



**HELP US
HELP YOU**

KNOW WHAT TO DO



Help us help you stay well this winter

Winter conditions can be seriously bad for our health, especially for people aged 65 or over, and people with long-term conditions. We want to help protect you and those you care for.

Winter health advice

Cold weather doesn't have to go hand in hand with illness. Here are some simple things you can do to help yourself stay well this winter.

- **[Keep warm](#)** - this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia.
- **[Eat well](#)** - food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.
- **[Get a flu jab](#)** - flu vaccination is offered free of charge to people who are at risk, pregnant women, carers and some young children to ensure that they are protected against catching flu and developing serious complications.
- Find out more about the winter campaigns that the NHS and partners are promoting this year:
<https://campaignresources.phe.gov.uk/resources/campaigns/81-help-us-help-you>

Common winter illnesses

- **Colds** - to ease the symptoms of a cold, drink plenty of fluids and try to rest. Steam inhalation and vapour rubs can also help. Prevent colds from spreading by washing your hands thoroughly, cleaning surfaces regularly and always sneeze and cough into tissues, throwing them away after use.
[Find out more about treating colds](#)
- **Sore throats** - a sore throat is almost always caused by a viral infection, such as a cold. Try not to eat or drink anything that's too hot, as this could further

irritate your throat; cool or warm drinks and soft foods should go down easier.

[Find out more about treating sore throats](#)

- **Asthma** - a range of weather-related triggers can set off asthma symptoms, including cold air. Covering your nose and mouth with a warm scarf when you're out can help.
[Find out more about treating asthma](#)
- **Norovirus** - this is also known as the winter vomiting bug, although it can cause diarrhoea too. The main thing to do to is drink plenty of water to avoid dehydration. You can also take paracetamol for any aches, pains or fever.
[Find out more about treating norovirus](#)
- **Flu** - if you're 65 or over, have a long-term health condition such as diabetes or kidney disease, flu can be life-threatening, so it's important to seek help early. However, if you're generally fit and healthy, the best treatment is to rest, stay warm and drink plenty of water.

[Find out more about treating flu](#)

Where is best for my care?

Ask your pharmacist

Pharmacists are expert in many aspects of healthcare and can offer advice on a wide range of long-term conditions and common illnesses such as [coughs](#), [colds](#) and [stomach upsets](#). You don't need an appointment and many have private consultation areas, so they are a good first port of call. Your pharmacist will say if you need further medical attention.

See your doctor/ GP

GPs assess, treat and manage a whole range of health problems. They also provide health education, give vaccinations and carry out simple surgical procedures. Your GP will arrange a referral to a hospital specialist should you need it.

If you are registered to use online appointment booking at your GP surgery you can book routine appointments online. This includes routine appointments on evenings and weekends at extended hours GP hubs.

If you aren't registered with a GP practice, it is easy to do so.

Find your nearest NHS doctor by visiting www.nhs.uk. Contact the GP practice and ask to register with them. They will usually ask you for details such as:

- Your name and address
- Your date of birth
- Your NHS number (if you know it)
- Other information such as the name and address of your previous GP

Visit an urgent care service

You can book urgent and routine appointments at the extended hours GP hubs on evenings and weekends via your GP surgery.

For [urgent](#) advice after 6pm, at weekends or Bank Holidays, 'Talk before you walk' call NHS 111 for free, 24/7 365 days of the year where you'll be signposted to the right place, first time.

Minor Injury Unit (MIU)

MIUs can assess and treat minor burns, scalds, infected wounds, sprains, cuts, grazes and possible broken bones.

Redcar Minor Injury Unit at Redcar Primary Care Hospital is open 8am to 9.30pm seven days a week including x-ray services.

Mental Health Crisis

If you experience a mental health crisis you can either contact your GP or NHS 111 who will put you in contact with the crisis team or if you are 16 years and over, you can attend the Crisis Assessment Suite at Roseberry Park Hospital, Crisis Assessment Suite, Marton Road, Middlesbrough, TS4 3AF.

If you are already having care through a mental health team contact them directly.

Talking therapies are also available at www.wecantalk.org or call 0345 045 0620

NHS 111

If you're not sure which NHS service you need, call [111](tel:111). An adviser will ask you questions to assess your symptoms and then give you the advice you need, or direct you straightaway to the best service for you in your area.

NHS 111 online

NHS 111 online allows patients to get urgent healthcare online. It also helps to manage increasing demand on 111 telephone services. Visit <https://111.nhs.uk/>

NHS 111 offers a video relay service that allows you to make a video call to a British Sign Language (BSL) interpreter.

The BSL interpreter will call an NHS 111 adviser on your behalf, and you will then be able to have a real-time conversation with the NHS 111 adviser via the interpreter.

You'll need a webcam, a modern computer and a good broadband connection to use this service. Visit [NHS 111 BSL interpreter service](#) for more details and an online user guide.

