

Calling all parents: Choose well for you and your children

Dear Parent

This guide is intended to help you choose the right health services for you and your family. There are some circumstances when you will need to use Emergency services at hospitals. However, there are a number of alternative NHS services you can go to where you may be helped more quickly and appropriately. This guide will tell you more about these services and how you can access them.

1. Self care

If you have the right things in your medicine cabinet, there are a range of minor illnesses and injuries that in many circumstances you can deal with at home - such as coughs and colds, sore throats, upset stomachs and aches and pains.

Make sure you collect any prescriptions from your GP / Pharmacist in good time before bank holidays.

A well stocked medicine cabinet could include the following items:

- **Children's paracetamol** – This can be given to children over three months for pain and fever. Make sure you've got the right strength for your child. Overdosing is dangerous. Check with your pharmacist when you buy it, and read the label carefully.
- **Children's ibuprofen** – This can be given to children over three months for pain and fever if they weigh more than 5kg (11lbs). Check the correct dose for your child's age, and avoid ibuprofen if your child has asthma, unless advised by your GP
- Plasters, bandages and sterile eye dressings
- Small, medium and large sterile gauze dressings
- Safety pins
- Tweezers, scissors and sticky tape eg. micropore
- Alcohol-free cleansing wipes
- Thermometer, preferably digital
- Disposable gloves

Important: Keep your medicines safe from children at all times by locking your medicine cabinet. Always read the label and check that you are giving the correct dosage. Do not give aspirin to children under 16 unless prescribed by a doctor, and if you are breastfeeding, ask a GP, midwife or health visitor for advice before taking aspirin. Don't forget to wash your hands thoroughly after dealing with minor ailments.

More information on children's medicines is available on NHS Choices at www.nhs.uk/planners/birthtofive/pages/childrensmedicines.aspx

2. NHS Direct 0845 46 47

NHS Direct provides expert health advice and information, at all times throughout the day and night. Someone will always be there to answer your call and help. By using NHS Direct you may avoid a visit to your GP or a minor injuries unit. Call 0845 46 47 for more information or go to www.nhsdirect.nhs.uk.

You can also find information on NHS services near you on the NHS Choices website www.nhs.uk

3. Pharmacy

Your local pharmacist or chemist can provide confidential, expert advice for a range of common illnesses and complaints - and advise on the medicines you need to treat them.

- Make sure you know how much and how often to give a medicine.
- Write it down in your child's Personal Child Health Record (red book) to help you remember. If in doubt, check with your pharmacist or GP.
- When buying medicines at a pharmacy, always tell the pharmacist how old your child is, follow the instructions, and look for the out of date stamp.
- Never give the medicine more frequently than your pharmacist or GP advises.
- With liquids, always measure out the right dose for your child's age.
- Always read instructions on the bottle and use the spoon provided for accuracy.
- Do not use out of date medicines, and only give your child medicine given to you by a pharmacist or other health professional.

Don't forget the [Pharmacy First for Children](#) service in Peterborough offers free advice and treatment where appropriate for minor illnesses for children under 16 registered with a Peterborough GP.

To find your local pharmacist including details of opening hours please visit www.nhs.uk/services/directories or call NHS Direct on 0845 46 47.

4. Your GP

Your local GP should be contacted if you can't treat yourself or your child with the advice and guidance given from a pharmacist or NHS Direct. GPs tend to offer emergency slots in their clinic during normal opening hours-check with your GP what their policy is on urgent reviews.

5. Out of Hours GP Service

If you or your child needs a GP outside of normal opening hours please contact your GP as normal for information on how to access the GP out of hours service. This service is available in the evenings, weekends and bank holidays if you need urgent GP assistance.

6. Emergency Dental

For urgent dental treatment phone the Cambridgeshire and Peterborough dental emergency service on 01223 471798.

7. Walk-in Centres

Walk-in Centres offer convenient access to a range of treatments for minor illnesses and injuries including: cuts and grazes, minor burns and scalds, bites and stings, strains and sprains, and minor eye or ear problems. There are two Walk-in Centres in Peterborough, open seven days a week from 7am until 10pm.

Useful contacts:

- **City Care Centre**
Thorpe Road, Peterborough PE3 6DB Tel: 01733 293800
- **Alma Road Primary Care Centre**
Alma Road, Peterborough PE1 3FG Tel: 01733 758388

8. Accident and Emergency at hospitals

The Emergency Department is only for emergency or life-threatening situations. This can include:

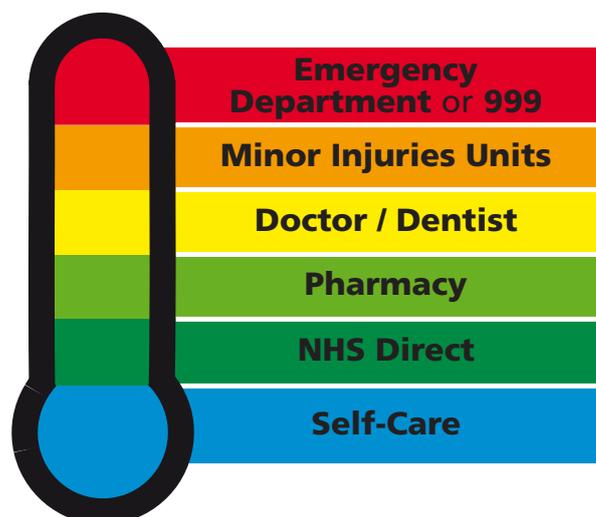
- unconsciousness
- a suspected stroke
- heavy blood loss
- severe burns
- chest pains
- a deep wound such as a stab wound
- a suspected heart attack
- difficulty in breathing

Children can rapidly deteriorate when ill. Carefully monitor their condition and if you need urgent help please phone 999 or go straight to your nearest emergency department.

Accident and Emergency departments are open 24 hours a day, 7 days a week.

Your nearest Emergency Centre (A&E) is at:

- **Peterborough City Hospital**
Edith Cavell Campus, Bretton Gate, Peterborough PE3 9GZ Tel: (01733) 678000



Choose Well

Choose Well is a national campaign aimed at helping people to choose NHS services wisely. For more information on how to Choose Well for you and your family this winter please visit www.peterborough.nhs.uk and follow the link on the homepage.

Produced by NHS Peterborough Communications Team.

If you have any queries or would like further information please contact: comms@peterboroughpct.nhs.uk