



# Know where to go when feeling unwell

## Download the NHS App to:

- view your Covid-19 vaccination details
- order repeat prescriptions
- book appointments
- get health advice
- view your health record and more



### Self Care


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

- an upset tummy
- pain or headache
- sore throat (but if for two weeks or more contact your GP)

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

For self care advice, visit [www.frimleyhealthandcare.org.uk](http://www.frimleyhealthandcare.org.uk) and search 'stay well'


**Not sure what to do when your child is unwell?** If you are worried about a child, visit the Frimley Healthier Together website: [frimley-healthiertogether.nhs.uk](http://frimley-healthiertogether.nhs.uk)



### Pharmacists

are qualified healthcare professionals, who can offer clinical advice and over-the-counter medicines. Ask for help with:

- minor aches and pains, burns and scalds, head lice, etc
- bites and stings
- queries about medication dosage, type or suitability plus urgent requests
- medication related to hospital discharge
- repeat prescriptions




### GP surgery

Visit your GP surgery website and click on eConsult to:

- get help for a condition that has not improved after seeking help from your pharmacy
- to report urgent conditions that are not life threatening
- to report a deteriorating chronic condition

Please continue to use usual routes, including online patient access, to order repeat prescriptions. If you do not have access to the internet, you can continue to phone your surgery



### Visit 111.nhs.uk or call NHS 111

when the situation is not life threatening and:

- 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. If needed, an NHS advisor will help you to be seen quickly and safely.



### Minor injuries

A minor injury service is only for conditions such as the following:

- sprains and strains
- suspected broken limbs
- minor head injuries
- cuts and grazes
- minor scalds and burns
- skin infections

Whether you're booked into the minor injury service via your GP, NHS 111 or you decide to walk-in, the service is available 7 days a week, from 8am-8pm. The minor injury service is located at Bracknell Urgent Care Centre.



### Emergency department or call 999

Only for very serious or life-threatening situations. This can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

Call **999** immediately if you or someone else is having a heart attack or stroke.

Also call **999** if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

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



**For urgent help for your mental health,** use the [NHS 111 online service](http://111.nhs.uk), or call 111 if you are unable to get help online.

If you've injured yourself, taken an overdose or are in an emergency and believe that your life is at risk, please dial 999. [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters) provides NHS-approved expert advice and practical tips to help you look after your mental health and wellbeing.

You can also text **Shout 85258**. Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

For mental health services local to you, please visit [Mental health services \(frimleyccg.nhs.uk\)](http://frimleyccg.nhs.uk)

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For more information visit [www.frimleyhealthandcare.org.uk](http://www.frimleyhealthandcare.org.uk)

