

**NEW  
for 2020**

**NHS**

Information  
for Basingstoke,  
Andover, Alton,  
Winchester and the  
surrounding  
areas

**Help us help you...  
use the right service**

**Your guide to everyday health  
services you may need in a hurry**

# Help is at hand



**We know that sometimes it's hard to know what to do for the best when you need NHS help in a hurry.**

To make things easier we have produced this guide to tell you about some of the main alternatives to going to an Accident and Emergency (A&E) department or waiting for a GP appointment.

NHS pharmacists, 111 advisers, urgent treatment centres, minor injuries units and GPs are all able to provide advice and support to ensure you get the right medical help for your needs.

Some of the alternatives might help you talk to someone about your concerns quicker – and get a solution to your problem.

Please help us to help you and try to use the service that best fits your needs – that way we can keep emergency services and appointments free for those who really need them.

# 5

THINGS YOU  
CAN DO

- 1.** Keep the Emergency Department free for those with critical or life threatening conditions.
- 2.** Contact NHS111 or your GP practice if you need same day help. Or try your GP practice website for appointment information or online consultations.
- 3.** Get a flu jab – ask at your surgery or pharmacy.
- 4.** Order repeat prescriptions in good time, particularly ahead of bank holidays.
- 5.** Keep a first aid kit handy at home, together with some self-care treatments like pain killers and cold and flu remedies. Remember to keep them out of the reach of children.



## Self Care

Care for yourself at home

Minor cuts & grazes  
Minor bruises  
Minor sprains  
Coughs and colds



## Pharmacy

Local expert advice

Minor illnesses  
Headaches  
Stomach upsets  
Bites & stings



## NHS 111

Non-emergency help

Feeling unwell?  
Unsure?  
Anxious?  
Need help?



## GP

Advice  
Out of hours:  
Call 111

Persistent symptoms  
Chronic pain  
Long term conditions  
New prescriptions



## UTC or MIU

Urgent Treatment Centre  
or Minor Injury Unit

Breaks & sprains  
X-rays  
Cuts & grazes  
Fever & rashes



## A&E or 999

For emergencies only

Choking  
Chest pain  
Blacking out  
Serious blood loss

## Minor illness? Ask a pharmacist

Get expert advice on common health problems (coughs, colds, flu, rashes) from your local pharmacist. It may save you a trip to your GP surgery – you don't need an appointment and you can speak in a private area. You'll be advised if they think you need further help.

## Minor injury? Try a minor injury unit

You can often be seen more quickly, 7 days a week, for broken bones, sprains and strains, minor cuts and wound infections at Andover War Memorial Hospital and West Berkshire Community Hospital. Call NHS 111 and they will direct you to your nearest unit.

## Not sure? Call NHS111 or go online to [111.nhs.uk](https://111.nhs.uk) if you:

- think you might need to go to the Emergency Department or need another NHS urgent care service
- don't know who to call for medical help
- need information about a health issue.

## Other useful contacts

North Hampshire Clinical Commissioning Group 01256 705 507 [www.northhampshireccg.nhs.uk](http://www.northhampshireccg.nhs.uk)

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West Hampshire Clinical Commissioning Group 023 8062 7444 [www.westhampshireccg.nhs.uk](http://www.westhampshireccg.nhs.uk)

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Hampshire County Council Social Care and Health 0300 555 1386 [www.hants.gov.uk/socialcareandhealth](http://www.hants.gov.uk/socialcareandhealth)

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Healthwatch Hampshire 01962 440 262 [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

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Macmillian Cancer Support 0808 808 00 00

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St Michael's Hospice 01256 844 744 [www.stmichaelshospice.org.uk](http://www.stmichaelshospice.org.uk)

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Age Concern Hampshire 0800 328 7154 [www.ageconcernhampshire.org.uk](http://www.ageconcernhampshire.org.uk)

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Andover War Memorial Hospital 01962 863 535 [www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk)

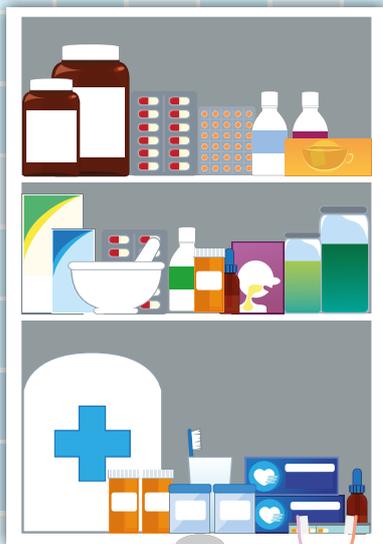
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Royal Hampshire County Hospital, Winchester 01962 863 535 [www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk)

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Basingstoke and North Hampshire Hospital 01256 473 202 [www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk)

# Handy hints for 'keep at home' medicines



It's worth keeping a few handy medicines and treatments at home in case you need them. Remember to keep them safely tucked away out of reach of children. Always follow the instructions and if you are not sure check with your pharmacist.

- Pain relief
- Cold and flu remedies
- Anti-diarrhoea medication
- Decongestants
- Antihistamines
- Oral rehydration salts
- Indigestion remedies
- Sunscreen for the summer
- First aid kit – bandages, plasters, thermometer, antiseptic, sterile dressing, tweezers, eye wash solution

# Mental health support

There are various services available if you need urgent mental health advice, support or treatment. To get mental health support, for adults or children, speak to your GP practice first. If you are not sure what to do phone NHS 111 or go online to [111.nhs.uk](https://111.nhs.uk)

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## Useful numbers for adult mental health services:

<b>Andover Mind Wellbeing Centre in Basingstoke</b>	<b>01256 476 572</b>
<b>Italk</b>	<b>023 8038 3920</b>
<b>Samaritans</b>	<b>116 123</b>
<b>Inclusion (drug and alcohol services)</b>	<b>0300 124 0103</b>

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# More information online

[www.usetherightservice.com](http://www.usetherightservice.com)

Staying well and healthy

[www.nhs.uk/staywell](http://www.nhs.uk/staywell)

Health A-Z

[www.nhs.uk/conditions](http://www.nhs.uk/conditions)

Keeping children safe  
and healthy

[www.what0-18.nhs.uk](http://www.what0-18.nhs.uk)

Get medical help near you

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

Get the free NHS app

Search 'NHS app' at

[www.nhs.uk](http://www.nhs.uk)



**You can get this information in large print,  
Braille, audio or in another language  
by emailing [nhccg.enquiries@nhs.net](mailto:nhccg.enquiries@nhs.net)  
or calling 01256 705507.**

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