



Click or
call first

help us
help you

**CLICK OR
CALL FIRST**

Ill or injured,
but not life
threatening?
Not sure where
to turn?



If it's a medical emergency

If you, or someone you know, is experiencing a medical emergency, call 999 or attend the Emergency Department.

What is a medical emergency?

A critical or life threatening situation, such as:

- ▶ Loss of consciousness
- ▶ Fits that are not stopping
- ▶ Severe chest pain or signs of stroke
- ▶ Breathing difficulties
- ▶ Severe bleeding that cannot be stopped
- ▶ Severe allergic reactions
- ▶ Severe burns or scalds
- ▶ Major trauma such as a road traffic accident.

Please keep the Emergency Departments clear for life threatening conditions and serious injuries. Scan the QR code for more information on local services.



For urgent advice and care online, please scan the QR code with your mobile device.

To discuss receiving this information in large print or Braille please ring: **0800 0151 548**

To discuss receiving this information in other formats please contact:

এই তথ্য অন্য ফর্মাটে পেতে আলোচনার জন্য দয়া করে যোগাযোগ করুন

如需以其他格式接收此信息，请联系

V případě, že potřebujete obdržet tuto informaci v jiném formátu, kontaktujte prosím

আ মাহীতী বীজ্ঞ ডোরমেন্টসমাং মনোবানী খর্যা করবামাটে কৃপাকরী সংপর্ক করো

Aby uzyskać te informacje w innych formatach, prosimy o kontakt

По вопросам получения информации в других форматах просим обращаться

Ak si želáte získať túto informáciu v inom formáte, kontaktujte prosím

FREEPOST RTEY-EBEG-EZAT

PALS, NHS Gloucestershire Integrated Care Board (ICB),
Shire Hall, Westgate Street, Gloucester,
Gloucestershire, GL1 2TG

Please keep
for future
reference

Click or
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Click or call 111

If you're not sure where to turn, and to get the right care 24/7, click 111.nhs.uk or call 111.



The 111 phone service is supported by a local doctor led assessment service.

111 can signpost to the pharmacy, arrange a call with a clinician, book you a GP appointment or an appointment at a community minor injury and illness unit.

You can also click or call 111 for urgent mental health support.

The ASAP Glos NHS website and app offer information on self-care, local services and when to use them.

Click to find a Pharmacy

Your local pharmacy is a great first port of call for advice on minor health issues and medicines.

They can help with things like:

- ▶ Aches and pains
- ▶ Allergies
- ▶ Bites and stings
- ▶ Colds and nasal congestion, sore throat or flu
- ▶ Cold sores and mouth ulcers
- ▶ Constipation
- ▶ Cystitis
- ▶ Dry/sore eyes
- ▶ Ear or headache
- ▶ Emergency contraception
- ▶ Nappy rash and teething



- ▶ Skin irritations
- ▶ Sprains
- ▶ Stomach upsets and diarrhoea.

Many pharmacies have extended hours and no appointment is needed. They have consulting rooms if you want to talk to someone in private about your symptoms.

Pharmacists are highly qualified healthcare professionals and can also advise on whether another NHS service is required. Click nhs.uk for locations and opening hours.

Click or call your GP surgery

If you have an illness that won't go away after self-care or advice from the pharmacy. Use their website, the NHS app or phone them.

The team will review your request to see if you need an urgent appointment.

Your surgery can help with:

- ▶ Infections that have taken a hold
- ▶ A flare up of a long standing illness e.g. kidney or lung disease, bronchitis, asthma or diabetes
- ▶ Problems with your mental health
- ▶ Persistent joint and back pain.

If it's urgent and your GP surgery is closed, call NHS 111 and they will make sure you get the care you need.

The **Gloucester Health Access Centre** (GL1 2TZ) is also open 7 days a week.

The centre provides GP care. Ring in advance on 01452 336290 to check appointment availability.



Community Minor Injury and Illness Units

The units can treat children and adults for a range of minor injuries and illnesses, in a calm environment and there is free parking. People are seen and treated promptly based on clinical need.

Staffed by highly trained nurses and paramedics, there are 6 units across the county. You don't need to live in that area to use one.

They are open from 8am to 8pm every day, including weekends, with the last walk-in patient seen at 7.30pm.

They can help with things like:

- ▶ Sprains
- ▶ Simple fractures needing x-rays and plasters
- ▶ Simple wounds that may need stitches
- ▶ Minor burns
- ▶ Emergency contraception
- ▶ Minor head injuries with no loss of consciousness
- ▶ Minor illness, earache, sore throat, etc
- ▶ Skin problems such as rashes, bites, stings and infections
- ▶ Eye conditions, including foreign bodies and conjunctivitis.

By using the 111 service, you can have a booked appointment at the most appropriate unit for your needs. It's still possible to just walk in, but you may have to wait longer to be seen.

Information on locations and opening hours is available on the ASAP Glos NHS website and app.