

CASE STUDY 1

How NHS 111 helped me

My 14 month daughter fell and hit her head while learning to walk! Even after the ice pack, the bump to her head just kept on growing and the tears wouldn't stop. I called NHS 111, answered some questions and a GP called me back within an hour, telling me all I needed to look out for and what to do next.

Why not A&E? Waiting times can be very long and I just needed reassurance from a medical professional that the bump was nothing serious.



CASE STUDY 2

How the walk-in centre helped me



My 8 year old daughter managed to fall awkwardly and twist her ankle whilst dancing in the kitchen, resulting in a painful swollen foot. We marched off to the Urgent Care Centre in Bracknell for an x-ray. Door-to-door, including x-rays and a consultation took approximately 2 hours. We were very happy with the advice given and care provided by staff. **Why not A&E?** We just wanted an x-ray done. A&E is extremely busy and it should be used by people who really need it.

CASE STUDY 3

You don't always need to see a GP when you are unwell

As a full-time working mum, making sure that my child is well enough for nursery is a priority for me. So when my daughter woke up snotty nosed with a temperature, I had a terrible feeling they might not accept her or that she might not settle. I took her to see the GP so the nursery would know she is well enough to be in their care.

Words from the nursery: Children between the ages of 1-5 fall unwell frequently, with coughs, colds and other bugs which most of the time, you don't need to see a doctor for. As a nursery, our staff are trained and qualified to look after children who may be feeling under the weather, and we can administer Calpol under the request of a parent. Every nursery has a policy in place which parents can refer to.



Do you know where to go when you are unwell?

NHS
East Berkshire
Clinical Commissioning Group

**HELP US
HELP YOU**
KNOW WHAT TO DO



Please see inside this booklet for the range of services available to you in East Berkshire to help you stay well.

Using the most appropriate health service, helps the NHS to work at its best and be there for those who really need it.

Many minor illnesses and injuries can be dealt with away from hospitals. Coughs, colds, aches and pains can all be treated at home or with help from a local pharmacist, who can provide free, qualified health advice on everyday illnesses and answer questions about prescribed and over-the-counter medicines. If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. Seek advice from your pharmacist and don't forget to get your flu jab to protect you early on.

If you need to speak to a clinician, need reassurance or don't know where to go, call NHS 111. You will be directed to the most appropriate service or, be given an appointment to see a clinician if needed. The call is free of charge and the service is available 24 hours a day. Have a look inside this booklet to see the full range of services available to you.

Feeling unwell?

Consider the range of services available to you in East Berkshire and use the NHS responsibly

 <p>Care at home</p> <p>Be prepared to care for yourself with a well-stocked medicine cabinet and plenty of rest</p> <ul style="list-style-type: none"> cough or cold upset stomach pain or headache cuts and grazes sore throat (but if for two weeks or more contact your GP) <p>For health advice, visit www.nhs.uk</p>	 <p>Pharmacist</p> <p>Ask for advice on ailments, medicines and healthier living</p> <ul style="list-style-type: none"> queries about medication dosage, type or suitability plus urgent requests or if related to hospital discharge repeat prescription sore eyes (but if persists go to optician) runny nose diarrhoea bite or sting 	 <p>Call NHS 111</p> <p>Call when situation is not life-threatening</p> <ul style="list-style-type: none"> 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 <p>Available 24 hours a day, every day</p>	 <p>GP practice</p> <p>Use patient access online or make an appointment if an illness or injury won't go away</p> <ul style="list-style-type: none"> repeat prescription such as for back ache, the pill, etc urgent skin problem such as a rash that is spreading ear pain back ache <p>Additional evenings and weekend appointments bookable through your GP Practice</p>	 <p>Urgent Care or Walk-In Centre</p> <p>Visit for same day, urgent, minor injuries or illness when your GP practice is unavailable</p> <ul style="list-style-type: none"> such as sprains and suspected broken bones <p>Locally, you can visit</p> <ul style="list-style-type: none"> St Marks Urgent Care Centre Bracknell Urgent Care Centre Slough Walk-in Centre <p>See www.nhs.uk for more information</p>	 <p>Emergency department or call 999</p> <p>Only for very serious or life-threatening situations</p> <p>If you are unsure, call NHS 111</p>	 <p>Mental health</p> <p>Aged between 11 -19 years old? Visit KOOOTH.com for free, anonymous and confidential online counselling and emotional well-being support service.</p> <p>If you are over 18 and need urgent support call NHS111 who will direct you accordingly. Call 0300 365 0200 to make a self-referral to talking Therapies.</p> <p>Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.</p> <p>If you need someone to talk to, call the Samaritans free on 116 123 (24 hours a day, 365 days a year).</p> <p>In an emergency, or if someone is in immediate danger, call 999 straight away.</p>
<p>Average cost to NHS</p>	<p>... of being seen</p> <p>£15</p>	<p>... of a call</p> <p>£16</p>	<p>... of being seen</p> <p>£36</p>	<p>... of being seen</p> <p>£37</p>	<p>... of being seen</p> <p>£111</p> <p>... of an ambulance</p> <p>£235</p>	<p>take a photo and save on your phone</p> 