

# Find local services

## Self-care

To find out how you can treat your child's minor injuries and illnesses at home, contact your child's Health Visitor / School Nurse or visit: **NHS** [www.nhs.uk](http://www.nhs.uk) (Search for Childhood Illness)

## NHS 111

For 24-hour health advice and information.



☎ **111\***  
[www.nhs.uk/111](http://www.nhs.uk/111)

An NHS111 textphone service is available on ☎ **18001 111**

*\*Calls to NHS111 are free, including from mobiles and landlines.*

## Pharmacist

For advice on common illnesses and injuries, and medicines to treat them.



To find your local and 'Out of Hours' pharmacy, visit:  
[www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories)

## GP

For the treatment of illnesses and injuries.



If you have an emergency 'Out of Hours' and need to see a GP. Call your GP practice – you will be directed to the out-of-hours on-call service who will offer telephone advice or an appointment to attend your nearest out of hours facility.

**My GP's ☎** \_\_\_\_\_

## Minor Injuries Unit

For the treatment of minor injuries and illnesses, without an appointment.



**X-ray facilities available.**

**Orsett Hospital**  
Rowley Road  
Orsett  
RM16 3EU

☎ **0300 300 1527**

## A&E or 999

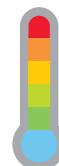
For emergencies when your child needs urgent medical attention.



**Basildon University Hospital**  
Nethermayne,  
Basildon,  
Essex, SS16 5NL  
☎ **01268 524900**

# Stay Well: A guide to choosing the right NHS service

for the child in your care.



**This information is relevant for children in your care aged 0-18, particularly younger children.**

# If your child is ill or injured, choose from the services below:

Children can recover from illness quickly but also can become more poorly quickly. It is important to seek further advice if a child's condition gets worse.



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

**For wear and tear, minor trips and everything in between. Self-care:** You can treat your child's very minor injuries and illnesses at home. Some illnesses can be treated in your own home with support and advice from the services listed below when required, using the recommended medicines and getting plenty of rest.

**Sound advice:** In case your child gets ill, it is good to be prepared with essential medicines such as age appropriate paracetamol, plasters and a thermometer. **Please do not give aspirin to children under 16 as this can cause serious complications in children later diagnosed with viral infections.**



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

**Are you unsure if your child is unwell and needs help?**  
**NHS111:** NHS111 offers confidential 24-hour health advice and information which you can access by phone or online to ask absolutely any question about wellbeing.

**Sound advice:** Use this service if you are unsure what to do next, have any questions about a condition or treatment, or require information about local health services. You'll find the contact details on the back of this leaflet.



**Mild diarrhoea.  
Mild skin irritations.  
Mild fever.**

**Do you need advice?**  
**Pharmacist:** Your local pharmacist can suggest medicines for your child, and offer advice on common illnesses like cold symptoms (runny nose, cough or sore throat) and skin irritations, without the need for an appointment. Many pharmacists have longer daily opening hours than GP surgeries, and some are open at weekends.

**Sound advice:** Visit a pharmacy if your child is ill, but does not need to see a GP. Remember that if your child's condition gets worse, you should seek further medical advice immediately.



**High temperature.  
Cold symptoms.  
Minor bumps and cuts.**

**Does your child need to see a GP or nurse? Urgent Care Centre or GP:**  
Children with a moderate injury or illness will often need to be seen by a healthcare professional in the community:

**Sound advice:** You have a choice of service:

- (a) You can drop by and be seen without an appointment at your local Minor Injury and Illness Unit or Urgent Care Centre. These services are often open early until late. They offer a convenient alternative to your GP.
- (b) GPs can treat many illnesses that do not warrant a visit to A&E.

- (a) At your local Minor Injury and Illness Unit or Urgent Care Centre where appointments are not required (please see reverse of this leaflet to identify services available in your local area) **or**
  - (b) By appointment with a doctor or nurse at your local GP practice.
- Choose these services to treat your child's injury or illness that has been treated with self-care but just won't go away.



**Dehydration.  
Headache.  
Tummy pain.**

**Does your child need urgent medical attention? A&E or 999:** Choose A&E or 999 if your child is experiencing any life-threatening symptoms of injury or illness. These also include severe breathing difficulties, tummy pain that is not getting better or a very high temperature.

**Sound advice:** Many visits to A&E and calls to 999 could be resolved by other NHS services. If your child's condition is not critical, choose another service to get them the best possible treatment.



**Choking.  
Loss of consciousness.  
Fitting.  
Broken bones.**