

***This leaflet is one of a series that have been prepared by:***

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**[www.queenstreetsurgery.co.uk](http://www.queenstreetsurgery.co.uk)**

Other leaflets available in this series are:

- Practice Leaflet
- Patients Charter Leaflet
- Complaints Procedure Leaflet
- Private Services Leaflet

*Leaflet number 4 in a series of 9 information leaflets produced by this practice*



**What to do when you feel unwell.  
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## **NHS 111 Service**

When we are closed, **call us on our usual surgery number** and you will be redirected through NHS 111 Service.

When you get through you will be able to speak to a fully trained call adviser who will assess your problem and give you the healthcare advice you need or direct you to the most appropriate local service.

## **Minor Injury & Illness Unit**

The MIIU is open from 8am to 8pm, seven days a week. It is led by staff with both nursing and medical backgrounds with skills, enabling them to see, treat and discharge patients independently. These are some of the services they provide:-

- Redressings
- Suture or clip removal
- Ear care
- Suspected DVT
- Patients sent for D-Dimer by their GP

## **Accident and Emergency (A&E)**

If you need emergency hospital treatment call 999 or visit the A & E Department for emergencies such as a loss of consciousness, severe chest pain, serious accidents or loss of blood.



## **What to do and who to contact when you are feeling unwell.**

This information leaflet has been prepared by the Doctors and Nurses at The New Queen Street Surgery.

It is intended to try and help you access the appropriate service that you need and to save your time and NHS resources.

## **Self Care**

Can you treat yourself at home? A well stocked medicine Cabinet and thermometer will help you with common illnesses and cuts and bruises.

## **Pharmacist**

Have you visited your chemist and spoken to a pharmacist?

From Sprains to stomach upsets, your local pharmacist is qualified to give expert advice without an appointment.

## **GP Surgery**

For medical advice and care, immunisations and prescriptions, telephone us to make an appointment with a GP or Practice Nurse.

**Phone us on: 01733 204611**