

Contact us

For more information about health services in your area, go to:
www.nottinghamnortheastccg.nhs.uk



Tweet us /NHSNNE



Download our app - look for **NHS NNE** on Apple App store or Google Play



You can also access all our local information via:
SKY: Go to the **Community Channel (539)** and press **Red**



VIRGIN: Go to the **Community Channel (233)** and press **Red**
OR Press Home, choose **Interactive**, select **Local & Directory Enquiries**, choose **Looking Local**

Patient advice

For general information or to give feedback on services contact our advice and liaison service on: **0800 028 3693** or email: pals.south@nottinghamnortheastccg.nhs.uk

Choose the right service, get the right care

Useful numbers and websites

My GP:

My dentist:

My local pharmacy:

Repeat prescriptions and medication – make sure you have enough for bank holidays, weekends and holidays



NHS 111



Pharmacies



Surgeries



Dentists



Walk-In Centres



Get involved!

If you're interested in helping shape local health services, email Michael: Michael.Ellis@nottinghamnortheastccg.nhs.uk

NHS Choices

Get advice and information on symptoms and medicines plus opening times and locations of GPs, pharmacies and dentists at www.nhs.uk

Samaritans

If you or someone you know is affected by mental health problems including stress, anxiety and depression contact your GP. Or if in crisis telephone the **Samaritans on 08457 909090**.

This leaflet is available in alternative languages and large print. To order, or to request additional copies of this leaflet, please email: info@nottinghamnortheastccg.nhs.uk

Produced by NHS Nottingham North and East Clinical Commissioning Group March 2014

Your Guide to Local Health Services

Including urgent care





Dentists

Do you have:
toothache / gum swelling / or just
need to check the health of your
teeth and gums?

What is a dentist?

A dentist is a healthcare professional who specialises in teeth and gums.

How can my dentist help me?

Your dentist can treat a range of general and urgent dental issues to help prevent tooth disease and decay.



What next?

You should have regular check-ups with your dentist to make sure your teeth and gums are healthy. If you are not registered with a dentist visit www.nhs.uk to find a dentist near to you that is taking new NHS patients. For urgent problems call your usual dentist first. If the surgery is closed, you will hear recorded information on who to contact in an emergency.

If you are not registered with a dentist, you can telephone **111** for advice.



NHS 111

What is NHS 111?

NHS 111 is a free telephone service available 24 hours a day, 365 days a year. The service is staffed by a team of fully trained advisers, supported by experienced nurses.

How can NHS 111 help me?

If you have an urgent health problem and it is not a 999 emergency you can telephone **111** and speak to a fully trained advisor. They will ask you questions to assess your symptoms then give you the healthcare advice you need or

direct you to the local service that can help you best. If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

What next?

Make sure you save **111** into your phone and call it when you need healthcare advice or help in accessing the right service.





Pharmacies

Do you have:

high temperature (in adults) / aches and pains / stomach upset / diarrhoea / runny nose / painful cough / headache / allergies / hay fever / cough / cold / conjunctivitis / cystitis / earache / or need emergency contraception?

What is a pharmacy?

Your local pharmacy or chemist is where prescriptions from your doctor can be dispensed; you can buy over-the-counter medicines and receive advice from a qualified pharmacist on minor ailments.

How can pharmacies help me?

Pharmacists can give you free expert and confidential advice on many common health issues. They can also help you decide whether you need to see a doctor.

What next?

To find all your local pharmacies go to NHS Choices at www.nhs.uk



GP Surgeries

Do you have:

ear pain / persistent vomiting / a sore tummy / backache / a rash / a high temperature (in adults and children) / regular headaches / blood in wee / any other health problem?

What is a GP surgery?

A GP surgery is where you can receive general healthcare advice and treatment from doctors and nurses who work in your local community.

How can my GP surgery help me?

Doctors (GPs) and experienced practice nurses at your local surgery can help you with a whole range of health problems and conditions, both physical and mental. They can also support you with improving your



overall health, give vaccinations and advise you on giving up smoking. If your doctor cannot deal with your specific problem then you will usually be referred to a consultant with specialist knowledge.

What next?

You will need to register with a local GP surgery which is accepting new patients – to find your local GP visit:

www.nottinghamnortheastccg.nhs.uk/GP

Got a medical problem?

Is it an emergency?

If not, you can find the help you need from other healthcare services and NHS experts instead of going straight to the Emergency Department at the hospital. The Emergency Department is for serious emergencies only. By using other healthcare options, you can usually get the right support more quickly and closer to home. You also keep places free at the hospital for people who need emergency care.

Use this guide to find out about the different healthcare options available to you. Or download our app - Search NHS NNE on Apple App store and Google Play

Your Healthcare Options



Walk-In Centres

Walk-In Centres

Do you have:

a strain or sprain / minor cuts or bruises / a minor infection / a rash / vomiting and diarrhoea / a high temperature (adults and children) / a headache?

What is a walk-in centre?

A walk-in centre is a place where experienced nurses and other healthcare professionals are available to give you health treatment and advice without an appointment.

How can my local walk-in centre help me?

You can receive treatment for minor illnesses and injuries

including blood pressure checks, simple eye problems, sexual health issues and emergency contraception, skin conditions, stop smoking advice and many other minor health problems.

What next?

Keep a note of your nearest walk-in centre; there are two in Nottingham (see box below for details).

Nottingham City Walk-In Centres

Nottingham NHS Walk-In Centre

Seaton House, London Road, Nottingham, NG2 4LA

Tel: 0115 883 8500

Open 7am - 9pm every day, including bank holidays.

8am - 8pm Health Centre

79a Upper Parliament Street, City Centre, NG1 6LD

Tel: 0115 883 1960

Open 8am - 8pm every day, including bank holidays.



Emergency Department

The Emergency Department is for real emergencies

If you or someone else has: loss of consciousness / severe breathing difficulties / heavy bleeding / severe chest pain / possible broken bones / deep wounds / stroke / swallowed something harmful or poisonous / taken a drug overdose.

What is the Emergency Department?

The Emergency Department at the hospital is for real emergencies only.

How can the Emergency Department help me?

The Emergency Department assesses and treats patients with serious injuries or illnesses. You should only visit the Emergency Department or telephone 999 for real emergencies.

What next?

If it's a real emergency go to:

**Queen's Medical Centre
Emergency Department
Derby Road
Nottingham
NG7 2UH**