

# Choosing the right service

**A&E** **A&E**

**Choking**  
**Blackout**  
**Blood loss**  
**Chest pains**

**An A&E department** (also known as emergency department or casualty) deals with genuine life-threatening emergencies. People are seen and treated in order of need.

**999** **999**

**Choking**  
**Blackout**  
**Blood loss**  
**Broken bones**

**Call 999** if someone is seriously ill or injured and their life is at risk.

 **Minor Injuries Unit**

**Strains**  
**Sprains**  
**Stitches**

**Visit a walk-in centre, minor injuries unit or urgent care centre** if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery opens.

 **GP/Doctor**

**Persistent symptoms**  
**Long term conditions**  
**Chronic pain**  
**New prescriptions**

**Make an appointment with your GP** if you are feeling unwell and it is not an emergency.

 **Pharmacist**

**Minor illnesses**  
**Headaches**  
**Stomach upset**  
**Bites & stings**

**Ask your local Pharmacist for advice** – your pharmacist can give you advice for many common minor illnesses.

 **NHS 111**

**Unsure?**  
**Unwell?**  
**Confused?**  
**Need help?**

**Call NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

 **Self Care**

**Coughs & colds**  
**Grazed knees**  
**Sore throats**  
**Other minor issues**

A lot of illnesses can be treated in your home by using over the counter medicine and getting plenty of rest.