

What to do when you are unwell

If you're not feeling well, **choosing the right place to go for help can save you a lot of time and effort.**



When to CARE FOR YOURSELF AT HOME

Have a headache, aches and pains, cough, or runny nose? Treat these minor ailments at home. Use over-the-counter medicines (available to buy in a pharmacy or supermarket), drink plenty of water, and get some rest. If your symptoms don't go away after some days, please seek advice rather than waiting until you are very poorly. See your pharmacist, GP or use 111 online.

- Antibiotics won't help if you have a cold or flu caused by a virus.
- Check further advice on caring for a sick child at www.selondonics.org/OneBromleyCYP



When to visit your PHARMACIST

PHARMACY FIRST: Did you know that most Pharmacies can provide treatment for 7 Common Conditions including prescribing antibiotics where needed, without needing a GP appointment?

Pharmacists can give you advice on a range of health conditions such as coughs, colds, sore throats, ear infections and aches and pains as well as suggesting medicines that can help.

Pharmacists may also offer treatment and some prescription medicines for 7 common health conditions, without you needing to see a doctor including: impetigo (aged 1 year and over), infected insect bites (1 year and over), earache (1 to 17 years), sore throat 5 years and over), sinusitis (12 years and over) urinary tract infections (UTIs) (women 16 to 64 years), shingles (aged 18 years and over).

- Pharmacists can also give advice about how to use your medicine, side effects or other questions you have, or advise if you need to see a doctor or other health care professional.
- Over the counter medicines information and minor health conditions pharmacists can help with: <https://qrco.de/OverTheCounterMedicines>
- How pharmacists can help?
www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/
- Find a pharmacy and services provided?
www.nhs.uk/service-search/pharmacy/find-a-pharmacy



When to see your GP PRACTICE TEAM

Make an appointment with your GP practice if you have persistent symptoms, chronic pain, or long-term health conditions. In your practice, you will now find a wider team of specialists and professionals working together to help and care for you.

- **Contact your GP online or use the NHS App for routine appointments**, repeat prescriptions and administration queries. You will get a response within 2 working days.
- Bromley practices are busy, and staff are answering calls as quickly as possible. **If you need help urgently**, for a condition that is not life threatening, then please call and you will be triaged and treated accordingly by a local service.
- **Check your practice website. There are many services you can refer yourself directly to including physiotherapy, maternity, sexual health, contraception, audiology, minor eye care, and talking therapies.**
- Your GP may refer you to see your pharmacy for some common ailments.



When to use NHS 111

If you need medical help fast and your GP surgery is closed, use NHS 111 online www.111.nhs.uk to get assessed and directed to the right place for you. If necessary, an appointment will be made for you. If you cannot get online, then call 111.

NHS 111 online:

- is available 24 hours a day, seven days a week
- will allow you to access emergency dental care



What to do if you are struggling with your MENTAL HEALTH

You can refer yourself to talking therapies at www.talktogetherbromley.co.uk

You can also access help for urgent mental health concerns by calling NHS 111.

If you or a loved one is having a mental health crisis, call the **24-hour Crisis Line on 0800 330 8590**



When to go to the URGENT TREATMENT CENTRE

Urgent Treatment Centres (UTCs) are designed to handle medical conditions that require urgent, same day care but are not life-threatening emergencies. This includes injuries like broken bones or wounds, or illnesses that need to be seen urgently but cannot wait for a GP appointment.

- **UTCs are not suitable for life threatening emergencies** e.g heart attacks or a stroke or chronic health conditions like diabetes or high blood pressure, and can not make referrals to specialist hospital services for example tests for cancers or other long term health conditions, patients should contact their GP for these.
- **There are two urgent treatment centres in Bromley**, at the Princess Royal University Hospital (open 24/7), and Beckenham Beacon (open 8am to 8pm 7 days a week).



When to call an AMBULANCE or go to A&E

Call 999 or go straight to your nearest A&E **if you or someone else is seriously ill and their life is in danger.**