

NATIONAL PANDEMIC FLU SERVICE

www.direct.gov.uk/pandemicflu
INFORMATION 0800 1 513 513
TREATMENT 0800 1 513 100



IMPORTANT INFORMATION ABOUT TREATMENT FOR SWINE FLU

A new strain of Influenza A (H1N1), also known as swine flu, was confirmed in the UK in April and has spread to more than 100 countries around the world prompting the World Health Organization (WHO) to declare a global flu pandemic.

The National Pandemic Flu Service

In order to deal with the increasing number of cases of swine flu in England, the NHS has launched the National Pandemic Flu Service. This is a new self-care service with online and phone access which allows you to check your symptoms and access antivirals if required, or receive advice on symptom-relief. This service is only intended for people who are ill with swine flu. It still allows you to go to your doctor if necessary.

Staying at home and accessing antivirals via the National Pandemic Flu Service will reduce pressure on your GP surgery and local NHS services and prevent you spreading the virus within your community.

How to use the National Pandemic Flu Service

1. Go online at www.direct.gov.uk/pandemicflu or call 0800 1 513 100. Textphone is available on 0800 1 513 200.
2. You'll be taken through a list of simple questions about your symptoms and medical history, and asked to confirm your date of birth, name and address including your postcode.
3. If you are confirmed as having swine flu, you may be given an authorisation number which will allow your 'flu friend' (a family member, friend or neighbour) to collect a course of antivirals on your behalf from a local collection point in your area. You will also be given advice on how to treat your symptoms at home.

What are the symptoms of swine flu?

If you have a fever or a high temperature (over 38°C / 100.4°F) and have two of the following symptoms: unusual tiredness, headache, runny nose, sore throat, shortness of breath or cough, loss of appetite, aching muscles, diarrhoea or vomiting, you may have swine flu.

What are antivirals and how can they help?

Antivirals can't cure swine flu but they can help you to recover more quickly and they can relieve some of your symptoms.

When is it better to contact your doctor?

You should contact your doctor direct rather than using the National Pandemic Flu Service if:

- You have a serious underlying illness.
- You are pregnant.
- You have a sick child under one year old.
- You or your child's condition **suddenly** gets much worse.
- Your condition is still getting worse after 7 days (5 days for a child).

What are flu friends and how can they help?

Flu friends are family members, friends or neighbours who can help you if you get ill. They can contact the National Pandemic Flu Service on your behalf to assist with the assessment, and if required they can collect antivirals as well as help with food and over-the-counter medicines. This will avoid you having to leave your home and prevent you spreading the virus within your community, so it's advised that you nominate at least one friend now.

To use the National Pandemic Flu Service and to collect antivirals, your flu friend will need their own **and** the patient's ID (a list of IDs will be available from the online service or the call centre). If you have any underlying health conditions, it's important your flu friend knows about them when using the service on your behalf.

Where can I go for more general information?

For more information on swine flu visit www.direct.gov.uk/pandemicflu or call the Information Line on 0800 1 513 513.

Flu. Protect yourself and others.

Calls to these numbers are free from landlines. Calls from mobiles may vary, please check with your provider.

SOURCE DESIGNS

Account / Job title	COI / Swine Icon
Order	001792-005 / DOH01 05619
Source number	D01465
Job location	23 July 2009
Size	300x444 Trim
Proof stage	21
Run out	Page 1 of
Document name	300x444_Important_Info_D01465
Repro house	Source