

# Feeling unwell?



Frimley Health and Care



Consider the range of services available to you in East Berkshire and use the NHS responsibly



## Care at home

Be prepared to care for yourself with a well-stocked medicine cabinet and plenty of rest

- cough or cold
- upset stomach
- pain or headache
- cuts and grazes
- sore throat (but if for two weeks or more contact your GP)

For health advice, visit [www.nhs.uk](http://www.nhs.uk)



## Pharmacist

Ask for advice on ailments, medicines and healthier living

- queries about medication dosage, type or suitability plus urgent requests or if related to hospital discharge
- repeat prescription
- sore eyes (but if persists go to optician)
- runny nose
- diarrhoea
- bite or sting



## Call NHS 111

Call when situation is not life-threatening

- if you think you need to go to hospital
- if you don't know the most suitable place to go or call
- if you don't have a GP to call or if your GP practice is closed
- if you need advice or reassurance about what to do

Available 24 hours a day, every day



## GP practice

Use patient access online or make an appointment if an illness or injury won't go away

- repeat prescription such as for back ache, the pill, etc
- urgent skin problem such as a rash that is spreading
- ear pain
- back ache

Additional evenings and weekend appointments bookable through your GP Practice



## Urgent Care or Walk-In Centre

Visit for same day, urgent, minor injuries or illness when your GP practice is unavailable

- such as sprains and suspected broken bones



## Emergency department or call 999

Only for very serious or life-threatening situations

If you are unsure, call NHS 111



## Mental health

Aged between 11 -19 years old? Visit [KOOH.com](http://KOOH.com) for free, anonymous and confidential online counselling and emotional well-being support service.

If you are over 18 and need urgent support call NHS111 who will direct you accordingly.

Call 0300 365 0200 to make a self-referral to talking Therapies.

Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.

If you need someone to talk to, call the Samaritans **free** on 116 123 (24 hours a day, 365 days a year).

In an **emergency** or if someone is in **immediate danger** call 999 straight away.

Average cost to NHS

... of being seen

£15

... of a call

£16

... of being seen

£36

... of being seen

£37

... of being seen

£111

... of an ambulance

£235

take a photo and save on your phone



cut out and keep

