

## Compliments, comments & complaints

If you'd like to compliment, comment or complain about our service please contact our Customer Services Department:

### Customer Services Department

Livewell Southwest  
Room AF3, Local Care Centre  
200 Mount Gould Road  
Plymouth  
PL4 7PY

**Tel:** 01752 435201

**Email:** [customerservicespch@nhs.net](mailto:customerservicespch@nhs.net)

## Contact details

**The Minor Injuries Units are open every day of the year, including Bank Holidays.**

### Minor Injuries Unit Cumberland Centre

Damerel Close  
Plymouth  
PL1 4JZ

**Tel:** 01752 434390

**Opening times:** 8:30am - 9pm

### Minor Injuries Unit South Hams Hospital

Plymouth Road  
Kingsbridge  
TQ7 1AT

**Tel:** 01548 852349

**Opening times:** 9am - 5pm

### Minor Injuries Unit Tavistock Hospital

Spring Hill  
Tavistock  
PL19 8LD

**Tel:** 01822 612233

**Opening times:** 8am - 10pm

[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)



Livewell Southwest



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# Antibiotic Information & Advice



## Minor Injuries Unit

Cumberland Centre  
South Hams Hospital  
Tavistock Hospital

## Do you need antibiotics?

Antibiotics have no effect on viral infections such as colds, flu, sore throats and earache.

Viral infections are much more common than bacterial infections.

In most cases your body's immune system will deal with the infection.

None of the symptoms of colds, flu, sore throats or earache will respond to antibiotics.

Inappropriate and overuse of antibiotics can encourage the development of resistant bacteria. This could mean that the antibiotic might not work for you when you really need them.

Antibiotics do not just attack the infections they are prescribed for - they can also kill useful bacteria that normally protects you against other infections such as thrush.

## Remedies to help you get better

You should get better within a week.

### Your symptoms will improve if you:

Take regular over the counter Paracetamol or Ibuprofen to help reduce fever and relieve any aches and pains.

Drink plenty of water (2 - 3 litres daily) to avoid dehydration. Avoid hot fluids as they make it worse.

Eating soft foods if you have a sore throat to reduce discomfort.

Take throat sprays or lozenges - ask your community pharmacist for advice.

Gargling with salt water (or aspirin if you are over 16 years old and have no allergies) may help.

Rest as much as possible until your temperature settles back to normal.

You may need to take a couple of days off work or school if unwell.

**It is not uncommon to have at least 2 - 3 episodes a year, and in children this may be more. Please see your General Practitioner if this is becoming a problem.**

## What to do if you do not get better

### You will need to see your own General Practitioner if:

There are no signs of improvement with the advice given over the page within a few days.

You are very unwell.

You are having difficulty breathing.

You cannot swallow food or fluids.

You have discharge or bleeding from the ear.

You have deafness.

You notice any lumps in your neck or behind your ear.

You have a persistent sore throat, pain on swallowing or earache for more than three weeks.

You have any concerns or worries about your illness.