

# Using your local health services over the winter in City and Hackney



**Don't just go to hospital** – if you feel unwell there are many ways to get advice or treatment.

## Self-care

### Hangover, sore throat, coughs, colds

- The best place for you is at home in the warm - rest and drink plenty of non-alcoholic fluids
- Plan ahead - stock up on paracetamol and indigestion remedies

## Your local pharmacy

### Diarrhoea, painful cough, headache, other minor ailments, emergency contraceptives

- Your local pharmacist can give you expert, confidential advice and treatment for a range of minor illnesses or injuries – many are open six days a week and you do not need an appointment
- Plan ahead - ask your local pharmacy about their opening times, find out online at [www.cityandhackneyccg.nhs.uk](http://www.cityandhackneyccg.nhs.uk)

## Your GP

### Ear pain, back ache, vomiting, depression, long-term conditions (e.g. diabetes, asthma)

- Make sure you are registered with a City & Hackney GP. Visit [www.nhs.uk](http://www.nhs.uk) to find your local surgery
- Your GP is the first place to go to for illnesses that won't go away
- For urgent appointments call as early as you can, for non-urgent appointments book between two and four weeks ahead
- You can ask for a same-day telephone consultation with a doctor
- Plan ahead - make sure you have enough prescribed medicines to last you over weekends and holiday times

## Out-of-hours GPs

If your GP surgery is closed but you need to speak to a doctor urgently, you can call City and Hackney's out-of-hours GP service, CHUHSE, on **020 8185 0545**. They will be able to offer you medical advice or, if necessary, arrange a same day appointment or home visit. Open 6.30pm – 8am on weekdays and 24 hours on weekends and public holidays.

## NHS 111

### You feel you need medical help or advice fast but are unsure what to do and don't think it's a 999 emergency

- Call if you don't have a GP, can't access a GP or don't know who else to call
- The service is available 24 hours a day by calling 111
- The service can also help you if you need a repeat prescription filled urgently when your local pharmacy is closed
- You will speak to a trained adviser, supported by nurses and paramedics, who will talk you through your symptoms and advise on what to do next

## Homerton Hospital

### Accident and Emergency - choking, severe chest pain, bleeding that won't stop, loss of consciousness, struggling to breathe, stroke

- Provides urgent treatment for serious, life-threatening conditions all day, every day
- Get there yourself if you can, but call **999** for an ambulance if someone is too ill to move, has collapsed or can't breathe

## Emergency dental treatment

### You have an urgent dental problem and your usual dental practice is closed

- Call **111** and ask to speak to the Dental Advice Service

For more information on local NHS services, visit [www.cityandhackneyccg.nhs.uk](http://www.cityandhackneyccg.nhs.uk)