



**Dewis  
doeth**  
**Choose  
well**

# Choose Well

Your guide to choosing the right NHS Service if you become ill or are injured

**Emergency Department  
(A&E) or 999**

**Minor Injuries Unit**

**GP, Out of Hours Services  
or Dental Service**

**Pharmacist**

**NHS Direct Wales**

**Self Care**



**GIG  
CYMRU  
NHS  
WALES**

# Why **Choose Well?**

This leaflet is a general guide to help you decide which NHS Service to use.

## **Think carefully before going straight to the Emergency Department (A&E)**

### **Choose Well so that:**

- Busy Emergency Services can help those who need them most urgently
- Essential treatment is given in the shortest possible time
- You get the right treatment in the right place

### **Be prepared by having essential medicines available in a child safe cupboard i.e.**

- Pain killing medicine i.e. Paracetamol
- Anti-diarrhoeal medicine
- Rehydration mixture
- Indigestion remedy
- Plasters
- Thermometer

**Choking.  
Chest Pain.  
Blacking Out.  
Blood Loss.  
Serious Injury.**

### **Emergency Department (A&E) or 999**

Emergency Department (A&E) can treat people who are very ill or badly injured. You should always call 999 in a life threatening emergency – if someone is seriously ill or injured and their life is at risk.

When you dial 999 you may not get an emergency ambulance response. The Welsh Ambulance Service has a range of staff and volunteers that will come and treat you, depending on the seriousness of the situation.

**Cuts.  
Bites.  
Sprains.**

### **Minor Injuries Unit**

Minor Injuries Units are located throughout Wales. They can treat minor injuries and give health advice.

For details of your nearest Minor Injuries Unit, please contact NHS Direct Wales on **0845 46 47** or via the internet at [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

**Vomiting.  
Ear Pain.  
Painful Cough.  
Toothache.**

### **GP and Out of Hours Service**

During office hours please contact your GP for advice and treatment of most illnesses. GP advice is available outside office hours from your local out of hours service. To contact out of hours services, telephone your usual GP number or NHS Direct Wales on **0845 46 47**.

### **Dental Services**

For advice contact your registered Dentist. If you are not registered with a dentist and need urgent treatment, you can call NHS Direct Wales on **0845 46 47** to find out about emergency dental clinics.

**If you are a visitor to the area, please phone NHS Direct Wales on 0845 46 47 who will direct you to the appropriate service.**

**Diarrhoea.  
Runny Nose.  
Upset Stomach.  
Headache.**

### **Pharmacist**

Visit a pharmacy when you are suffering from a common health problem which does not require being seen by a nurse or doctor. Your local pharmacist can give you advice

on common illnesses and the medicines you need to treat them. They may help if you have run out of your normal repeat prescription. They can also provide Emergency Contraception.

**Flu like symptoms?  
Unwell?  
Unsure?  
Need Help?**

### **NHS Direct Wales**

NHS Direct Wales offers confidential health advice and information 24 hours a day by either calling **0845 46 47**, or via the internet [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

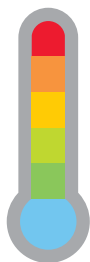
Contact NHS Direct Wales if you are ill and have any questions about health. The service can also help you find health services in your local area.

**Hangover.  
Grazed Knee.  
Sore Throat.  
Cough.**

### **Self Care**

A lot of illnesses can be treated in your home by using over-the-counter medicine,

taking plenty of fluids and getting plenty of rest. Self care is the best choice to treat very minor illnesses and injuries.



**Dewis  
doeth  
Choose  
well**

If you don't know which option to choose, please contact:

**NHS Direct Wales**

**0 8 4 5 4 6 4 7**

For patient safety, calls to NHS Direct Wales are recorded.

**[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)**

This leaflet can be made available in other formats including Braille and large print on request.

© Crown copyright May 2011  
WG14435