

FREEZING

CHILLY

COLD

FLU

HYGIENE

GLOOMY

STAYING WARM

WALK-IN CENTRE

GP

ADVICE

TIPS

SELFCARE

SAFE

PHARMACY

SYMPTOMS

DENTAL CARE

NHS DIRECT

Keep well this winter
with your local NHS
Health Guide 2011

Winter's on its way, but don't let the seasonal blues and flus strike. Keep well this winter with our handy guide to staying healthy, and where to find the right services if you or your family become ill.

FIND OUT MORE ON TOPICS SUCH AS:

- Get the right treatment
- Seasonal flu
- Winter messages: Keep warm, keep well
- Tips for a healthier lifestyle
- Listening to you
- Useful links



GET THE RIGHT TREATMENT

Don't be a time loser, be a time chooser, and make sure you get the right treatment, in the right place, at the right time.

Your time is a precious thing. Hundreds of people spend hours at Accident and Emergency each week for minor illnesses and ailments when other services would have been more appropriate.

Our handy guide will help you make the right choice.



SELF-CARE

There are lots of common health problems you can look after yourself best at home, such as minor illnesses and injuries like coughs, colds, flu and minor scrapes and cuts.

- Make sure you keep a well-stocked medicine cabinet at home
- Drink lots of fluids if you are feeling unwell
- Get plenty of rest.

GP SERVICES

Your GP is there to help diagnose your health condition, and offer the correct advice or treatment to help you get well. It is really important that you register with a GP, even if you are only visiting Coventry or Warwickshire temporarily.

GP surgeries offer a full range of healthcare including:

- treatment for minor injuries, cuts, grazes and bruising
- health checks, screening and
- family planning advice
- referral to other specialist services
- prescriptions
- child health checks (post-natal health)
- immunisation and vaccines
- GP Out of Hours
- Contraceptive advice and supply
- Condoms

To find your nearest GP practice and its opening hours, go to www.nhs.uk or call NHS Direct on 0845 46 47 .

If you need to see a doctor or nurse more urgently, and cannot wait until your GP is open again, you can also telephone **Coventry - 0845 608 0275** or **Warwickshire - 0300 130 30 40** between 6.30pm and 8.00am Monday to Friday, or any time on a weekend or Bank Holiday.

PHARMACY

Did you know that you can get treatment for many minor illnesses, injuries and even get a prescription without seeing your GP? Pharmacists are on hand to:

- Give advice on common illnesses (coughs, colds, flu)
- Offer pregnancy testing, emergency contraception
- Treat minor cuts and injuries
- Help with the symptoms of upset tummies, skins conditions and minor aches and pains.

A limited number of pharmacists will be open over the Christmas and New Year bank holidays. Visit www.coventry.nhs.uk or www.warwickshire.nhs.uk or check with your local pharmacy to find out details.

URGENT CARE/ WALK-IN CENTRES

NHS Urgent Care, Minor Injuries and Walk-in Centres give you fast access to health advice and treatment from experienced GPs and nurses on a range of minor illnesses and injuries, including:

- minor cuts and wound care
- muscle and joint injuries, strains and sprains
- skin complaints
- emergency contraception and contraceptive advice
- bites and stings
- stomach ache

Centres can be found at:

Coventry NHS Healthcare and Walk-in Centre, Stoney Stanton Road, Coventry, CV1 4FH Open 8am to 10pm, 365 days per year

Rugby Urgent Care Centre, Hospital of St Cross site, Barby Rd, Rugby, Warwickshire, CV22 5PX

Stratford-upon-Avon Hospital, Minor Injuries, Arden Street, Stratford-upon-Avon, Warwickshire, CV37 6NX Open 9am to 5pm, 7 days a week

You can simply walk in and wait to be seen.

NHS DIRECT

You can speak to someone at NHS Direct from the comfort of your own home on **0845 46 47**. The service is nurse-led and provides 24 hour confidential health advice. NHS Direct is also available online at www.nhsdirect.nhs.uk and through Digital TV, including Freeview channel 108.

