

# Know where to get the right help

**NHS**

There are lots of NHS services that can help you.



Knowing where to go, and when, can help you get the right care when you need it.

## Pharmacy



Local pharmacists are **qualified healthcare professionals**. They can help you with minor health concerns and illnesses including coughs, colds, upset stomachs and skin/eye infections. They can also give some vaccinations and help with medications.

They can be found on most high streets and are a quick and convenient way to get medical advice. They will see you face to face and provide confidential help on the same day, with **no appointment needed**.

## GP/doctor services

local GP practice



Your local GP practice can help with a wide range of general health problems, injuries and illnesses that are not life threatening.

Who you see at your appointment depends on the help you need. There are lots of different people who can help including a doctor, nurse, pharmacists, physiotherapist and many other trained health professionals.

**They might see you over the phone, online or in-person.**

You will need to be registered before you can book an appointment. To register with a GP practice you do not need proof of address, immigration status, ID or an NHS number. Find a GP practice near you at: [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp)

## GP help evenings and weekends

**Call your GP practice as normal.** The practice answer phone will provide details of where you can get local out of hours appointments. You can also use the **online consultation form** on the practice website if your need is not urgent.

## NHS 111



NHS 111 helps people get the right advice and treatment when they urgently need it. 111 can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed.

Doctors, nurses, paramedics and other fully-trained advisors are available 24/7, and can get you the help you need by:

- finding out what local service can help you;
- connecting you to a nurse, emergency dentist, pharmacist or GP
- getting you an appointment if you need one
- telling you how to get any medicine you may need or give self-care advice.

**You can contact NHS 111 all day, every day. Visit [111.nhs.uk](http://111.nhs.uk) or call 111.**

## Mental health services



The NHS provides a range of talking therapies for people who feel anxious, worried, down, or depressed. If you need help **you can refer yourself**, you don't need to go to your GP first. To refer your-self and find more information visit: [www.nhstalk2us.org](http://www.nhstalk2us.org)

### Mental health services for people in crisis:

If you need help for a mental health crisis or emergency, you can get immediate help on our freephone lines from trained mental health advisers and clinicians **all day every day**:

Ealing, Hounslow, Hammersmith and Fulham	0800 328 4444
Brent, Harrow, Hillingdon, Kensington & Chelsea and Westminster	0800 0234 650

## 999 or A&E



**If you, or someone you know, are experiencing a life-threatening medical emergency you should call 999 or attend an A&E immediately.**

### For adults:

- signs of a heart attack - chest pain, pressure, heaviness, tightness or squeezing across the chest
- signs of a stroke - face dropping on one side, cannot hold both arms up, difficulty speaking
- sudden confusion (delirium) - cannot be sure of own name or age
- suicide attempt - by taking something or self-harming
- severe difficulty breathing -not being able to get words out, choking or gasping
- choking on liquids or solids
- heavy bleeding - spraying, pouring or enough to make a puddle
- severe injuries - after a serious accident or assault
- seizure (fit) - shaking or jerking because of a fit, or unconscious (cannot be woken up)
- sudden, rapid swelling of the lips, mouth, throat or tongue.

### For children:

- seizure (fit) - shaking or jerking because of a fit, or unconscious (cannot be woken up)
- choking on liquids or solids
- difficulty breathing - making grunting noises or sucking their stomach in under their ribcage
- unable to stay awake - cannot keep their eyes open for more than a few seconds
- blue, grey, pale or blotchy skin, tongue or lips - on brown or black skin, grey or blue palms or soles of the feet
- limp and floppy - their head falls to the side, backwards or forwards
- heavy bleeding - spraying, pouring or enough to make a puddle
- severe injuries - after a serious accident or assault
- signs of a stroke - face dropping on one side, cannot hold both arms up, difficulty speaking
- sudden rapid swelling of the lips, mouth, throat or tongue
- sudden confusion - agitation, odd behaviour or non-stop crying.