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Dear parent or carer,

Would you know what to do if someone in your family falls ill or hurts themselves?

Last year in Kent and Medway, nearly 150,000 people went to A&E with bumps and bruises, cuts, strains and sprains which could have been better treated elsewhere.

Most of them had to wait a long time to be seen, and made it harder for A&E to treat people with serious or life-threatening illnesses and injuries.

By using the right services, you can get fast, effective, expert care for your family; so we've put together a list of local services to help you to 'Choose Well'.

If you need to find a chemist open on a Sunday, had an icy slip or want to know what to do about a young footballer with a sports injury, you'll find the information you need in this list.

***If you're unsure then please "phone before you go" - call NHS Direct on 0845 46 47 anytime for advice on which service to use.***

Have a happy and healthy 2012!

Yours sincerely

Dr James Thallon  
Medical Director, NHS Kent and Medway