If you live in Warwickshire, you can also call Warwickshire Healthline on 03000 247 111

ACCIDENT & EMERGENCY

Our A&Es are open 24 hours a day, 7-days a week for immediate hospital attention due to a serious illness or injury. The rule is simple: Call 999 for an ambulance or take someone straight to A&E if it is an emergency or life-threatening situation.

Patients are assessed on arrival and given a priority level. If you attend with a problem that does not need urgent treatment, you may have to wait a long time, or be advised to seek alternative treatment by your GP, pharmacist or at a Walk-in Centre.

WHEN TO CALL 999

You should call 999 for an ambulance if it is obvious that you or another person is seriously ill and needs emergency care. For example, if someone is/has:

- Unconscious
- Bleeding a lot
- Broken bones
- A deep cut
- Bad chest pains
- Finding it difficult to breath

YOUR LOCAL A&Es

There are A&E departments at:

George Eliot Hospital, College Street, Nuneaton, Warwickshire, CV10 7DJ

Warwick Hospital, Lakin Road, Warwick, CV34 5BW

University Hospital (Coventry) Clifford Bridge Road, Coventry West Midlands, CV2 2DX.

DENTAL CARE

In Coventry and Warwickshire there is no shortage of dentists accepting NHS patients. To find a dental practice near to you call NHS Direct on 0845 4647 or use the NHS services search at the foot of this page.

If you need more help finding a dentist you can contact the Patient Advice and Liaison Service (PALS) on **0845 423 8903** (Warwickshire) or **024 7624 6002** (Coventry).

If your usual dental surgery is closed over the Christmas and New Year period and you need emergency dental treatment, contact the out of hours emergency dental helpline on **0845 6080 275**.



SEASONAL FLU VACCINATION: HAVE YOU HAD YOUR JAB YET?

Your local NHS is urging those in the 'at risk' groups, people aged 65 or over, and pregnant women, to make sure they get their free jab now before flu starts to circulate.

It is important to have the jab every year, as the strains of flu differ each year. Flu accounts for around 8,000 deaths each year so don't leave yourself or others at risk.

Patients with seasonal flu typically have a fever or a high temperature (over 38°C / 100.4°F) and two or more of the following symptoms:

- Unusual tiredness
- Headache
- Runny nose
- Sore throat
- Shortness of breath or cough
- Loss of appetite
- Aching muscles
- Diarrhoea and/or vomiting.

If you have these symptoms, you should stay at home, keep warm and rest. Let a member of your family or friend know that you are ill, drink plenty of liquids and eat what you can. If you are in an 'at risk' group or your symptoms get worse and you have chest pains or experience shortness of breath, you should contact your GP.

Don't forget seasonal flu can strike at any time during the winter - so it's never too late to get your jab!

For more information about the flu jab, contact your GP or Practice Nurse or you can visit www.immunisation.nhs.uk

Anyone can get flu but it can be more serious for some people. Those at risk are/have:

- Aged 65 and over
- A heart problem
- A chest complaint or breathing difficulties, including bronchitis and emphysema
- A kidney disease
- Lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- A liver disease
- A stroke or a transient ischaemic attack (TIA)
- Diabetes
- A neurological condition, e.g. multiple sclerosis (MS) or cerebral palsy
- A problem with, or the removal of, your spleen, e.g. sickle cell disease.

You are also eligible for this free vaccine if you are:

- The main carer (paid or unpaid) for the elderly or disabled person
- You're a parent or carer of a child at risk
- Pregnant.



WINTER MESSAGES - KEEP WARM, KEEP HEALTHY

People are more likely to get ill in the winter months than in any other season and 'cold-related' illness hits the older population the hardest. Here are some helpful tips to stay healthy this winter.

DRESS FOR THE WEATHER

If outdoors or at home, always dress warmly. It's better to wear several thin layers rather than one thick one, and try to keep active. If you are out and about, take particular care when it's wet or icy.

Simple ways of keeping yourself and your home warm include:

- Wearing plenty of layers, e.g. a hat (up to half your body heat is lost through your head), gloves and a coat when you go out
- Eat well and try to have at least one hot meal a day

- Take hot drinks regularly throughout the day
- Try to keep a room temperature of 21°C
- Check your insulation and double glazing – this will avoid any heat escaping.

