How Does Choose Well Work?
Choose Well uses a thermometer “scale” to highlight the range of options available to you.

<table>
<thead>
<tr>
<th>Self Care</th>
<th>NHS Choices, NHS 111 service</th>
<th>High Street Pharmacy</th>
<th>GP Practice</th>
<th>Urgent Care Centres and Walk in Centres</th>
<th>A&amp;E or 999</th>
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</thead>
<tbody>
<tr>
<td><strong>Best option for common complaints such as:</strong></td>
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<tr>
<td>• Coughs, colds, sore-throats</td>
<td>• Checking symptoms (not just common winter complaints)</td>
<td>• Face-to-face advice and information</td>
<td>• An illness or injury that won’t go away or is getting worse</td>
<td>• Something that needs urgent attention but isn’t a life-threatening emergency e.g. infections, rashes, fractures and lacerations, emergency contraception and advice, stomach upsets, cuts, bruises, burns and strains</td>
<td>• Life-threatening and serious emergencies such as breathing problems, Serious accidents, Serious burns, heartattacks and strokes</td>
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<tr>
<td>• Upset stomachs</td>
<td>• Advice on self-care options</td>
<td>• Common winter health complaints</td>
<td>• Concerns about mental health and sexual health</td>
<td>• Help with health life-style e.g. smoking cessation, weight-loss</td>
<td>• An out-of-hours service at weekends and evenings</td>
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<tr>
<td>• General aches and pains</td>
<td>• Local service finder</td>
<td>• Advice and support for on-going health complaints</td>
<td>• Help with health life-style e.g. smoking cessation, weight-loss</td>
<td>• An out-of-hours service at weekends and evenings</td>
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<tr>
<td>• Flu</td>
<td>• How long symptoms will last</td>
<td>• Interactive First Aid guide</td>
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</tbody>
</table>

Useful websites, help lines and support groups

**Family Lives**
An Organisation providing immediate help from volunteer parent support workers 24 hours a day, seven days a week.
- Telephone: 0808 808 2222 (text phone: 0800 783 6783)
- Website: www.familylives.org.uk
- Opening hours: 24 hours a day, 365 days a year

**Contact a Family**
Support, advice and information for parents with disabled children.
- Telephone: 0808 808 3555
- Website: www.cafamily.org.uk
- Opening hours: Mon 10am–4pm & 5.30–7.30pm, Tues–Fri 10am–4pm

**Family Rights Group Advice Service**
Support for parents and other family members whose children are involved with or need social care services.
- Telephone advice: 0808 801 0366
- Website: www.frg.org.uk
- Opening hours: Mon–Fri 10am–3.30pm

**Advisory Centre for Education**
Information, support and legal advice to help parents keep their children at school.
- Advice line: 0808 800 5793 (general advice) and 0808 800 0327 (if your child has been excluded from school)
- Website: www.ace-ed.org.uk
- Opening hours: Mon–Fri 10am–5pm

**Gingerbread: single parents, equal families**
Help and advice on the issues that matter to lone parents.
- Telephone: 0808 802 0925
- Website: www.gingerbread.org.uk
- Opening hours: Mon–Fri 9am–5pm

**The Children’s Legal Centre**
Child law, services and support.
- Telephone: 0808 802 0008
- Website: www.childrenslegalcentre.com
- Opening hours: Mon–Fri 9am–5pm
Family doctors (GPs)
You can contact your family doctor (GP) at any
time, whether it’s for you or your child. Some GPs
will see small babies and under 5’s on the day
at the beginning of surgery hours or without an
appointment, but be prepared to wait.

Some will give advice over the phone. Most GPs
provide developmental reviews and vaccinations, or
you can go to a child health clinic.

Register your baby with your GP as early as
possible in case you need their help. If you want
the GP to see your baby before you’ve registered
the birth, you can go to the surgery and fill in a
registration form there. If you move, register with a
new doctor close to you as soon as possible.

Your GP will be able to advise if the feel your child
needs to attend A&E or call an ambulance etc so
only in extreme circumstances go to them direct.
Contact the Dr for advice and your next step.

Health visitors
A health visitor will usually visit you for the first
time around 10 days after your baby is born. After
that, you will see your health visitor at the child
health clinic, although you can ask to see them
at any time. If you’re on your own or struggling,
your health visitor will probably come to see

whether you need any help. A health visitor is a
qualified nurse who has had extra training. Part of
their role is to help families avoid illness and stay
healthy, especially families with babies and young
children. Health visitors are part of a team that
offers screening and developmental checks as part
of the Healthy Child Programme. Talk to your health
visitor or a member of your team if you feel anxious,
depressed or worried. They can give you advice and
suggest where to find help. They may also be able
to put you in touch with groups where you can meet
other mothers. Your health visitor can visit you at
home or you can see them at your child health clinic,
GP surgery or health centre, depending on where
they’re based. Your health visitor will make sure
you’ve got their phone number.

Child health clinics
Child health clinics are run by health visitors and
doctors. They offer regular health and development
reviews and vaccinations. You can talk about any
problems to do with your child, but if your child is
ill and is likely to need treatment, go to your GP.
Some run mother and baby, parent and toddler,
breastfeeding and peer support groups.

Community midwives
You’ll be given contact details for midwives
based in your local community. Midwives provide
antenatal and postnatal care in several different
places, including children’s centres. They can also
visit you in your own home.

Sure Start Children’s Centres
Children’s centres are linked to maternity services.
They provide health and family support services,
inegrated early learning and full-day or temporary
care for children from birth to five years.

Pharmacy Minor Ailments
All pharmacists can recognise many common
health complaints. They can give advice or, where
appropriate, medicines that will help to clear up
the problem. If your problem is more serious and
needs the attention of a GP, your pharmacist will
recognise this and advise you to see your GP. So if
you have a common health problem, a trip to your
pharmacy is an option.

Your pharmacist may be able to help with:

- skin conditions, such as mild acne and mild
  eczema
- coughs and colds, including nasal congestion
  and sore throat
- minor cuts and bruises
- constipation and haemorrhoids (piles)
- hay fever and allergies
- aches and pains, such as headaches, earache
  and backache
- indigestion, diarrhoea and threadworms
- warts and verrucas, mouth ulcers and cold sores
- athlete’s foot
- nappy rash and teething

Although this is an option if you feel you need the
attention of a GP or further health professional
never hesitate to make contact.