

# Feeling unwell?

Know where to go



## Care at home

Be prepared to care for yourself with medicines at hand 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 or go online at [111.nhs.uk](http://111.nhs.uk)

When the 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



## Same day urgent care

Visit for

- minor injuries such as sprains and suspected broken bones
- illness when your GP practice is unavailable

Locally, you can be seen in Maidenhead SL6 6DU Slough SL1 2BJ Bracknell RG12 9RT

See [www.nhs.uk](http://www.nhs.uk) for x-ray availability and opening times



## Emergency department or call 999

Only for very serious or life-threatening situations

If you are unsure, call NHS 111 or go on-line at [111.nhs.uk](http://111.nhs.uk)



## Mental health

Aged between 11 -19 years old?

Visit [KOOOTH.com](http://KOOOTH.com) for free, anonymous and confidential online counselling and emotional well-being support service.

If you are over 18 and need urgent support call NHS 111 who will direct you accordingly.

Call 0300 365 2000 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

Register your mobile for the 999 SMS service by texting 'Register' to 999. Visit [www.interpreternow.co.uk/nhs111](http://www.interpreternow.co.uk/nhs111) to access NHS 111 with a British Sign Language interpreter

take a photo and save on your phone



## My pharmacist helped me!



It was only 10am when school called asking me to collect my 8 year old daughter. She had a 38.5 temperature, a blocked nose and nasty cough. She had calpol in the morning, and I had hoped she would be OK, but clearly she wasn't!

We went straight to the local pharmacist who saw us in a small, private consulting room, and advised us on what medicines and precautions to take and what to do if things didn't improve. After 5 days, as predicted by my pharmacist, my daughter did begin to get better although it did take several weeks for her cough to shift.

**Was this the right service for me?** Yes! The pharmacist saw us almost immediately and provided the expert advice we needed. In our case, no prescription based medications would have been offered, so the pharmacist was the best person for us.

## NHS 111 online helped me!



My 5 year old seemed to be developing a cold, but this one night, his cough was getting worse and sounding very different. The only way he would fall asleep was on my lap. Mobile in hand, I visited NHS **111.nhs.uk** and went through a series of questions. Before I knew it, I was being given trusted information and advice including details of what to look out for that would class his condition as an 'emergency.' Thankfully, I took the advice on board and managed my son at home without any disturbances.

**Was NHS 111 online the right service for me?** Yes! Calling NHS 111 wasn't an option as I didn't want to wake my sleeping child. Without having to take him anywhere, I received information and advice online that I could trust and I was confident to know what to do if things got worse.

## I looked after myself and my family!



Last winter a horrible sickness bug went through our entire house. Both children were hit hard and only my husband was left unscathed. I reached out to **www.nhs.uk** for information on what to do next and for guidance about what to look out for if things took a turn for the worse. My medicine cabinet had everything I could need from re-hydration solutions and pain killers to hand sanitizing lotions. We made it through after a horrid couple of days and are stronger for it!

**Was self-care the right thing to do?** Yes! By looking after ourselves we managed to get better by doing small and simple things like regularly washing our hands and cleaning door handles! We didn't need a doctor to tell us to do that! Also, by staying home we helped to contain the spread and made sure we didn't give it to others in school or friends and family.

# Where to go when feeling unwell

**NHS**  
East Berkshire  
Clinical Commissioning Group

**HELP US  
HELP YOU**  
KNOW WHAT TO DO

Minor illnesses and injuries such as coughs, colds, aches and pains can all be treated at home or with help from a local pharmacist, who can provide free, qualified health advice on everyday illnesses. They can also answer questions about prescribed and over-the-counter medicines. If needed you can order repeat prescriptions using Patient Access Online [www.patientaccess.com](http://www.patientaccess.com).

If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. Seek advice from your pharmacist and don't forget to get your flu jab to protect you early on – you may be eligible to get it free on the NHS!



If you have an urgent medical concern that is not an emergency, call **NHS 111** or go online at **111.nhs.uk**. You will be asked a series of questions and then be advised what to do next. You may be given an appointment to see a clinician if needed. The **NHS 111** service is free of charge and available 24 hours a day.

Using the most appropriate health service, helps the NHS to work at its best and be there for those who really need it.