WHAT TO DO WHEN YOU'RE UNWELL

IS IT AN EMERGENCY?
Do you definitely need to be seen today?

YES → **CALL 999**
999 and Accident & Emergency are only for life threatening emergencies.

NO → **CAN YOU TREAT YOURSELF?**
Colds, hangovers, sore throats and mild conditions can usually be treated at home.

YES → **VISIT NHS.UK OR YOUR PHARMACIST**
Advice, guidance and over the counter medicine could make you better.

NO → **IS YOUR GP OPEN?**
Their normal hours will be Monday to Friday, 8am to 6 pm

YES → **CALL GP**
Trained staff will ask the nature of your issue and book you an appointment.

NO → **CALL 111**
Trained staff will advise the best course of action, which may be an appointment at a nearby hub.

IS IT LIFE THREATENING?
Chest pains, choking severe loss of blood, unconsciousness, or serious injury?

YES → **CALL 999**
999 and Accident & Emergency are only for life threatening emergencies.

NO → **CALL 111**
Trained staff can advise on things like fevers and infections and get you to the best service.

DDHF
DURHAM DALES HEALTH FEDERATION