



# How to get help for your health in North East London



## About this guide

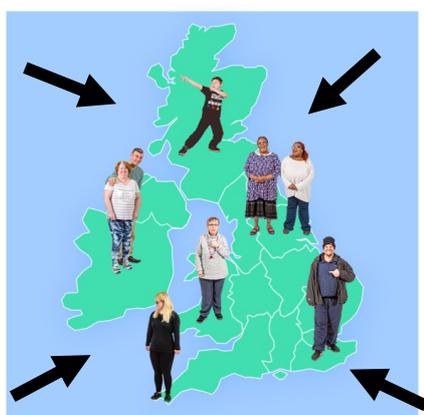


In this guide we have used some words that not everyone will understand. We have written these words in **bold** and we will explain what they mean.



**NHS CARE**

The National Health Service (NHS) gives everyone living in the UK free health services.

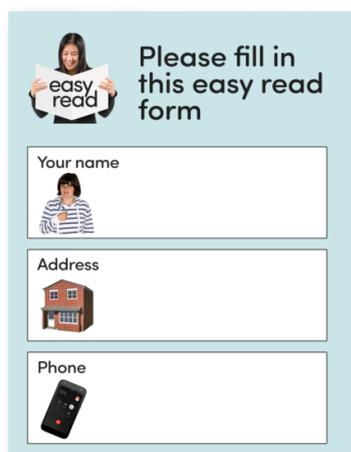


This includes anyone who has come from another country to live in the UK.



This information will tell you where you can get help from if you do not feel well.

## How to use the NHS



Please fill in this easy read form

easy read

Your name

Address

Phone

The form is titled 'Please fill in this easy read form' and features three input fields. The first field is labeled 'Your name' and includes a small icon of a person. The second field is labeled 'Address' and includes a small icon of a house. The third field is labeled 'Phone' and includes a small icon of a mobile phone. The text 'easy read' is written in a stylized font at the top left of the form.

To use NHS services better you need to **register** with your local doctor's surgery.

**Register means to give information about you on a form and be added to a list.**



It is free to register and you do not need an address.



You only need to be registered if you need to see a doctor (GP).



For more help on how to register visit: [www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/](http://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/)

# The doctor's surgery



Your doctor (GP) is usually the first place to go if you are worried about your health or the health of your child.



You can book an appointment on their website or the NHS App on your phone or tablet, or phone them. Appointments can be in person or over the phone.



They can get you appointments in the evening, at the weekend or on a bank holiday.



If you do not speak English, are deaf, or find it hard to understand, you can have someone at your appointment who will help you understand. Your doctor's surgery can sort this for you.

# Pharmacy



Pharmacists are people who give you medicine and advice if you, or your child, are not well.



They can help you with health worries such as coughs, colds, tummy troubles, aches and pains.



A lot of pharmacies are open until late and at weekends. You do not need an appointment.



You can find a pharmacy near you by visiting: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)

# Seeing a doctor on evenings and weekends



Most GPs are closed on evenings and weekends but you, or your child, can still get an appointment to see a doctor at those times.



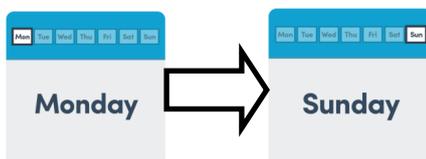
Call your doctor's surgery, or if it is closed, call NHS 111 to book these appointments.



In Barking and Dagenham, Havering and Redbridge you can also get help with minor injuries and illnesses, at our Urgent Treatment Centres at Barking Community Hospital and Harold Wood Polyclinic.



These are open from 8am to 9pm seven days a week. You can call NHS 111 to book an appointment or walk in and wait to be seen. You do not need to be registered with a GP.



# NHS 111



If you or your child need **urgent** health care advice you can go to [www.111.nhs.uk](http://www.111.nhs.uk) or call 111.

**Urgent means you need to be seen quickly.**



NHS 111 can:

- Tell you where to get help
- Help you find more information
- Tell you where to get medicine from
- Give you advice
- Book you a doctor's or emergency dentist appointment
- May send you to a walk-in centre or hospital



It is best to visit [www.111.nhs.uk](http://www.111.nhs.uk) or call 111 before going to hospital if your illness is not **life-threatening**.

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

# Mental health



To talk to someone about your mental health you can call your doctor or visit: [www.nhs.uk/talkingtherapies](http://www.nhs.uk/talkingtherapies)



In a mental health emergency call one of these crisis numbers:

Barking & Dagenham - 0800 995 1000

City & Hackney - 0800 073 0006

Havering - 0800 995 1000

Newham - 0800 073 0066

Redbridge - 0800 995 1000

Tower Hamlets - 0800 073 0003

Waltham Forest - 0800 995 1000

## 999 and hospital emergencies



You should only call 999 or go to hospital if someone is seriously ill or injured and their life could be at risk.



You should call 999 quickly if you or someone else is having a heart attack or a stroke, or have had a serious accident.

