








How to access NHS services in Hounslow this Winter



How to use NHS services in Hounslow

The table below shows you the health services you can access in Hounslow for everything from treating a grazed knee, sprained ankle, chest pains or other ailments.

Self-Care 	Grazed knee Cough or cold Sore throat	Keep your cupboards stocked Make sure your medicine cupboard is stocked with over the counter remedies
NHS 111 	Unsure, unwell Need to know where to go?	Talk Before You Walk Call 111 When you need medical help fast but it's not life-threatening
Pharmacy 	Diarrhoea Runny nose Headache	Use your local pharmacist For advice on common illnesses such as coughs, colds and medicines to treat them
Your GP and Out of Hours GP 	Ear pain Backache Throat infection	For illnesses and injuries that are not urgent, make an appointment with your GP. If you do need a GP out of hours, call 111 and you will be directed to another GP, or the most appropriate service
Urgent Care Centre 	Strains Sprains Stitches	For more serious illnesses and minor injuries
A&E / 999 	Choking Chest pain Blackout / collapse Blood loss	Life threatening situations and emergencies
Mental Health 	Mental Health Crisis	For help in a mental health crisis, call West London Mental Health NHS Trust, single point of access on 030 0123 4244 , 24 hours a day

The NHS non - emergency number



Stay Well – Top Tips – key messages

Keeping warm and healthy during winter

Adults

- You can protect yourself against the flu by getting the flu jab. The flu jab is free if you're aged 65 or over, or if you have a long-term health condition. Make an appointment with your GP or pharmacy.
- Keep yourself warm – heat your home to at least 18 degrees C (or 65F) if you can.
- Keep your bedroom windows closed on cold nights.
- Keep active when you are indoors, wear several layers of light clothes rather than a few thick clothing items.
- Your body keeps warm by burning the food you've eaten, so make sure you have regular hot meals that contain carbohydrates, such as potatoes, pasta, bread and rice. Try porridge with hot milk for breakfast and soups and stews for lunch and dinner.
- Make sure you get your prescription medicines at least 1 week before you run out.
- Always take prescribed medicines as directed.
- If you are already taking prescribed medicine, be sure to check with a pharmacist that there will not be any side effects from taking another medicine.

Children

- In the Autumn/Winter of 2016-17, the flu vaccine will be available free on the NHS for eligible children.
 - children aged 2, 3 and 4 years on August 31 2016.
 - children in school years one, two and three.
 - children aged 2 to 17 years with long-term health conditions.

Children continued

- A child with a minor cough or cold may attend school. If the cold is accompanied by a raised temperature, shivers or drowsiness, the child should stay off of school; consider a visit to the GP. The child can return to school 24 hours after the temperature has returned to normal and they start to feel better. If your child has a more severe and long-lasting cough, consult your GP.
- A child with a minor headache doesn't usually need to be kept off of school. If the headache is more severe or is accompanied by other symptoms, such as a raised temperature or drowsiness, then keep the child off of school and consult your GP.
- Children with diarrhoea and/or vomiting should be kept off of school and away from public places until at least 48 hours after their symptoms have gone. Most cases of diarrhoea and vomiting in children get better without treatment, but if symptoms persist consult your GP. Make sure your child is drinking plenty of fluids preferably water.
- A sore throat alone doesn't have to keep a child off school. But if it's accompanied by a raised temperature, your child should stay at home. Your pharmacist can assist with medicines for sore throats.
- If your child has chickenpox, keep them off school until all their spots have crusted over. Children with chickenpox should be kept at home, drinking plenty of fluids to stay hydrated and away from school and other public places. The use of calamine lotion, moisturising creams or cooling gels to ease itching are suggested and available from your local pharmacist.