

Where to go for care?

A&E services at Basildon Hospital have been under **severe pressure** with unprecedented numbers of visitors. Many people that visit A&E or call 999 could be seen elsewhere.

If it is not **serious or life-threatening**, make use of other NHS services. Overleaf you will see a quick guide on what services to use when you are experiencing a number of common symptoms.

If you are unsure of what service is best for you, call **NHS 111** and you will be advised by a trained professional.

Be prepared

To best prepare for minor illnesses or injuries, make sure you have a medicines cabinet stocked with all those medications you are likely to need:

- Painkillers
- Antihistamines
- Rehydration tablets
- Anti-diarrhoea tablets
- Antacid
- Sunscreen
- Bandages
- Plasters
- Antiseptic
- Eyewash solution
- Sterile dressing
- Medical tape

For more on what you should keep in your medicines cabinet, visit www.nhs.uk



For non-urgent medical advice and support call NHS 111

Available 24/7 and free to call (even from mobiles)



Remember: if it is serious or life-threatening, don't hesitate to call 999

Mental health services

you can call Samaritans 24-hours a day:
(01268) 412000 (local branch)
08457 909090 (UK)

To find out more about talking therapies for depression and anxiety:

Thurrock residents can call 01375 898680 between 8am and 6pm Monday to Friday

Basildon residents can call 01268 739128 between 8.30am and 6pm Monday to Friday

Palliative and end of life care

These patients can contact OneResponse at any time, day or night, for support and advice, as can their family members and carers. Call 01268 526259

This leaflet was produced by your local NHS:
NHS Thurrock Clinical Commissioning Group
NHS Basildon and Brentwood Clinical Commissioning Group

A&E is for serious and life-threatening emergencies only

Do you know what to do when it's not an emergency



999



Choking.
Chest pain.
Blacking out.
Blood loss.
Severe bleeding.
Severe burns.
Stroke.

Cuts/injuries.
Strains.
Sprains.
Sports injuries.

Ear pain.
Stomach ache.
Flu vaccine.
Asthma/COPD.
Long term conditions.

Diarrhoea.
Colds/cough/flu.
Headache.
Stop smoking.
Sexual health.
Alcohol support.
Aches/pains/itches.

Unwell?
Unsure?
Confused?
Need help?

Hangover.
Grazes.
Sore throat.
Cough.
Cold and flu.
Diarrhoea.

Visit
Basildon
A&E or call
999

Orsett
Minor
Injuries
Unit

GP
Surgery

Pharmacy

Call
NHS 111

Self-care

Choose A&E or dial 999 for serious and life-threatening conditions. Your local A&E is at:

Basildon Hospital
Nethermayne
Basildon
Essex
SS16 5NL

01268 524900

The Minor Injuries Unit is open 10am to 7.30pm, 7 days a week except Christmas day and boxing day:

Orsett MIU
Orsett Hospital
Rowley Road
Orsett
RM16 3EU

0300 300 1527

Your surgery will have GPs and nurses who can see you for a number of conditions and illnesses.

outside normal surgery times, you can also see a GP at the out-of-hours service. Call **NHS 111** to access.

Find your local GP or pharmacist here:
www.nhs.uk/service-search

Pharmacists can suggest medicines and offer advice on common illnesses without the need for an appointment.

Many pharmacies are open for longer during the week and also at the weekend.

NHS 111 offers confidential 24-hour health advice and information both by phone and online.

NHS 111 can also direct you to appropriate services if you need it.

Many common minor injuries and illnesses can be treated at home by **self-care**.

If you need further support to look after your condition, you can visit your pharmacist, call NHS 111, or visit www.nhs.uk