

Local NHS services to help you



GP services

Your local GP practice is here for you. Help us help you get the help you need.

GP phone lines are very busy at the start of the day, so if your issue isn't urgent, please try calling in the afternoon. You can also fill in an online consultation form on your GP practice website if your practice offers this. Please be patient with reception staff - they are answering calls and dealing with a range of enquiries as quickly as they can.

You can also go online via your GP practice's website or download the NHS app onto your mobile to access a range of services including repeat prescription requests and health information.

As well as phoning for an appointment, you can make one in person by visiting the practice and speaking to reception staff.

When you contact your GP practice, you will be asked some questions to help direct you to the healthcare professional best suited for your health care needs. There are a range of highly trained medical staff working in your local practice such as pharmacists, physiotherapists, nurses and paramedics.

GP practices may offer you an online consultation, telephone, video or a face-to-face appointment with the appropriate member of staff.

Download the NHS app to your mobile phone or register on your practice website to access some of the services available from your GP team.

[WWW.NHS.UK](http://www.nhs.uk)

If you need health help urgently, contact NHS 111 online or by phone.

NHS 111 is free and is available 24 hours a day, 7 days a week.

Answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

Depending on your health need you will:

- be connected to a nurse, emergency dentist, pharmacist or GP
- find out what local service can help you
- get a face-to-face appointment if you need one
- be given an appointment time if you need to go to A&E – this might mean you spend less time waiting
- be told how to get any medicine you need
- get self-care advice

Contacting NHS 111 first makes it easier for you to get the right advice or treatment.

Just think 111 first

[WWW.111.NHS.UK](http://www.111.nhs.uk)

Help on your high street - local pharmacies

If you are feeling unwell or have a minor health concern that is bothering you, seek expert advice from your local pharmacy team.

As qualified healthcare professionals, they can offer clinical advice on prescription medicines as well as suggest over-the-counter medicines for a range of minor illnesses such as coughs, colds, sore throats, tummy trouble and aches and pains.

Many pharmacies are open until late and at weekends. You do not need an appointment.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.



For expert advice, talk to your pharmacist.