the surgery on 01603 621006 you will be automatically connected to NHS 111. There will be a charge for this service but if you call **111 direct** from any landline or mobile the call will be free.

Your GP surgery We are open Monday – Friday (except Bank Holidays) between 8.00 am and 6.00 pm. You can book an appointment with a doctor, practice nurse or health care assistant up to 4 -6 weeks in advance. Please telephone 01603 624486 to make an appointment.

We also offer pre-bookable out of hours appointments with the doctors on Monday evenings between 6.00 pm – 8.00 pm. Please note there will be no nurse or health care assistant available during these times. These appointments are booked in the usual way by telephoning 01603 624486

A & E Go immediately to the nearest Accident and Emergency Department **only** if someone is unconscious, bleeding heavily, or if you suspect broken bones, eg. hips or legs, or there are deep wounds, such as a stab wound, a suspected heart attack/severe chest pain or any difficulty in breathing. Your local A&E department is at the Norfolk & Norwich University Hospital – or **ring 999** for an ambulance.

Dental out of hours Telephone NHS **111** or visit the website www.nhs.uk for information