

Feeling unwell and unsure where to go? Need help?

Call 111.

NHS 111 is the free number for patients to call when they have an urgent healthcare need, but when it is less urgent than 999.

It is available for 24 hours a day for 365 days of the year and is free from landlines and mobiles.

Patients can call 111 if they think they need to go to A&E or another NHS service but are unsure which service they need, or if they need reassurance about what to do next.

Minor Ailments.

Take care of yourself.

Many injuries and illnesses can be treated at home by using medicine and getting plenty of rest. The pharmacist can be consulted for help to decide on what medicines are needed.

If the patient has ongoing medical conditions such as asthma, the patient should always ensure they have sufficient supplies of their medication at home to be able to manage their condition and ongoing health needs.

Local Pharmacies:

Ogles Pershore:
01386 554688

Boots Pershore:
01386 556860

Boots Evesham:
01386 48665

Boots Upton:
01684 592637

Boots Malvern Retail Park:
01684 573197

Sexual Health.

Some local pharmacies can give emergency contraception for women of all ages.

Locally, these are:

Boots (Pershore):
01386 556860

Boots Boots (Worcester Road, Evesham)
01386 48665

Evesham time 4U

provide contraception, chlamydia and pregnancy testing and advice for the under 25s. Under 16s are welcome. Based at Pershore High School.

Contact them via:
01386 552471.

Playin' it Safe

Moor Street, Worcester. A non-judgemental service providing contraceptive advice and supplies. Pregnancy testing, Chlamydia testing, Pregnancy Advisory Service, Vasectomy Service and Psychosexual counselling.

Contact them via:
01905 681639.


Redditch and Bramsgrove
Clinical Commissioning Group


South Worcestershire
Clinical Commissioning Group


Wyre Forest
Clinical Commissioning Group

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If you would like this information in alternative formats or languages contact the Communications Team on: 01905 681956 or email: cgccomms@worcestershire.nhs.uk

Staying well.

Your guide to choosing the right health services at the right time.



nhs.uk/staywell

Lorna Cousins, Nurse

Cuts. Sprains. Minor Burns.

Refer to a Minor Injuries Unit (MIU).

Patients with a wide range of minor injuries including cuts, grazes, wounds, sprains, strains, minor burns and broken bones can be treated at MIUs in Evesham, Malvern, Bromsgrove, Kidderminster or Tenbury.

These are all open seven days of the week as below:

Evesham:
01386 502388 (9:00 - 21:00)

Malvern:
01684 612619 (9:00 - 21:00)

Bromsgrove:
01527 488058 (8:00 - 20:00 Mon - Fri
& 12:00 - 20:00 Sat - Sun)

Kidderminster:
01562 513039 (Open 24hrs)

Tenbury:
01584 810643 (9:00 - 21:00)

Local Pharmacy.

Go to a pharmacy.

Visit your local pharmacy when you are suffering from a common health problem which does not require being seen by a nurse or doctor.

Your local pharmacist can give you professional health advice on common illnesses and the medicines you need to treat them, as well as contraception and support for smoking cessation.

For a full list of pharmacies and opening times go to:
www.nhs.uk

Flu symptoms.

If you are otherwise fit and healthy, you can manage your symptoms at home.

Make sure you have plenty of rest and are taking paracetamol-based cold remedies to lower your temperature and relieve symptoms.

Always read the medicine's label or check with the pharmacist that it is suitable for children to take. Drink plenty of fluids while you are recovering. You may need to stay in bed for 2 or 3 days after your symptoms peak.

You will usually get better without treatment. If you have other medical problems and have flu-like symptoms, or if your flu symptoms are getting worse, you can contact your GP.

Toothache. Gum problems.

Visit your dentist or a Dental Access Centre.

To find your nearest NHS dental practice go to:
www.nhs.uk

If emergency dental access treatment is needed but the patient is not registered with an NHS dentist, they can visit a Dental Access Centre or call the Out of Hours telephone number 111.

Dental Access Centres:

Evesham:
01386 502453

Kidderminster:
01562 864949

Worcester:
01905 724633

Serious or life-threatening Conditions

Refer to Accident and Emergency (A&E) or telephone 999.

A&E departments are located at Worcestershire Royal Hospital in Worcester and the Alexandra Hospital in Redditch.

If the injury or illness may worsen on the way to the hospital or, if moving the patient could cause further injury, telephone 999.

Tell the operator that there is a medical emergency and a response vehicle will be sent to the location.

GP Surgery.

See your GP.

GP surgeries can be found locally across Worcestershire. Many GP surgeries offer extended opening hours but if your local GP surgery is closed you can access the GP out of Hours Service by calling 111.

Advanced Nurse Practitioners are employed in many GP surgeries and these highly-qualified clinicians can refer patients, prescribe and are able to see patients for a wide-range of conditions such as ear and back pain and stomach bugs.

If you have diarrhoea and/or sickness please phone your surgery for advice rather than attend.

Clinical pharmacists work as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly. Ask at reception to book with a Clinical Pharmacist.