









# Which NHS Service do I need?

								
	Self-care	Dentist	Pharmacy	GP Surgery	Walk-in Centre	NHS 111	Emergency Mental Health Support	Hospital Accident & Emergency or 999
Services	Self-care is about looking after yourself in a healthy way.	Any treatment needed to keep your mouth, teeth and gums healthy and free of pain.	Pharmacists are experts in medicines. They can offer health advice, vaccinations, and over-the-counter medicines.	GPs and nurses can help with a whole range of problems to keep your body, heart and mind healthy. GPs give examinations, advice, vaccinations and treatment, prescriptions for medicines, and referrals to other health and social services.	Visit for same day, urgent, minor injuries or illness when your GP practice is unavailable.	Can help if you have an urgent medical problem and you're not sure what to do.	Helplines for support if you or someone you know is in danger of harming yourself or another person.	The Emergency Department is used to treat people with serious injuries and those in need of emergency, and potentially life-saving, treatment.
Problems	Looking after your diet, personal hygiene, exercising and resting when you are feeling unwell or stressed.	Crowns and bridges, dental abscesses, dentures (false teeth), root canal treatment (endodontics), scale and polish.	Coughs, colds, sore throats, runny nose, tummy trouble, aches, pains, repeat prescriptions.	Persistent problems including: chronic pain, vomiting, asthma, skin problems, stomach ache, cough, stress, sadness, sleep problems, drug and alcohol problems, self-harm and suicidal feelings. Contraception, maternity services, new baby and child health check-ups, chronic health conditions.	Sprains or suspected broken bones, cuts, strain, bruises, itchy rash, minor burns, scalds, cuts, stings, bites, diarrhoea, throat and ear infections.	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 or your GP practice is closed; if you need advice or reassurance about what to do.	Self-harm, suicidal feelings, risk of harm to others.	Severe bleeding, chest pain or breathing difficulties. Loss of consciousness, injuries to the face, suspected broken bones and sprains, bites, eye problems, rising temperatures.
Availability	24/7	Daytime	Daytime	Daytime	Daytime	24/7	24/7	24/7
Appointment	No	Yes	No	Yes	No	No	No	No
Procedure	You should practise self-care every day.	Register with a dentist, then call or email to make an appointment.	Drop in	Register at your local surgery. To make an appointment visit the GP surgery website, call them, or use the NHS App.	Drop in	Call 111	Call the Samaritans on 116 123, text SHOUT to 85258 or call 999 in extreme cases.	Drop in or call 999 (you may wait up to 4 hours).
Tips	Brushing your teeth and doing some exercise can help your heart and mind to feel good.	If you are on income support, have a tax credit exception certificate or are pregnant, you do not need to pay dentist fees.	You can get advice from the pharmacist for minor problems whilst waiting to see your GP.	If calling to make an appointment, phone before 9am.	Visit Walk-in Centres of your problem is urgent but not serious.	Call before going to A&E to make sure it's the right choice.	These services are confidential.	Try to avoid calling an ambulance if you can get to hospital on your own.