KEEP MOVING

Cold weather can contribute to heart attacks, stroke and pneumonia. It's important to stay active and simple exercise such as walking, can help with your blood circulation and keep you warm. Don't take risks if it's icy or wet.

GENERAL HYGIENE

General hygiene can help to reduce transmission of all viruses, including the swine flu virus. This includes:

- Covering your nose and mouth when coughing or sneezing, using a tissue when possible
- Disposing of used tissues promptly and carefully
- Maintaining good basic hygiene, for example washing hands frequently with soap and water to reduce the spread of the virus from your hands to your face or to other people.

Don't forget! Look out for elderly relatives, friends and neighbours. Call round and let them know you are there if they need you. Check their home is warm and that they have plenty to eat and drink.

HELP WITH HEATING YOUR HOME

If you need help to pay for heating or to improve insulation in your home, you may be able to get money from a government grant scheme, depending on where you live. Call **0800 316 2805** for details.

KEEP WARM, KEEP WELL

This winter, local partners including NHS Warwickshire, Warwickshire County Council and all District Borough Councils, Act on Energy, voluntary organisations and Warwickshire Fire and Rescue Service are once again joining together to establish a Warm and Well campaign to support residents through the cold season.

As part of Warwickshire's Warm and Well campaign, a free phoneline – 0800 988 2881 – provided by Act on Energy, will be open Monday to Friday between 9am and 5pm to offer information on reducing fuel bills, affordable warmth, what to do if heating systems break down and debt advice.



TIPS FOR A HEALTHIER LIFESTYLE

Small changes really can make a big difference – here are our tips for a healthier lifestyle

Stopping smoking in Coventry

There are a number of services in Coventry offering advice, information and support to help smokers who want to quit. Specialist stop smoking advisors provide practical support and advice on stopping smoking.

They will also explain the various medications available, including nicotine replacement therapies that are designed to gradually reduce your need for nicotine. They also offer:

- One-to-one consultation
- Drop-in clinics
- Easy access to clinics in the community
- Support from your local pharmacy to help you stop.

To find out where your nearest stop smoking service is, call: **0800 0511310** or visit www.smokefree.nhs.uk

Stopping smoking in Warwickshire

Most GP surgeries in Warwickshire and some pharmacies offer a stop smoking service. The service is provided on a one-to-one basis, usually with a Practice Nurse or Pharmacist/Pharmacy Assistant. Quitters will get regular appointments over the first few weeks of quitting, along with prescriptions for nicotine replacement therapy, Zyban or Champix.

To find out what services are available near to you contact Warwickshire Stop Smoking Service on **0800 085 2917**, text **LIFE** to **80800** or email smokefreewarwickshire@nhs.net

To find out about the FREE service provided by GP surgeries, pharmacies and other locations across Warwickshire, please visit www.warwickshire.nhs.uk

ALCOHOL – KNOW YOUR LIMITS

For men this means a maximum of 3-4 units per day and for women up to 2-3 units a day. You should always have one or two days a week that are completely alcohol free.

Happy Hour can quickly turn sour... Drinking in moderation can be an enjoyable and memorable part of your social life, especially over the festive season, but getting drunk regularly can have potentially serious physical and mental effects, impacting severely on your social and even work life. Even drinking to excess just occasionally (binge-drinking) can be very damaging.

Visit www.nhs.uk for information about the amount of units in different alcoholic drinks and what are the safe limits for you. Or speak to your GP about getting help and support.

Enjoy safer celebrations:

- Have something to eat before and, if possible, while you are drinking
- Pace yourself and enjoy your drinks slowly
- You don't have to join in with every round
- Never leave your drink unattended
- Drink plenty of water when drinking alcohol
- Only use black cabs or pre-booked mini cabs
- Get help if you think your drinking is getting out of control.

DRUGS ARE FOR MUGS...

Peer pressure, stress and the financial strains that the festive season brings can all raise the temptation to take drugs. Any drug runs the risk of affecting your physical and mental health, including legal ones like tobacco and alcohol.