Accident and Emergency (A&E)

A&E departments provide vital care for life-threatening emergencies, such as loss of consciousness, suspected heart attacks, breathing difficulties, or severe bleeding that cannot be stopped.

Help us help you- top ten tips

1. Please keep your medicine cabinets stocked with self-care medicines – paracetamol, indigestion remedies, rehydration salts, (for upset tummy with diarrhoea) antihistamines, plasters, thermometer to look after yourself and your family.
2. Your community pharmacy can advise on minor ailments.
3. When your GP surgery is closed, please ring 111 (free from landlines and mobiles), where you will be taken through a triage process to tell you what you need to do and where you need to go.
4. It is not too late to get yourself protected against flu by having a flu vaccination- remember all those over 65 years old will benefit from having the vaccination. For some people, having the vaccinations helps prevent the spread to others – so please ensure your children or grandchildren aged 2-4 are encouraged to get the nasal vaccination to reduce the risk of them spreading it around. If you are a carer having the vaccination can benefit you and stop you giving it to those you care for.
5. For many, winter and the festive season can be a difficult time with sadness, hopelessness or worry. If you need some help visit www.wecantalk.org or call for talking therapy support.
6. With the NHS's busiest time of year approaching, doctors are keen to challenge the common perception that antibiotics are the stock solution for common winter illnesses. Antibiotics do not work for ALL colds, or for most coughs, sore throats or earache. Your body can usually fight these infections on its own
7. During the cold winter days and nights try to heat your rooms to 21 degrees Celsius during the day and 18 degrees Celsius at night. Remember to move around regularly and wear plenty of layers to ensure you don't get too cold.
8. Hot meals, hot drinks and good nutrition are also essential so it's a good idea to stock up on tinned or frozen food to save having to leave the house when conditions are hazardous outside.
9. Falls are a common problem during the winter and can cause serious injuries, particularly among older people. To minimise the risk of a fall make sure your home is well lit and if you have to venture out in icy or wet conditions.
10. Be a good neighbour – contact older neighbours and relatives regularly to ensure that they have enough heat and food. Make sure that they are using their heating and that they have got enough medication.

Useful links and information

Cleveland Fire Brigade - Stay Safe and Warm

Following a free home assessment, equipment on loan includes electric heaters, thermal blankets and flasks. The Brigade is also able to advise on who to turn to for advice on managing fuel bills.

Where funding is available, referrals can be made for free boiler repairs or replacements.

The Stay Safe and Warm campaign is led by Cleveland Fire Brigade and runs from October until the end of March.

To contact Stay Safe and Warm ring 01429 874063 or go to www.clevelandfire.gov.uk/ssaw

Cleveland Police

In an Emergency dial 999 and ask for the Police

An emergency is where:

- There is risk of injury
- There is risk of serious damage to property
- You suspect a crime is in progress
- Someone suspected of a crime is nearby
- There is a danger to life
- Violence is being used or threatened
- It is a serious incident which needs immediate police attendance

Non-emergency- Call 101

A non-emergency is where:

- There is NO immediate danger to life
- The crime is NOT in progress
- The offender is NOT nearby
- Your car has been vandalised
- Your phone has been stolen

- Needed to speak to someone about a crime
- Want to report someone dealing drugs in your neighbourhood
- You have a general enquiry

Samaritans

Whatever you're going through, call then free any time, from any phone on 116 123 or visit www.samaritans.org.

Middlesbrough Council

<https://www.middlesbrough.gov.uk/parking-roads-and-footpaths/roads-and-highways/gritting-and-cold-weather-advice>

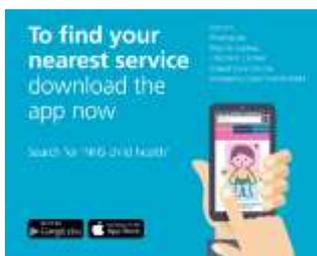
01642 245432 (Monday to Thursday, 8.30am to 5pm, and Friday, 8.30am to 4.30pm)

Redcar and Cleveland Council

www.redcar-cleveland.gov.uk

Customer Services Team on 01642 774774 between 9am to 5pm Monday to Friday.

Child Health App provides advice at your fingertips



The child health app is available for all smartphones and provides medical advice and reassurance at the fingertips of parents with children under 5.

Parents and carers can now find NHS advice on many common childhood illnesses, so you know when you need to seek further medical advice from a pharmacy, GP or hospital – or how you can care for your child at home until they recover.

The app gives easy to understand guidance on childhood illnesses.

The app, which has been created by healthcare professionals across the region as part of the North East Urgent and Emergency Care Network, is also available as a 115-page booklet.

The booklet and app contains everything from oral health, upset tummies and diarrhoea to advice on bumps and bruises.

Download the app now, available on Google Play and the App Store by searching for NHS child health or [view the booklet online](#).