

Choose well in Surrey

Feeling unwell? Remember to choose well!

By choosing well you will receive the right treatment fast, leaving emergency services to patients who need them most.

If you're not sure where to go for treatment, call NHS Direct on 0845 46 47. They will direct you to the service that best meets your needs.

Where to find your nearest NHS Walk-in Centre or Minor Injuries Unit in Surrey:

Ashford NHS Walk-in Centre

Ashford Hospital, London Road, Ashford, TW15 3AA
Open 8am-10pm everyday*

Caterham Dene NHS Walk-in Centre

Caterham Dene Community Hospital, Church Road, Caterham, CR3 5RA
Open 9am-5pm, Monday to Friday excluding bank holidays*

Haslemere Minor Injuries Unit

Haslemere Hospital, Church Lane, Haslemere, GU27 2BJ
Open 9am-5pm Monday to Friday excluding bank holidays*

Woking Hospital NHS Walk-in Centre

Heathside Road, Woking, GU22 7HS
Open 7am-8pm Monday to Friday and 9am-7pm Saturday/Sunday/bank holidays*

Weybridge Hospital NHS Walk-in Centre

Church Street, Weybridge, KT13 8DY
Open 7am-7.30pm Monday to Friday and 9am-4pm Saturday/Sunday/bank holidays*

***Please note: last patients are seen 30 minutes before the stated closing times.**

Be prepared

Remember, if you are pregnant, over 65, have a long-term health problem or are a main carer, you can get a free flu jab from your GP. Make sure your medicine cabinet contains in-date medication including paracetamol or aspirin, rehydration mixture, indigestion mixture, plasters and a thermometer – a high temperature is usually above 38C.

Sickness and diarrhoea

Most tummy bugs – sometimes called norovirus or gastric flu – get better in 48 hours. If you get one:

- Sip water to stay hydrated
- Wash your hands regularly with soap and warm water
- Phone NHS Direct on **0845 46 47** if you are worried

Attending emergency departments for coughs, colds, sickness and diarrhoea can put vulnerable patients at risk. Norovirus is highly contagious and can spread through busy emergency departments easily. **Don't visit hospital if you have had sickness and diarrhoea in the last 48 hours to help stop the virus spreading.** Contact your GP, pharmacist or NHS Direct if you feel severely dehydrated.

Parents with young children

A child's normal temperature is about 36C. Above 38C is a high temperature. Use infant painkillers to bring down your child's temperature – but make sure you follow the instructions carefully. Children under 16 should never be given aspirin. Your pharmacist will advise you on suitable remedies. Children recover from illness quickly but seek advice from NHS Direct on **0845 46 47** if a child's condition gets worse. Always call 999 if your child is having difficulty breathing, has a fit or seizure, or you suspect meningitis.

Stop things spreading: Catch it, Bin it, Kill it

To prevent something you have caught spreading to others:

- Catch coughs and sneezes in a tissue
- Dispose of tissues quickly and safely
- Regularly wash your hands with soap and warm water

Keep warm, keep well

Remember to keep warm when you go outside by wearing lots of layers. Have regular hot drinks and hot meals that include fruit and vegetables and take regular, gentle exercise to generate body heat. Contact the Energy Saving Trust free on 0800 512012 for help and advice with insulating or heating your home. For those over 60, low income families and people with disabilities, further information is available at www.direct.gov.uk/keepwarmkeepwell

Feeling unwell?

There's a range of NHS services on your doorstep

Self-care

www.nhs.uk
NHS Direct 0845 46 47

Pharmacy

GP

NHS walk-in
or GP-led health centre

Minor injuries units

A&E or 999



The sorts of symptoms you might have	Headache, cold, flu, nausea, diarrhoea, sore throat	Self-care Many common illnesses can be treated at home with over-the-counter medicines, plenty of rest and regular fluids. Remember to take regular small sips of water to avoid getting dehydrated.	Self-care essentials: Ensure your medicine cabinet is stocked with: paracetamol, rehydration mixture, indigestion remedy, plasters, and a thermometer.
		NHS Direct At www.nhsdirect.nhs.uk you can check your symptoms, check hundreds of conditions and treatments, and find telephone numbers and addresses for most NHS services, including GPs and hospitals.	For confidential health advice and information around the clock visit www.nhsdirect.nhs.uk or call 0845 46 47 . (Calls cost a maximum of 5p per minute from a BT landline. Calls from mobiles and other networks may vary. A confidential interpretation service is available in many languages.)
		Pharmacist Many common illnesses can be treated at home. Ask your pharmacist for advice on the best medicines and treatments for minor ailments.	To find your local late night pharmacy visit www.nhs.uk or call 0845 46 47 or look in your local newspaper.
	Medical examinations, advice and prescriptions	GP If you need to see a doctor, make an appointment with your GP. Many have extended hours. Out-of-hours GPs are available if you need to see a doctor urgently when your surgery is closed. Arrange repeat prescriptions with the surgery.	To find contact details for your GP surgery or to find a surgery where you can register, visit www.nhs.uk or call 0845 46 47 . For urgent out-of-hours GP services call your surgery answer phone or call 0845 46 47 .
	Cuts, sprains, strains, minor burns, stings	NHS walk-in centre or GP-led health centres NHS walk-in centres or GP-led health centres are open during the day, and some have evening hours. No appointment is usually necessary.	To find your local NHS walk-in centre or GP-led health centre see the local service information over the page or visit www.nhs.uk or call NHS Direct on 0845 46 47 .
Minor injuries units and urgent care or treatment centres These centres are for people who have injuries that may need cleaning, stitching or dressing. They are open during the day, and some have evening hours. No appointment is usually necessary.		To find your local minor injuries unit or urgent treatment centre see the local information over the page or visit www.nhs.uk or call NHS Direct on 0845 46 47 .	
Serious injury, life threatening conditions	A&E or 999 Go to A&E if you are seriously ill or badly injured. Call 999 if the patient is suffering a potentially life-threatening emergency. Please only use these services if you really need them.	To find your nearest A&E, call 0845 46 47 or visit www.nhs.uk Call 999 for the ambulance service.	