

# Easy read

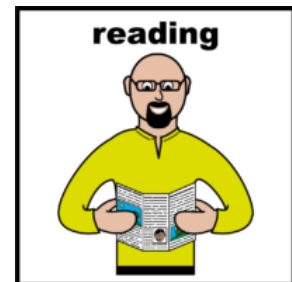
## What to do when you are unwell

If you are not feeling well, it is important to find the right place to go for help.



There are plenty of places in Bromley that can help. They are simple to use and often don't need an appointment.

Use this quick guide to help you decide what to do when you don't feel well.



## When to CARE FOR YOURSELF AT HOME

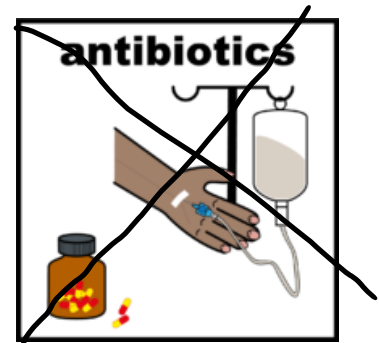
Coughs, a runny nose, and headaches can **be cared for at home**. Use medicines from the pharmacy or supermarket and get some rest.



If you don't feel better after a few days, get more help from your pharmacist, NHS 111, or doctor **so you don't get very poorly**.



Antibiotics won't help if you have a cold or flu caused by a virus.



# When to visit your PHARMACIST

**Pharmacists are experts** who can help when you feel poorly but it is not serious.



They can also help you with your medicines



**You do not need to make an appointment.**

Your pharmacist will tell you if you need to see a doctor.



## When to see your GP TEAM

If you carry on feeling poorly or have a health problem that does not go away, make an appointment with your GP.

They have more people in the surgery to help and care for many different illnesses.



You can phone your doctor for an appointment **if it is urgent**.



If it is **not urgent**, and you need support, you should ask someone you know and trust such as a carer, family member or a friend to go on the computer and **get help from your doctor using 'e-consult'**

E-consult lets you send a message to your GP to tell them what help you need, ask questions, ask for regular prescriptions and make appointments.

It is easy to use but **ask your GP's reception for help if you need it.**



## When to use NHS 111

If you need help fast and your GP is closed, use the computer to go to [www.111.nhs.uk](http://www.111.nhs.uk)

**You will get information on your illness and what to do.**

If you need support, you should ask someone you know and trust to help you, such as a carer, family member or friend.



**If you cannot get on the computer, call NHS 111 on the phone.**

If you need support, you should ask someone you know and trust to help you, such as a carer, family member or friend.



**If you need to be seen urgently by a doctor, an appointment will be made for you.**



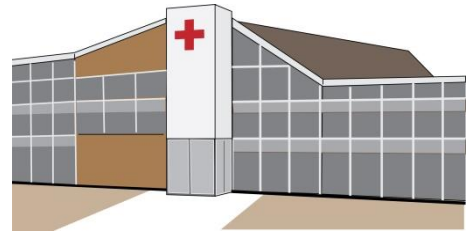
## When to go to the URGENT TREATMENT CENTRE

Go to the urgent treatment centre when **NHS 111 tells you to go there.**

If you go there with something that is not serious, you may be sent back to see your GP or pharmacist.

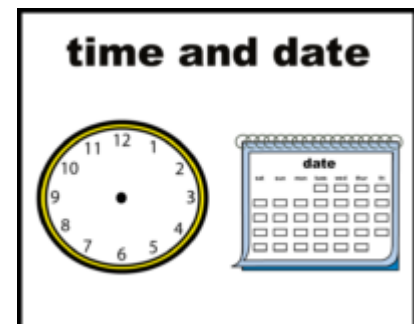


Urgent treatment staff cannot refer you to specialist services or for further tests, your GP will do this.



There are two urgent treatment centres in Bromley.

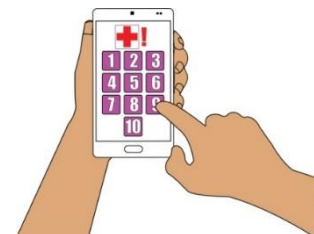
- One at the **Princess Royal University Hospital** which is open all the time.
- One at **Beckenham Beacon** which is open every day from 8 o'clock in the morning to 8 o'clock at night.



## When to call an AMBULANCE or go to A&E:

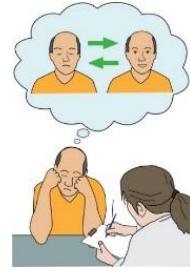
Call 999 or go straight to A&E if you or someone else **is seriously ill or their life is in danger.**

**A&E** staff cannot refer you to hospital services. Your GP has to do this.



# What to do if you are struggling with your MENTAL HEALTH

You can get help with your **mental health** from the Bromley Community Learning Disability Team.



If you feel you are having a mental health crisis, call the **crisis line on 0800 330 8590**.

It is open all the time.

If you need support, you should ask someone you know and trust to help you, such as a carer, family member or friend.



## Get help from the Bromley Community Learning Disability Team

The Bromley Community Learning Disability Team (CLDT) help **people with learning disabilities to keep well and feel ok.**



### How to get help

You, your family, or carer can ask for help. **You will be asked to fill in a form about your problems.**



### The team can help you with:

- how you are feeling and your mental health
- keeping well
- your behaviour
- telling people what you want
- eating and drinking
- looking after yourself
- walking and moving around
- learning new things
- your care.



**We will meet you and talk to you about what help you need.**



**When to contact the team**

You can **call the team** Monday to Friday between 9 o'clock in the morning and 5 o'clock in the evening.



Telephone number **020 3871 5680**

**phone**

