

# Choose well

For fast, effective, expert health treatment or advice, go to the right place

**Accident and Emergency (A&E) services come under enormous pressure. Many patients using these services could be treated more appropriately elsewhere. Sometimes it is better to see a GP or pharmacist or call a helpline.**

**The information on this page will help you decide if you need medical attention and what to do. It explains what each NHS service does and when it should be used.**

**Choosing well means you will get the most appropriate treatment. It also allows busy NHS services to help the people who need them most.**



## Life threatening and severe illness and injury

For example: Choking      Chest pain      Blacking out  
Heavy blood loss      Serious injury      Fits

Go to the nearest hospital **accident and emergency department (A&E)** or call **999**. Children who appear very unwell or need urgent treatment for a serious illness or injury should be taken to Heartlands Hospital A&E rather than Solihull Hospital.



## Non-urgent illness or minor injury

For example: Cuts      Strains and Sprains      Vomiting      Earache      Backache

Contact **your GP practice** or go to Solihull Healthcare and Walk-in Centre. The Healthcare and Walk-in Centre is immediately on the left as you enter the Solihull Hospital site in Lode Lane, Solihull. It is open from 8am until 8pm every day of the year. You can walk in and be seen without making an appointment or you can book an appointment up to four weeks in advance. The telephone number is 0121 709 7711.



## Minor ailment

For example: Diarrhoea      Runny nose      Painful cough      Headache

Go to **your local pharmacist** or ask someone to go for you. Your local pharmacist can give you advice on common ailments and the medicines you need to treat them. Many pharmacies are open on Sundays and some late into the evening. Some pharmacists can also provide Hormonal Emergency Contraception.



## In need of advice

Unwell?      Unsure?      Confused?      Need help?

Contact **NHS Direct on 0845 46 47** or visit **www.nhsdirect.nhs.uk**

NHS Direct offers confidential health advice and information 24 hours a day. Contact NHS Direct if you have any questions about your health. The service can also help you to make the right healthcare choice and find health services in your local area.



## Very minor illnesses and injuries

For example: Grazes      Sore throat      Cough      Hangover

**Self-care** is the best choice for treating very minor illnesses and injuries. Be prepared by keeping a stock of essential medicines including painkillers, anti-diarrhoea medicine, oral rehydration mixture and indigestion remedy, as well as plasters, antiseptic cream and a thermometer.