Don't be tempted, and keep any eye out for friends, and especially younger people for signs of drug misuse or addiction which include:

- Sudden mood changes
- Negative or changed outlook on life
- Loss of motivation
- Poor performance at work or at school
- Problems with personal relationships
- Borrowing or stealing money.

The National Drugs Helpline is a free and confidential telephone service, open 24 hours a day, seven days a week on [0800 77 66 00](tel:0800776600). You can also visit www.talktofrank.com



RESPECT YOURSELF:

SEXUAL HEALTH SERVICES IN COVENTRY & WARWICKSHIRE

Having a healthy sex life is important at any age. Whether it's your first time, or you've got a new partner, make sure you understand the risks, get the right contraception, and avoid getting (or passing on) sexually transmitted infections (STIs) which are on the rise in Coventry and Warwickshire.

People can carry infections without knowing it and you can't tell who is infected just by looking at them.

Even if you are using a form of contraception, condoms should be used in order to practice safe sex.

Using a condom is the only way to help prevent an unplanned pregnancy or STIs. If you need emergency contraception on any of the Bank Holidays over Christmas and New Year, you can visit an Urgent Care/Walk-in Centre. (See Get the Right Treatment section for locations)

The ISHS CLINIC (Integrated Sexual Health Services) runs by appointment or drop in. To book an appointment call 0300 020 0027 for:

- Emergency contraception
- Pregnancy testing
- Counselling/advice/support
- Smear testing
- Condoms
- Contraception choices/supply
- STI screening/ HIV testing

SEXUAL HEALTH SERVICES IN COVENTRY

To find help and information on contraception & STI's, visit www.coventry.nhs.uk

For relationship and sexual health advice for young people and their parents, visit www.besavvy.org.uk/

SEXUAL HEALTH SERVICES IN WARWICKSHIRE

For a list of pharmacies that provide free emergency hormonal contraception, pregnancy testing and condoms to women aged 25 and under, visit www.respectyourself.info/

LISTENING TO YOU...

NHS Coventry and NHS Warwickshire are committed to listening to your views and learning from your experiences.

PATIENT ADVICE AND LIAISON SERVICE (PALS)

The Patient Advice and Liaison Service (PALS) listens to your feedback and provides confidential advice to help guide you through the different NHS services available.

PALS can help you with all aspects of healthcare and is a great way to troubleshoot any problems relating to the NHS and accessing services.

You can contact the Coventry PALS office on [024 7624 6002](tel:02476246002) or email PALS@coventrypct.nhs.uk

You can contact the NHS Warwickshire PALS office on [0845 423 8903](tel:08454238903), or email: pals@warwickshire.nhs.uk

MAKING A COMPLAINT

If you want to make a complaint to NHS Coventry, visit our website www.coventry.nhs.uk or call [024 7624 6125](tel:02476246125)

If you want to make a complaint to NHS Warwickshire, please call the complaints office on [01926 493 491](tel:01926493491)

GET INVOLVED...

We are committed to involving local people in the development of health services. We want to hear your experiences and views on what works well and what could be improved in your local NHS.

HOW TO SHARE YOUR VIEWS WITH NHS COVENTRY

Use our online form to share your views on local health services www.coventry.nhs.uk

Text the word "NHS" followed by your comments to [80039](tel:80039) we will pay the cost of the text!

Email your comments to jointheconversation@coventry.nhs.uk

Become an NHS Champion and join the hundreds of people in Coventry who are involved in improving the NHS. Visit www.coventry.nhs.uk

BECOME A NHS WARWICKSHIRE ACTIVE MEMBER

NHS Warwickshire is looking for Active Members of all ages from right across the county to join the Active Members scheme and give their views on the wide range of health services that are on offer.

From the work of our hospitals, to that of GPs, dentists, midwives, health visitors and school nurses, all local health services come under the remit of NHS Warwickshire and the Trust in keen to hear the public's views on how they can be improved.

Active Members will be asked for their views through surveys, online forums and discussion groups. They will also receive regular information on NHS services in Warwickshire and how their feedback is making a real difference in helping the NHS get better in the county.

Visit www.warwickshire.nhs.uk for more information on how to join up

