

Remember: most GP surgeries will close for Easter after normal working hours on Thursday 13 April and re-open on Tuesday 18 April.



# STAY WELL ALL YEAR

**Doncaster**  
Clinical Commissioning Group  
[www.doncasterccg.nhs.uk](http://www.doncasterccg.nhs.uk)

Here's some useful advice on how to stay well all year. It can help you decide if you need medical help if you get sick. It explains what local health services do in Doncaster and when they should be used.



**Hangover**  
**Grazed knee.**  
**Sore throat.**  
**Cough.**

#### Self Care

A lot of illnesses or symptoms can be treated in your home by using a well stocked medicine cabinet and by getting plenty of rest.

#### When and Why?

Self-care is the best choice to treat very minor illnesses and injuries.



**Unwell?**  
**Unsure?**  
**Confused?**  
**Need help?**  
**Flu?**

#### NHS 111

NHS 111 offers confidential health advice and information by telephone.

#### When and Why?

Available 24 hours a day, 7 days a week to help you access local urgent health services. To access the NHS 111 service text-phone, call 18001 111.



**Diarrhoea.**  
**Runny nose.**  
**Painful cough.**  
**Headache.**

#### Pharmacist (Chemist)

Pharmacies can be found locally across Doncaster. Your local pharmacist is a highly trained healthcare professional who can give you advice on common illnesses and the medicines you need to treat them. Most now have a quiet area away from other customers where you can speak to the pharmacist more privately.

#### When and Why?

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



**Vomiting.**  
**Ear ache.**  
**Stomach ache.**  
**Back ache.**

#### GP (family doctor)

GP surgeries can be found locally across Doncaster and are usually open from 8am to 6pm. Telephone to make an appointment. An **out-of-hours service** operates when your surgery is closed. This can be accessed by ringing your surgery and you will either be automatically transferred or a message will tell you which number to ring. Alternatively ring the:

#### Doncaster Same Day Health Centre

For treatment of minor illness and injury by appointment only. Based at Cavendish Court, South Parade, Doncaster, DN1 2DJ  
Ring 0300 123 3103.

Open every day of the year, 8am to 8pm.  
All appointments are seen within 24 hours of booking.



**Cuts.**  
**Strains.**  
**Rashes.**  
**Sprains.**

#### Local Minor Injuries Units

##### Montagu Hospital

Adwick Road, Mexborough, S64 0AZ  
Open 9am to 9pm every day. (Except Christmas Day)  
Tel: **01709 585171**

##### Goole & District Hospital

Woodlands Avenue, Goole, DN14 6RX.  
Open 24hrs every day Tel: **01405 720720**.

##### The New Selby Memorial Hospital

Doncaster Road, Selby, YO8 9BX  
Open 7.30am to 9.00pm every day Tel: **01904 724305**.

#### When and Why?

Use minor injuries unit if you need medical treatment or advice which does not need a visit to the Emergency Department or a medical appointment.



**Choking.**  
**Chest pain.**  
**Severe bleeding.**  
**Blacking out.**

#### Emergency Department or 999

Hospital emergency departments and 999 calls provide immediate emergency care for people who show the symptoms of serious illness or are badly injured. If you call 999 for an ambulance, the telephone advisor will arrange for appropriate assistance for the patient based on the information provided about their illness or injury.

#### When and Why?

Emergency services are very busy. They should only be used in very serious or life-threatening situations.



**Useful information for keeping safe and well**

#### Emergency Dental Care

If you need emergency dental care and are a regular patient of a practice please ring your dental surgery. If it is closed an answer phone message will give you clear instructions on where and when emergency treatment is available.

If you do not have a regular dentist and need emergency care you should contact the Doncaster Dental Access Service by ringing **111**.

**Children:** All children get colds, it's just a normal part of growing up and medicine can't prevent this. The best way to look after your child is to make sure they have plenty to drink and if they have a temperature, children's paracetamol will help.

Most doctors will not recommend cough medicines and antibiotics won't help a cold. Ask your pharmacist for further advice.

**Keep stocked up:** be prepared with essential medicines and supplies in case you get ill. If you take prescription medicine, make sure to get repeat orders before the weekend or any public holidays.

**Adult social care:** if you need help or advice about adult social care, including home care, residential care, or if you are struggling to care for someone at home please contact the Adult Contact Team (ACT) on 01302 737391. ACT is available Monday to Friday from 8.30am to 5.00pm.

Doncaster also has an Emergency Social Services Duty Team, which provides an out-of-hours service in all situations where crisis has occurred involving: children, families, disabilities, mental health and the vulnerable and elderly. Contact 01302 796000.

**Single Point of Access:** this service is for existing patients, carers and GP referrals requiring access to community nursing services and adult community mental health services. In addition it also provides a mental health crisis service hub for all ages accessible 24 hours a day 365 days a year.

To access the service call 01302 566999. All enquiries will be answered by staff who have had specific training in handling physical and mental health related calls.

**If you have an iPhone you can download our FREE Choose Well Doncaster app from the App Store, so information is always at your fingertips.**

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