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## Media Release

### **JPUH plea to patients to Choose Well to get the best care**

The James Paget University Hospitals is asking patients to make sure they choose the right option when seeking medical attention.

The JPUH is currently very busy and we urge anyone who needs medical treatment for minor injury and illness not to automatically come to A&E but consider all the other healthcare options.

Sue Watkinson, Director of Operations at the James Paget University Hospitals said, "We are very busy at the moment, and have minimal beds available, with some additional escalation beds open to meet our patients' needs."

Before coming to A&E, consider whether one of the following options is more appropriate for your type of care or treatment:

- Self-care - treating minor illnesses or injuries themselves
- Calling **111** - for round the clock health queries and information about local services
- Local pharmacist - advice for treating common winter illnesses and the best medicines to use
- NHS walk-in centres - for treating minor illnesses and injuries that do not require an A&E visit and without needing an appointment
- Visiting a GP - for medical advice, examinations or an illness or injury that require prescriptions
- A&E or dialling 999 - for serious illness or injuries considered to be critical or life threatening

Self-care, with a well-stock medicine cabinet and plenty of rest, is often the best method of treating minor illnesses and injuries. Alternatively, many queries can be dealt with quickly and easily by a pharmacist.

Duncan Peacock, A&E Clinical Lead at the James Paget University Hospital, said: "Please try and keep A&E for serious conditions and serious injuries. Consider using 111 for advice; it's a lot easier sitting at home calling 111 than coming up to A&E unnecessarily. The vast majority of minor illnesses are self-limiting and do not need medical attention."

Visitors to the James Paget University Hospitals are being reminded to avoid visiting the site if they have had symptoms of diarrhoea and/or vomiting in the previous 48 hours, to help protect vulnerable patients from infection.

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