







How to get help with your health



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About this booklet

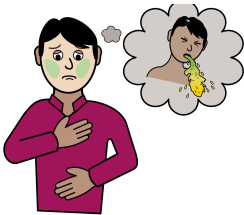


The National Health Service is called the NHS for short.



The NHS gives everyone living in the UK free healthcare.

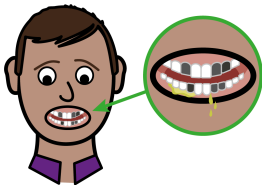
The NHS looks after you:



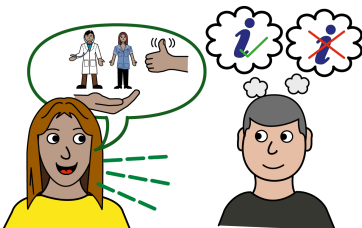
- when you are feeling ill.



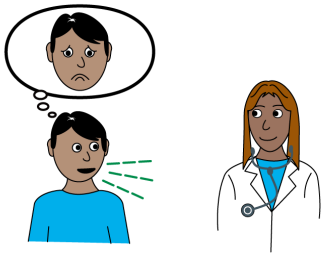
- if you have hurt yourself.



- if you have a problem with your teeth.



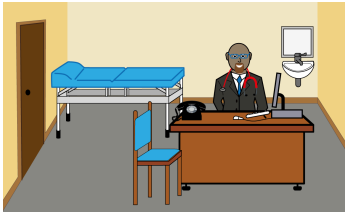
This booklet is to help you decide who to see when you have a problem.



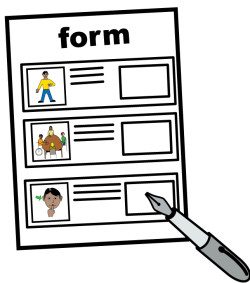
Doctor

Your doctor can help if you are worried about your health.

Joining a doctor's surgery



To see a doctor you need to join a local doctor's surgery. This is done by **registering**.

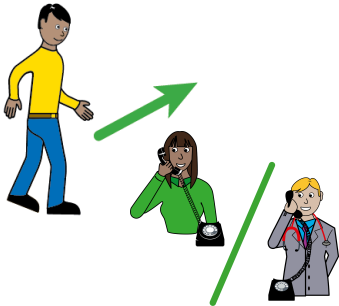


Registering means to give the surgery information about you on a form.

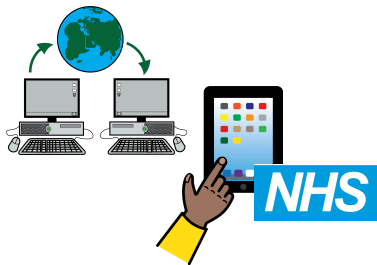


It is free to register.

Appointments with your doctor



You can ask for an appointment by going in to the surgery or by phoning the surgery.



Some doctors let you book appointments on the **NHS app** or their website.



NHS app is another way of getting appointments by using your mobile phone or tablet.



You can get appointments during the day Monday to Friday.



Some doctors have appointments in the evening or at the weekend.



Pharmacy

Pharmacies are sometimes known as Chemists.

At a pharmacy you can get:

- help and advice if you feel unwell.



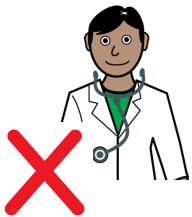
- buy medicine.



- get medicine that your doctor has told you to take.



You can go to a pharmacy instead of a doctor for some illnesses.



The pharmacy will give you the medicine you need.





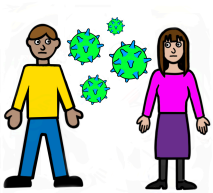
A pharmacy can help you with things like:



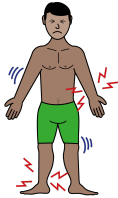
- coughs



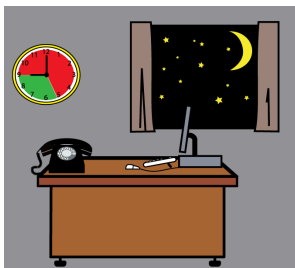
- colds



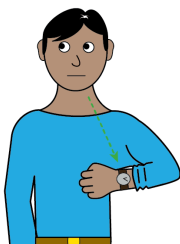
- tummy problems



- aches and pains.

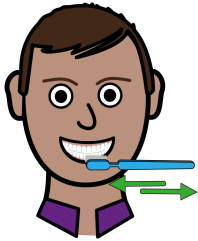


A lot of pharmacies are open until late at night and weekends.



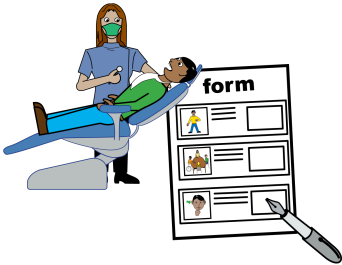
You do not need an appointment.

Dentist



Your dentist can help you keep your teeth and gums healthy.

Joining a dentist's practice



To see a dentist you need to join a local dentist's practice. This is done by registering.



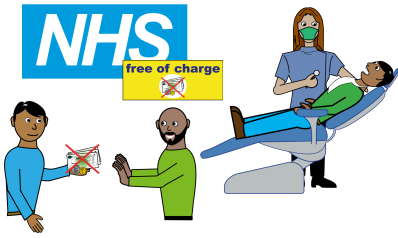
It is free to register but not all dentist's work for the NHS.



