

# Winter illness

It pays to be prepared

## Be prepared

Make sure your medicine cabinet is stocked up with:

- Paracetamol or aspirin
- Rehydration mixture
- Indigestion mixture
- Plasters
- Thermometer – high temperature is usually above 38C

**Remember, if you are pregnant or over 65 or have a long-term health problem, you can get a free flu jab from your GP.**

## 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.

## 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, but contact your GP or pharmacist or NHS Direct if you feel severely dehydrated.**

## Recover properly

If you do catch a cold, flu, or a tummy bug like norovirus make sure that you:

- Stay at home and get plenty of rest
- Have lots of non-alcoholic drinks
- Eat if you feel able to
- Let a friend or neighbour know you are ill

## Stay warm

- Keep room temperature warm and comfortable
- Wear lots of thin layers – and a hat, scarf and gloves if you go outside
- Have regular hot drinks and hot meals that include fruit and vegetables
- Take regular, gentle exercise to generate body heat.
- For those over 60, low income families and people with disabilities, further information is available at [www.direct.gov.uk/keepwarmkeepwell](http://www.direct.gov.uk/keepwarmkeepwell)

## Older people:

It is important to keep warm to keep well. If you feel ill, visit your local pharmacy for advice or see your doctor. Wrap up warm and wear strong shoes or boots with grip when going outside in cold and slippery conditions to avoid trips and falls. In very bad weather, ask a friend or neighbour to go out for you. Always let someone know if you feel unwell. If possible, carry a mobile phone with you in case you need to call for help.

## 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.

## People with long term conditions:

If you or someone you know is living with a long term condition, you'll know that sometimes life's not easy. The Your Health Your Way website ([www.nhs.uk/YourHealth](http://www.nhs.uk/YourHealth)) gives advice to help you understand your condition and its treatment, including guidance on medicines. NHS Choices ([www.nhs.uk](http://www.nhs.uk)) provides information on different conditions and a round-up of the best internet health sites.

## People of working age:

If you work Monday to Friday, 9am to 5pm, it can sometimes seem difficult to get to your GP for medical advice, examinations or prescriptions. Most GP surgeries open early or late at least once a week. Most NHS walk-in centres and GP-led health centres are open every day, including weekends and evenings. Phone NHS Direct if you are not sure what to do. Your pharmacist might also be able to recommend over-the-counter remedies.

**Please go to A&E only if you are seriously ill or injured.**

# Feeling unwell this winter?

There's a range of NHS services on your doorstep

## Self-care

[www.nhs.uk](http://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	<b>Self-care</b>	Many common winter 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.	<b>Self-care essentials:</b> Ensure your medicine cabinet is stocked with: paracetamol, rehydration mixture, indigestion remedy, plasters, and a thermometer.
		<b>NHS Direct</b>	At <a href="http://www.nhs.uk">www.nhs.uk</a> 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 <a href="http://www.nhs.uk">www.nhs.uk</a> or call <b>0845 46 47</b> . <small>(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.)</small>
		<b>Pharmacist</b>	Many common winter 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 <a href="http://www.nhs.uk">www.nhs.uk</a> or call <b>0845 46 47</b> or look in your local newspaper.
	Medical examinations, advice and prescriptions	<b>GP</b>	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 <a href="http://www.nhs.uk">www.nhs.uk</a> or call <b>0845 46 47</b> . For urgent out-of-hours GP services call your surgery answer phone or call <b>0845 46 47</b> .
		<b>NHS walk-in centre or GP-led health centres</b>	Check opening times on next page. No appointment is usually necessary.	To find your local NHS walk-in centre or GP-led health centre visit <a href="http://www.nhs.uk">www.nhs.uk</a> or call NHS Direct on <b>0845 46 47</b> .
	Cuts, sprains, strains, minor burns, stings	<b>Minor injuries units and urgent treatment centres</b>	These centres are for people who have injuries that need medical attention, but which are not life threatening. Check opening times on next page. No appointment is usually necessary.	To find your local service visit <a href="http://www.nhs.uk">www.nhs.uk</a> or call NHS Direct on <b>0845 46 47</b> .
Serious injury, life threatening conditions	<b>A&amp;E or 999</b>	Go to A&E if you are seriously ill or badly injured. Call 999 if the patient is suffering a potentially life-threatening emergency. <b>Please only use these services if you really need them.</b>	To find your nearest A&E, call <b>0845 46 47</b> or visit <a href="http://www.nhs.uk">www.nhs.uk</a> Call 999 for the ambulance service..	

## In Surrey

### Feeling unwell? Remember to choose well

– NHS services are especially busy during the winter so it's more important than ever to choose the right service. By choosing well you will receive the right treatment fast, leaving emergency services to those who need them most.

For all the latest information about 'Choose Well' and NHS health services in Surrey visit [www.surreyhealth.nhs.uk](http://www.surreyhealth.nhs.uk)

You can also call our Patient Advice and Liaison Service (PALS) on 01372 201759.

### Where to find your nearest NHS walk-in centre or minor injuries unit

#### Ashford Walk-in Centre

Ashford Hospital, London Road, Ashford, TW15 3AA  
Open 8am-10pm everyday (last patient 9:30pm)

#### Haslemere Minor Injuries Unit

Haslemere Hospital, Church Lane, Haslemere GU27 2BJ  
Open 9am-5pm Monday to Friday excluding Bank Holidays

#### Redhill Urgent Treatment Centre

East Surrey Hospital, Canada Avenue, Redhill RH1 1RH  
Open 8am-midnight everyday

#### Woking Hospital Walk-in Centre

Heathside Road, Woking, GU22 7HS  
Open 7am-7.30pm Monday to Friday and 9am-7pm Saturday/Sunday/Bank Holidays

#### Weybridge Hospital Walk-in Centre

Church Street, Weybridge, KT13 8DY  
Open 7am-7.30pm Monday to Friday and 9am-3pm Saturday/Sunday/Bank Holidays