



**NHS**

**Help is at hand**



**Need urgent care?**

**Help is at hand**

**HELP US  
HELP YOU**

**KNOW WHAT TO DO**

[www.isleofwightccg.nhs.uk](http://www.isleofwightccg.nhs.uk)  
[www.iow.nhs.uk](http://www.iow.nhs.uk)

We know that sometimes it's hard to know what to do for the best when you need NHS help in a hurry.

So we have produced this guide to tell you about some of the main alternatives to going to an Accident and Emergency (A&E) department or waiting for a GP appointment.

NHS pharmacists, 111 advisers, and GPs are all able to provide advice and support to ensure you get the right medical help for your needs.

This leaflet provides lots of information about your local urgent healthcare options, links to Twitter, Facebook and useful videos. Don't forget, too, there is a really helpful online Health A-Z checker at [www.nhs.uk](http://www.nhs.uk) that can help you identify conditions and treatments.

Some of these alternatives might help you be able to talk to someone about your concerns quicker – and get a solution to your problem.

Please help us to help you and try to use the service that best fits your needs – that way we can keep emergency services and appointments free for those who really need them.

**Give your NHS a helping hand**

MY HEALTH  **Pledge** *Make your personal health pledge today*

 I will use services in the right way

 @MyNHSpledge  #MyNHSpledge

## Other Useful Contacts

Local NHS Trust  
Advice for parents

[www.iow.nhs.uk](http://www.iow.nhs.uk)  
[www.what0-18.nhs.uk](http://www.what0-18.nhs.uk) and  
[www.iwight.com/localoffer](http://www.iwight.com/localoffer)

Macmillan  
Cancer Support  
IRIS Drug and  
Alcohol advice  
IW Council  
NHS commissioners

0808 808 00 00  
01983 526654  
[www.iwight.com](http://www.iwight.com)  
[www.isleofwightccg.nhs.uk](http://www.isleofwightccg.nhs.uk) or  
[www.england.nhs.uk](http://www.england.nhs.uk)  
[www.reading-well.org.uk](http://www.reading-well.org.uk)

Books on Prescription  
Complementary  
healthcare

[www.nhs.uk](http://www.nhs.uk) and  
[www.cnhc.org.uk](http://www.cnhc.org.uk)

Age UK Isle of Wight

01983 525282 or  
[www.ageuk.org.uk/isleofwight](http://www.ageuk.org.uk/isleofwight)

### For support in the last years of life:

**Mountbatten Palliative Care Services**  
01983 533 331 [www.mountbatten.org.uk](http://www.mountbatten.org.uk)

- Supporting people with advanced life limiting illnesses across the island
- Supporting people with frailty, particularly those wishing to avoid admission to hospital
- Providing bereavement support to all island residents, whatever their age



### Find more advice and updates online

There's lots of information available online through our IOW CCG twitter account - @IOWCCG, and IOW Trust Facebook account - [www.facebook.com/IsleOfWightNHSTrust](http://www.facebook.com/IsleOfWightNHSTrust)

Follow our friendly patient Ed as he chooses services appropriate to his condition, instead of going to the Emergency Department.

And that includes this set of colourful, easy to follow videos:



Reading online? Click on the videos to view

## **Treat it yourself**

- Many everyday illnesses can best be treated at home.
- Keep a supply of medicines for coughs, colds and minor illnesses, but keep them in a safe place and well out of the reach of children.
- Get your flu jab every year in time for winter.
- Request any repeat prescription well ahead of bank holidays like Christmas and Easter.

Health problems you can treat at home:

- Colds
- Sore throat
- Diarrhoea
- Flu

## **Ask a pharmacist**

- High street pharmacists are medicines experts and they can also give advice on common health problems which may save you a trip to your GP surgery.
- You don't need an appointment to see a pharmacist and you can speak in private.
- They will advise you if you need to see a GP.
- Search 'pharmacist' at [nhs.uk](https://www.nhs.uk) for your closest branch.

Expert advice on:

- Medicines
- Bugs and viruses: nasty coughs and colds, flu
- Aches and pains
- Skin conditions and allergies

## **Call NHS 111**

- You can call NHS 111 about an urgent medical concern.
- NHS 111 is available 24/7 and is free to call.
- If you're worried about an urgent medical problem or you don't know which service to use you can call 111.
- A fully trained adviser will help you or put you in touch with the service or professional most suited to your needs.
- Call NHS111 if you have a dental emergency and are not registered with a dentist.

Call 111 if you:

- Think you need to go to A&E or another NHS urgent care service.
- Don't know who to call for medical help.
- Need information about a health issue.

## **Contact your GP surgery**

- All surgeries have the ability to offer you an evening or weekend appointment. These appointments may be at another surgery/location and you will need to give permission to share your medical records with the consulting clinician.
- Some practices offer e-consult. This is an on-line consultation and you can expect a response within 48 working hours. Alternatively you will be directed to another service that will be able to help you. Please check your Practice website to see if your practice offers this service.

- Prescriptions for medicines
- Advice on physical/mental health problems, treatment of ongoing illnesses or conditions
- Illnesses that don't go away with self care – eg ongoing cough or stomach pain

## **A&E or 999**

- 999: Only call when someone is suffering a life-threatening illness or injury.
- A&E is for critical or life threatening situations. It provides emergency care for people who show the symptoms of serious illness or are badly injured.
- Consider other options for less serious conditions.

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties/not breathing at all
- Severe bleeding that cannot be stopped
- Suspected heart attack or stroke
- Severe allergic reaction

## **Mental Health Services**

1 in 4 people experience emotional health and wellbeing difficulties. To access mental health support, for adults and children, speak to your GP practice. You can also contact the Mental Health Single Point of Access on 01983 522214 for advice and signposting. The Isle of Wight Safe Haven is open 5pm – 10pm Mon – Fri and 10am – 10pm on weekends and Bank Holidays to support individuals in the community.

NHS Choices: [nhs.uk/livewell/mentalhealth](https://www.nhs.uk/livewell/mentalhealth)  
Mind: [mind.org.uk](https://www.mind.org.uk)  
Young Minds: [youngminds.org.uk](https://www.youngminds.org.uk)  
Rethink: [rethink.org](https://www.rethink.org)  
Time to Change: [time-to-change.org.uk](https://www.time-to-change.org.uk)  
'NHS veterans' mental health services: 0300 365 0300