

A photograph of a family—a woman, a man, and two children—smiling and looking towards the right. The scene is brightly lit, suggesting an outdoor setting. The text 'Away from home and need medical care?' is overlaid in large white font on the lower half of the image.

Away from home and need medical care?

This leaflet will help you choose the right NHS service to ensure you get the right care when you need it.

When you think you need A&E, think NHS 111 first

If you need urgent care, we can book you into a local A&E. If an alternative local service is more appropriate, we can help you to access it.

Our NHS 111 clinicians, including doctors, nurses, pharmacists, and paramedics, can also assess patients and provide advice over the phone without you having to visit a physical service.

Contacting NHS 111 first will help us ensure you receive the right care in the right place, at the right time.

NHS 111 is available 24 hours a day, 7 days a week. Go to 111.nhs.uk or call 111.

If you or someone you know is experiencing a life-threatening medical emergency, you should still attend A&E or call 999.

Your
health
matters

help us
help you

Always contact your usual GP practice

If you're away from home and need help from a GP practice, please call the practice you usually go to, rather than trying to contact a practice where you're staying.

Your own practice has all your medical records to hand and can help you by phone, video or online consultation.

If you need prescription medication, your GP practice can arrange for it to be collected at a pharmacy close to where you're staying.

Local pharmacists can help with minor health concerns

If you need healthcare advice, pop into a local pharmacy. They offer a more convenient, quicker way to get clinical advice on minor health concerns.

Local pharmacists are qualified healthcare professionals who can:

- help you manage minor illnesses like tummy troubles, aches and pains and many more
- offer confidential discussions in a consultation room with no need for an appointment
- refer you to a GP or A&E if your symptoms suggest it's something more serious.

To find a local pharmacy visit [nhs.uk/find-a-pharmacy](https://www.nhs.uk/find-a-pharmacy)

When you're away from home, getting the right care starts with choosing the right service.