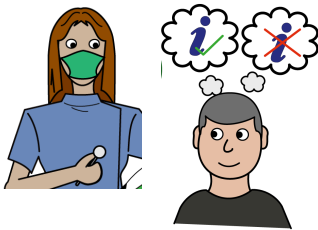
If your dentist isn't an NHS dentist you will have to pay to see them.



You will also have to pay if the dentist does any work on your teeth.

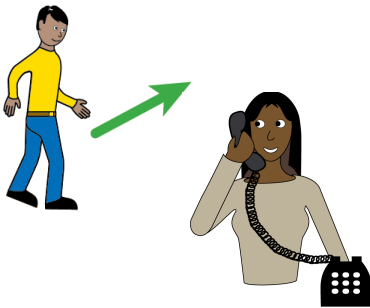


If you have an NHS dentist you may pay less or the dentist may see you for free.

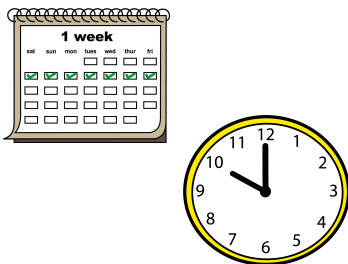


You can find out more about how much you may pay at the practice.

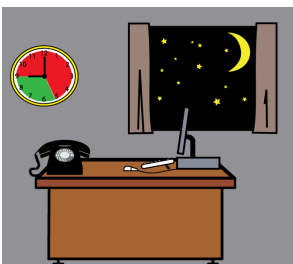
Appointments with your dentist



You can ask for an appointment by going in to the practice or by phoning the practice.



You can get appointments during the day Monday to Friday.



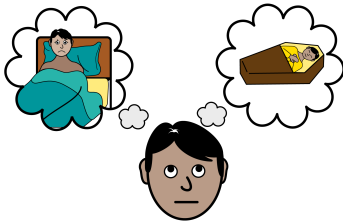
Some dentists have appointments in the evening or at the weekend.



NHS 111



If you need **urgent** help call 111 or go to their website: www.111.nhs.uk



Urgent means you need to be seen quickly.



You should use 111 before going to hospital if your illness isn't **life threatening**.

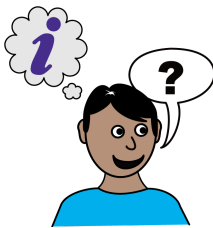


Life threatening means you could die if you don't get help.

NHS 111 can:



- tell you who you need to see for help.



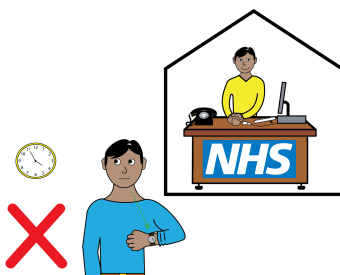
- give you advice and information.



- book you an urgent doctor or dentist appointment if yours is closed or you aren't registered.



- tell you to go to the hospital or a **walk in centre**.

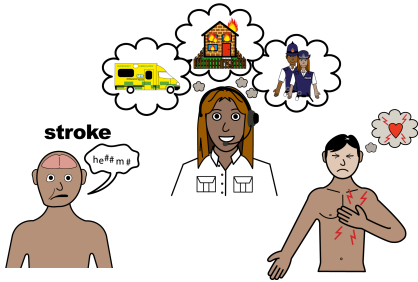


Walk in centre is somewhere where you can see a doctor. You do not need an appointment.



999

Phone 999 and ask for an ambulance



You should only call 999 if someone's life may be at risk.

The person who answers your call will:



- will ask you questions.



- will decide if you need an ambulance.



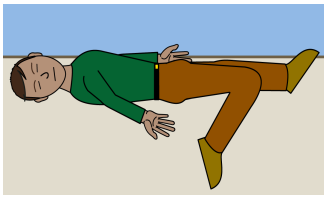
- may tell you to make your own way to the hospital.



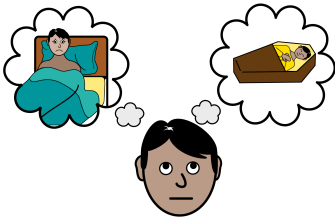
Accident and Emergency

Accident and Emergency is known as A&E for short.

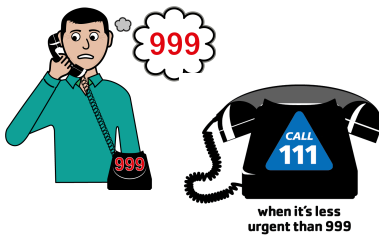
You should only go to A&E if:



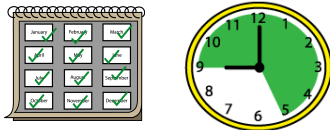
- you have had a very bad injury.



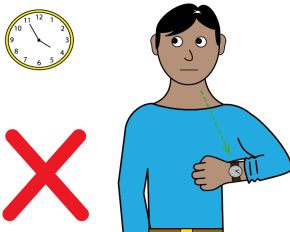
- you have a life threatening illness.



- you have been sent by NHS 111 or 999.



A&E is open all day every day.



You do not need an appointment.