

How to access the Urgent Care Service



Call NHS 111 by dialling 111 from any landline or mobile phone

OR



Visit NHS 111 Online by going to:
www.111.nhs.uk



NHS 111 are open 24 hours a day, 365 days a year - including Christmas, Easter and all other bank holidays



THIS IS NOT A WALK-IN SERVICE



You **MUST** have an appointment booked by NHS111 before visiting one of our Treatment Centres

EASY READ

When should I call NHS111?



For emergency or life threatening conditions you should always dial 999.

If possible, consider:



Self care at home for minor illnesses

Get advice at:

www.nhs.uk



Contact a local Pharmacy for basic health advice and over the counter medicine.



Contact your GP Practice for all non-urgent medical advice.



If you are ill or hurt and need help fast, and it is not a emergency, contact NHS 111.



If you are unsure or confused where to go, please contact NHS 111 and we can help you.

How can NHS111 help



Our health workers can tell you the best place to go to get help



We can refer you onto a specialist community nurse



We can connect you to mental health services



We can connect you to an urgent dental care service



Advise you if you should go to A&E or call 999

We may also:



Give you advice over the phone



Book you a face to face appointment with a doctor or nurse



If needed, we may send someone to visit you at home

How long will I have to wait?

You will be given an appointment time as a guide. More urgent patients may be seen first. This is so we can keep everyone safe.

If you have been waiting longer than expected or you are feeling worried please speak to our receptionist if you are in a treatment centre or call 111 if you are at home.