

**This poster will help you decide if you need medical attention if you get sick. It explains what each NHS service does, and when it should be used. Choosing well means you will get the right treatment. It also allows busy NHS services to help the people who need them most.**



### A&E or 999

A&E or 999 should only be used for very urgent or life threatening medical emergencies, such as severe chest pain, severe breathing difficulties, suspected stroke, serious bleeding or serious injuries. For non-emergency advice or treatment, use 111, your GP surgery, pharmacy or self-care.



**Unwell?  
Unsure?  
Confused?  
Need help?**

### NHS 111

NHS 111 is the number to call if you are need urgent health advice. 111 is open 24/7, every day of the year. Their highly trained advisors will either give you advice over the phone or direct you to the most appropriate service for help.



**Vomiting.  
Ear pain.  
Stomach ache.  
Back ache.**

### GP surgeries (Doctor)

GP surgeries can help with medical advice, examinations and prescriptions. Many are now open later in the evenings and at weekends. If your GP practice is closed, and it is not an emergency, call NHS 111, use a pharmacy or self-care.



**Diarrhoea.  
Runny nose.  
Painful cough.  
Headache.**

### Pharmacist (Chemist)

Pharmacists can give you advice on common illnesses such as headaches, painful coughs, diarrhoea and hayfever. You don't need an appointment and many are open over the weekend and on bank holidays. Many pharmacists also have a consultation area so you can speak in private. You may be eligible for free treatment from the pharmacy under the Pharmacy First scheme – ask your pharmacist for more details.



**Hangover.  
Grazed knee.  
Sore throat.  
Cough.**

### Looking after yourself at home (self-care)

Many illnesses can be treated at home with a well-stocked medicine cabinet and by getting plenty of rest. This includes hangovers, minor cuts and grazes, sore throats and coughs.