



When to go to the URGENT TREATMENT CENTRE

Use an urgent treatment centre **when advised to by NHS 111**. If you go there with a minor or ongoing condition that can be dealt with by your GP, pharmacist, or other community service, you may be redirected back to those services for your care. This is so **urgent treatment staff can focus on treating those with more serious conditions**.

- Urgent treatment staff cannot refer you to specialist services or for further tests. You will need to see your GP for this.
- There are two urgent treatment centres in Bromley, at the Princess Royal University Hospital (open 24/7), and Beckenham Beacon (open 8am to 8pm 7 days a week).



When to call an AMBULANCE or go to A&E

- A&E staff cannot refer you to specialists or arrange GP appointments.
- Worried when your child is poorly?
Visit www.selondonics.org/sick-child for more information
- Worried your baby or toddler may be seriously ill?
Visit www.selondonics.org/babyhealth for more information.

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

Other useful websites:

www.nhs.uk – for advice on all your healthcare needs

www.111.nhs.uk – online service for 111 where you can check your symptoms and get further advice

www.selondonics.org/childrenshealth – information about childhood vaccinations

What to do when you are unwell

If you're not feeling well, **choosing the right place to go for help can save you a lot of time and effort**. There are plenty of Bromley health services that offer advice, support, and treatment if and when you need it. They're very simple to use and often available without an appointment.

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



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When to CARE FOR YOURSELF AT HOME

Have a headache, aches and pains, cough, or runny nose? Treat these minor ailments at home. **Use over-the-counter medicines (available to buy in a pharmacy or supermarket)**, drink plenty of water, and get some rest. If your symptoms don't go away, please seek advice rather than waiting until you are very poorly. See your pharmacist or GP (or use 111 if your practice is closed).

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



When to visit your PHARMACIST

Pharmacists are experts in medicines who **can help you with minor health concerns**. See them if you have minor illnesses such as coughs, cold, hayfever, stomach upsets, headaches that won't go away, bites and stings, etc. No appointment is needed, and your pharmacist can help you with dressings, medicines and healthy living advice.

- Your pharmacist will advise if you need to see a doctor.
- Find out what pharmacists do at www.selondonics.org/nhs-pharmacy
- You will not generally get a prescription for over-the-counter medicines. Find out more at www.selondonics.org/over-the-counter-medicines.



When to see your GP PRACTICE TEAM

Make an appointment with your GP practice if you have persistent symptoms, chronic pain, or long-term health conditions. In your practice, you will now find a wider team of specialists and professionals working together to help and care for you. The larger practice team is designed to best manage the very busy workload and the range of health needs that people have.

Bromley practices are busy, and staff are answering calls as quickly as possible. **If you need help urgently, please call** and you will be triaged and treated accordingly by a local service. **If it's not urgent, please use eConsult or the NHS App** to ask questions, request prescriptions, and book appointments.

When to see your GP PRACTICE TEAM continued

If your practice is closed and you cannot wait until it opens to be seen, then use 111.

- Use the online eConsult to tell your GP about your health concern. These are read by clinicians, and you will get a response by the end of the next working day. It's easy to use but ask your practice receptionist for help if you need it.
- Did you know there are **many services you can refer yourself to including physiotherapy, maternity, minor eye care, and talking therapies?** It can be quicker as you don't need to see your GP first. Information at www.selondonics.org/Bromley-self-refer
- Your GP may refer you to see your pharmacy for some common ailments.
- For more on how your GP practice works visit www.selondonics.org/bromleyprimarycare



When to use NHS 111

If you need medical help fast and your GP surgery is closed, use NHS 111 online to get assessed and directed to the right place for you. www.111.nhs.uk If necessary, an appointment will be made for you at a local service or a telephone appointment with a clinician out of working hours.

If you cannot get online, then call 111. NHS 111 is available 24 hours a day, seven days a week.



What to do if you are struggling with your MENTAL HEALTH

Get general advice on your mental health at www.nhs.uk/mental-health

You can refer yourself to talking therapies at www.talktogetherbromley.co.uk

If you or a loved one is having a mental health crisis, call the **24-hour Crisis Line on 0800 330 8590**

Children, young people and their families can get advice and support at www.bromley-y.org

Children and young people aged 10-25 can access free online support at www.kooth.com