



**Thurrock**

## ***Clinical Commissioning Group***

### **MEDIA RELEASE:**

**Issued by: NHS Thurrock CCG**

**Immediate release: 2 December 2013**

### **Local NHS leaders launch campaign to help people find the right service this winter**

“A&E is for saving lives – Call 111 and find the right service fast” is the message of a new campaign being launched by the local NHS to raise public awareness of different NHS services available to them. The striking yellow and black campaign is being used across Essex to encourage people to use the most appropriate NHS service when they become ill.

The campaign is supported by a new website - ‘GetWellEssex.com’ where people can simply type in their postcode and choose from a list of symptoms to find out details of which service they should contact.

People often feel unwell with various symptoms and do not know the best place to get help. ‘GetWellEssex.com’ has been developed with input from local clinicians to direct people to the most appropriate local NHS service.

The campaign led by Clinical Commissioning Groups (CCGs) in Essex, including NHS Thurrock CCG aims to encourage people to choose the right local service for them according to their symptoms. The campaign will include posters, leaflets and bus advertising.

Mandy Ansell, Chief Operating Officer, NHS Thurrock CCG said: “By going to the right place for their condition people will usually be seen more quickly, by appointment and by the professional with the right skills. It often also means that people will be seen closer to where they live or work.”

If you become unwell, and are not sure where to get help, just log on to [www.GetWellEssex.com](http://www.GetWellEssex.com) to use the symptom checker or call NHS 111 and find the right service for you.”

If you are unwell there are a range of services that can help you:

- Call NHS 111 for help and advice, if you are not sure how to deal with your injury or concern. NHS 111 is available 24 hours a day, 365 days a year and is free to call. Simply call 111 to access the service.
- Lots of conditions (including hangover, grazed knee, sore throat, coughs and colds) can be treated at home by self-care.
- A visit to your local pharmacy can treat lots of medical conditions including diarrhoea, runny nose, painful cough, headache.
- Your GP is your first port of call for non-urgent illnesses that won't go away, such as

ear pain, vomiting, sore tummy, back ache.

- If it's not an emergency, but you need medical attention quickly, go to your nearest walk-in centre or minor injuries unit:
  - Thurrock Health Centre, 55-57 High Street, Grays, Essex, RM17 6NJ. Tel: 01375 898700. Open 8.00am to 8.00pm, seven days a week, 365 days a year.
  - Orsett Minor Injury Unit, Rowley Road, Orsett, RM16 3EU Tel: 01268 592300. Open 10.00am to 7.30pm, seven days a week, closed Christmas Day and Boxing Day.
  - Harold Wood Polyclinic, St Clements Avenue, Off Gubbins Lane, Harold Wood, RM3 0FE. Tel: 01708 792000. Open 8.00am to 8.00pm, seven days a week.
- Your local A&E provides urgent treatment for serious, life threatening illnesses. You should go to A&E or call 999 if you have any of the following symptoms: choking, chest pain, blacking out, bleeding you can't stop, loss of consciousness, struggling to breathe, stroke:
  - Basildon Hospital, Nethermayne, Basildon SS16 5NL, Tel: 0845 155311
  - Queen's Hospital, Rom Valley Way, Romford RM7 0AG, Tel: 01708 435000

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## **ENDS**

For more information contact: [communications@swessex.nhs.uk](mailto:communications@swessex.nhs.uk)

For more information about Thurrock CCG visit:

<http://www.thurrockccg.nhs.uk/>