

Healthy help on the High Street



Add it to your shopping basket

NHS Hertfordshire spends around **£9 million** each year on medicines for things like headaches, hayfever, indigestion, colds, coughs, flu, constipation and diarrhoea. These medicines can be bought easily and usually cheaply “over the counter” from your local pharmacy, supermarket or store. The money that the NHS spends on these medicines is money that cannot be used to help patients with more complex health problems.

So why not add it to your basket when you do your weekly shop?



If you would like a copy of this document in large print, Braille, on CD or as an audio file, or if you would like this information explained in another language please telephone **01707 369705**.

The NHS belongs to us all. Let's use it right.
www.hertfordshire.nhs.uk

Stevenage
 Feeling unwell?
 Which NHS service is right for you?



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Pharmacists are experts in medicines and minor illnesses. They can give you advice on lots of common health problems, for example emergency contraception, and many can help you to give up smoking and can advise you on how to lead a healthier life. Most now have a private consultation room where you can speak to your pharmacist without other people hearing.

In Hertfordshire we have more than 200 pharmacies and several open early (around 7am) and close late (around 11pm). You can find out where these are by visiting www.nhs.uk/find and selecting the “find a service” option or you can phone NHS Direct on **0845 46 47** who will help you find the one nearest to where you are.

You don't need to make an appointment to speak to the pharmacist.



Find your local NHS service

To find out more about other health services in the area including dentists, opticians and how to register with a GP visit www.nhs.uk/find

Stevenage

A&E/emergency department

Lister Hospital

Coreys Mill Lane
Stevenage SG1 4AB
Open 24 hours a day, every day

Surrounding areas

Welwyn Garden City

Spring House Medical Centre

Ascots Lane
Welwyn Garden City AL7 4HL
Open 8am-8pm every day
www.springhouse.nhs.uk

A&E/emergency department

QEII Hospital

Howlands
Welwyn Garden City AL7 4HQ

The QEII service has changed

Daytime (8am to 8pm)

Adults: A&E service

Children (aged over 12 months):
minor injuries only

Overnight (8pm to 8am)

Adults and children (over 12 months):
minor injuries only.

If your child is under 12 months old, take them to another A&E/emergency department

For more information please visit www.wheredoigo.org.uk

Bishop's Stortford

Minor Injuries Unit

Herts and Essex Hospital

Haymeads Lane
Bishop's Stortford CM23 5JH
01279 655191 ext 4298
Open Monday to Friday 9am-5pm
(last registration 4.30pm)
Closed weekends and bank holidays

Cheshunt

Minor Injuries Unit

Cheshunt Community Hospital

King Arthur Court
Crossbrook Street
Cheshunt EN8 8EW
Open 8am-8pm every day

The NHS provides a wide range of services, from pharmacists, to GPs, to urgent care centres and hospitals. It is important that you know which service is the right one to use when you are unwell. Open the page to find out what each service does.



To find out more about other health services in the area including GPs and dentists visit www.nhs.uk/find

Self-care

Self-care is the best choice to treat very minor illnesses and injuries. For conditions like backache, earache, coughs and colds, you are best off looking after yourself to begin with, then seeking help if your condition doesn't improve.

Pharmacist

Visit your pharmacist when you are suffering from common health problems that do not need to be seen by a nurse or doctor, like colds, coughs, aches and indigestion. Pharmacists can give you advice on a range of medicines and treatments that you can buy over the counter to help relieve your symptoms.

Minor injuries unit

For injuries like sprains, cuts, grazes, bites, stings, burns and scalds. Can treat children aged 2+. Walk-in service. No appointment needed.

Urgent care centre

Treats sprains, strains, fractures, wounds, burns, scalds, minor head injuries, bites, stings, cuts and grazes. Has X-ray. Can treat infants and children. Walk-in service. No appointment needed.

NHS walk-in service

For services including blood pressure checks, contraceptive advice and emergency contraception prescriptions, dressing care, bites and stings, minor cuts and wounds, minor eye infections, muscle and joint injuries and skin conditions. No appointment needed.

In an emergency:

A&E/emergency departments are for people with critical or life-threatening conditions. Only call 999 if someone has a suspected heart attack, lost consciousness, a suspected stroke, severe burns, a severe allergic reaction, lost a lot of blood, difficulty breathing.

Remember, A&E is for serious or life-threatening conditions only.

NHS Direct

For health information and advice 24 hours a day, contact **NHS Direct** on **0845 46 47** or visit www.nhs.uk

Your GP - open Mon-Fri 8am to 6.30pm

Book an appointment with your GP who can help with a range of conditions such as illness or pain that won't go away; mild to moderate breathing problems, recurrent coughs or sore throats, vomiting/diarrhoea, abdominal pains, skin problems such as eczema, migraine/headache, joint pains and recurrent back pain, mental health problems, contraception advice, wound re-dressing and travel immunisations.

They also deal with repeat prescription requests which should be made during normal opening hours.

Many surgeries offer pre-booked appointments early in the morning, in the evening or on a Saturday morning. Contact your practice for more information on extended opening hours and for details of all the services they offer.

If you need a GP in the evening, at the weekend or on a public holiday

If you need to see a doctor when your surgery is closed and you cannot wait until it opens you should telephone **03000 333 333**. You will either be given advice over the phone on how to look after symptoms, be asked to come into your nearest out of hours centre (you will be told where this is) or receive a home visit from a doctor or nurse.

Medical centre

Open 8am to 8pm every day for a full range of GP services or for the occasional appointment. You do not have to be registered there.