



Dentists

Do you have:
toothache / gum swelling / or just need to check the health of your teeth and gums?

How can my dentist help me?
Your dentist can treat a range of general and urgent dental issues to help prevent tooth disease and decay.

What next?
You should have regular check-ups with your dentist to make sure your teeth and gums are

healthy. If you are not registered with a dentist visit www.nhs.uk to find a dentist near to you that is taking new NHS patients.

For urgent problems call your usual dentist first. If the surgery is closed, you will hear recorded information on who to contact in an emergency.

If you are not registered with a dentist, you can telephone **111** for advice.



The Emergency Department is for real emergencies

If you or someone else has: loss of consciousness / severe breathing difficulties / heavy bleeding / severe chest pain / possible broken bones / deep wounds / stroke / swallowed something harmful or poisonous / taken a drug overdose.

What is the Emergency Department?

The Emergency Department at the hospital is for real emergencies only.

How can the Emergency Department help me?

The Emergency Department assesses and treats patients with serious injuries or illnesses. You should only visit the Emergency Department or telephone 999 for real emergencies.

What next?

If it's a real emergency call **999** or go to:

**Queen's Medical Centre
Emergency Department
Derby Road
Nottingham
NG7 2UH**

Contact us

For more information about health services in your area, go to:
www.nottinghamnortheastccg.nhs.uk



Tweet us @NHSNNE



www.facebook.com/nhsnne

Get involved!

If you're interested in helping shape local health services, email:
info@nottinghamnortheastccg.nhs.uk

NHS Choices

Get advice and information on symptoms and medicines plus opening times and locations of GPs, pharmacies and dentists at www.nhs.uk

Patient advice

For general information or to give feedback on services contact our patient experience team on: **0800 028 3693** (option2) or email: pet@nottinghamnortheastccg.nhs.uk

Choose the right service, get the right care

Useful numbers and websites

My GP:

My dentist:

My local pharmacy:

Repeat prescriptions and medication – make sure you have enough for Bank Holidays, weekends and holidays.



NHS 111



Pharmacies



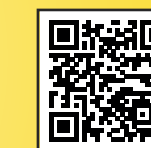
Surgeries



Dentists



Urgent Care



Mental health

If you think you're suffering from any mental health issue like anxiety, stress or depression then talking therapies might help. If you are 18 and over, and registered with a Nottinghamshire GP practice, then talk to your doctor or call one of the local services direct.

To contact **Insight**, please call: **0300 555 5580**

To contact **Let's Talk – Wellbeing**, call: **0115 956 0888**

To find out more about these providers, please go to:
www.nottinghamnortheastccg.nhs.uk/nhs/its-good-to-talk

If you're in crisis then you can also call the **Samaritans** on: **116123**

This leaflet is available in alternative languages and large print.
To order, or to request additional copies of this leaflet, please email: info@nottinghamnortheastccg.nhs.uk

Your Guide to Local Health Services

Including urgent care



Got a medical problem?

Is it an emergency?

If not, you can find the help you need from other healthcare services and NHS experts instead of going straight to the Emergency Department at the hospital. The Emergency Department is for serious emergencies only. By using other healthcare options, you can usually get the right support more quickly and closer to home. You also keep places free at the hospital for people who need emergency care.

Use this guide to find out about the different healthcare options available to you.

Your Healthcare Options



Pharmacies

Pharmacies

Do you have:
high temperature (in adults) / aches and pains / stomach upset / diarrhoea / runny nose / painful cough / headache / allergies / hay fever / cough / cold / conjunctivitis / cystitis / earache / or need emergency contraception?

How can a pharmacy help me?

Your local pharmacy or chemist is where prescriptions from your doctor can be dispensed; you can buy over-the-counter medicines and receive advice from a qualified pharmacist on minor ailments.

Pharmacists can give you free expert and confidential advice on many common health issues. They can also help you decide whether you need to see a doctor.



Surgeries

GP Surgeries

Do you have:
ear pain / persistent vomiting / a sore tummy / backache / a rash / a high temperature (in adults and children) / regular headaches / blood in wee / any other health problem?

How can my GP surgery help me?

Doctors (GPs) and experienced practice nurses at your local surgery can help you with a whole range of health problems and conditions, both physical and mental. They can also support you with improving your overall health, give vaccinations and advise you on giving up smoking.



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Urgent Care

Urgent Care Centre

Do you have:
minor burns / suspected broken bones / minor head injury / skin infection or animal bite / eye infection and minor eye injury

What is the Urgent Care Centre?

If you need help for a health problem urgently, the Urgent Care Centre provides quick access to assessment and treatment. No appointment is needed, just drop in between 7am and 9pm, 365 days a year.

How can the Urgent Care Centre help me?

The centre will offer assessment and treatment for health conditions that are urgent but non-life threatening such as: minor burns and scalds, minor head injury with no loss of consciousness, skin infections and rashes, suspected broken bones, sprains and strains (X-ray will be available on-site), eye infections and minor eye injuries.

Where is my Urgent Care Centre?

Nottingham Urgent Care Centre

Seaton House
London Road
Nottingham
NG2 4LA
(next to the BBC building)



NHS 111

NHS 111

Think you need to see the doctor? Surgery closed? Call 111

What is NHS 111?

NHS 111 is a free telephone service available 24 hours a day, 365 days a year. The service is staffed by a team of fully trained advisers, supported by experienced nurses.

How can NHS 111 help me?

If you have an urgent health problem and it is not a 999 emergency you can telephone 111 and speak to a fully trained adviser. They will ask you questions to assess your symptoms then give you the healthcare advice you need or direct you to the local service that can help you best.

The services they may direct you to could include urgent care centres, pharmacists or the out of hours GP Service. If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

What next?

Make sure you save 111 into your phone and call it when you need healthcare advice or help in accessing the right service.