

Winter Wellbeing

If you've had your flu jab – great! You're not only protecting yourself and your loved ones, you're helping ease pressure on the NHS. And this winter looks like it's going to be a very busy one for our hospitals and GP surgeries which is why we're asking you to help us to help you stay as fit and healthy as possible.

Your GP

If you are seriously unwell, or you have long standing healthcare needs that have to be kept in check by the experts, then you must always contact your GP. So if you notice symptoms like lumps, changes in moles, blood in your urine and stools or unintentional weight loss you should not delay seeking medical support.

It's vital you're seen as soon as possible so appropriate treatment can be put into place. Serious health problems that go undetected for too long can lead to major, long term complications and could even be fatal.

OPEN

Before turning up to your GP practice, contact them online by an app or phone to be assessed.

In a bid to keep everyone safe and socially distanced, GP surgeries are operating a telephone triage system so when you contact them, either on the phone or online, they will take details of your health concerns and advise you on the quickest and most appropriate action.

To help your GP surgery keep in touch with you, please make sure your contact details, including your mobile phone numbers, are up to date.

Look after your mental health

Recent figures have shown one in four adults and one in 10 children experience mental health issues and Covid has caused added problems for many who feel anxious, stressed and unable to cope.

There's lots of help for people struggling – check out the support available on our website www.berkshirewestccg.nhs.net. Local GP Angus Tallini has also filmed a short video with simple things you can do to ease feelings of anxiety <https://youtu.be/U15csCeTEio>.

And Kooth is a new online support network to help children and young people (aged 11-18) struggling with mental health difficulties. It offers self-help and psychological information; peer support and supervised and professional help. www.kooth.com.



There's also a lot more information on www.nhs.uk

Feeling unwell?

Know where to go



Berkshire West
Clinical Commissioning Group

**HELP US
HELP YOU**

KNOW WHAT TO DO



Self care

Be prepared to care for yourself with medicines at hand and plenty of rest

- cough or cold
- upset stomach
- pain or headache
- cuts and grazes
- sore throat

For health advice, visit www.nhs.uk



Pharmacist

Ask for advice on ailments, medicines and healthier living

- 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



Call NHS 111 or go online at 111.nhs.uk

When the situation is not life-threatening

- 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



GP practice

Use patient access online or make an appointment if an illness or injury won't go away

- repeat prescription
- urgent skin problem such as a rash that is spreading
- ear pain
- back ache

Additional evenings and weekend appointments bookable through your GP practice.

Due to coronavirus, most GP appointments are currently taking place by phone. Patients will be called in for a face-to-face consultation if necessary.



Emergency department or call 999

Only for very serious or life-threatening situations

If you are unsure, call NHS 111 or go on-line at 111.nhs.uk



Mental health

Aged between 11-18 years old?

Visit KOOOTH.com for free, anonymous and confidential online counselling and emotional well-being support service.

If you are over 18 and need urgent support call NHS 111 who will direct you accordingly.

Call 0300 365 2000 to make a self-referral to Talking therapies.

Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.

If you need someone to talk to, call the Samaritans free on 116 123 (24 hours a day, 365 days a year).

In an emergency, or if someone is in immediate danger, call 999 straight away.

Register your mobile for the 999 SMS service by texting 'Register' to 999.

Visit www.interpreternow.co.uk/nhs111 to access NHS 111 with a British Sign Language interpreter

take a photo and save on your phone

