

# Using your local health services over the winter

**Don't just go to hospital** - if you feel unwell over the holiday period there are many ways to get advice or treatment.

## Self-care

### Hangover, sore throat, coughs, colds

- The best place for you is at home in the warm - rest and drink plenty of non-alcoholic fluids
- Plan ahead - stock up on plasters, paracetamol, aspirin and indigestion remedies

## Your local pharmacy

### Diarrhoea, painful cough, headache, other minor ailments, emergency contraceptives

- Your local pharmacist can give you expert, confidential advice and treatment for a range of minor illnesses or injuries - many of them are open every day of the holiday and you do not need an appointment
- Plan ahead - ask your local pharmacy about their opening times, find out online at [www.cityandhackneyccg.nhs.uk](http://www.cityandhackneyccg.nhs.uk) or call **NHS 111**

## Out of hours GPs

Even when your GP surgery is closed you can still speak to a local GP by contacting the City and Hackney Urgent Healthcare Social Enterprise on **020 8185 0545**. They will be able to give you advice or, if required, arrange an appointment or home visit.

## NHS 111

### You feel you need medical help or advice fast but are unsure what to do and don't think it's a 999 emergency

- Call if you don't have a GP, can't access a GP or don't know who else to call
- The service is available 24 hours a day by calling **111**
- You will speak to a trained adviser, supported by nurses and paramedics, who will talk you through your symptoms and advise on what to do next

## The Homerton Hospital

### Accident and Emergency - choking, severe chest pain, bleeding that won't stop, loss of consciousness, struggling to breathe, stroke

- Provides urgent treatment for serious, life-threatening conditions all day, every day
- Get there yourself if you can, but call **999** for an ambulance if someone is too ill to move, can't breathe or you don't have quick access to transport

### Primary Urgent Care Centre - you need medical attention quickly, but it's non life-threatening

- If you would normally go to a GP but can't get an urgent appointment or aren't registered
- The centre is open 7am-1am on weekdays and 9am-10pm at weekends. You don't need to make an appointment, just report to reception when you arrive

## Your GP

### Ear pain, back ache, vomiting, depression, long-term conditions (e.g. diabetes, asthma)

- Your GP is the first place to go to for illnesses that won't go away
- For urgent appointments contact the surgery first thing in the morning, for non-urgent appointments book a week ahead
- You can ask for a telephone consultation with a doctor or nurse
- Plan ahead - make sure you have enough prescribed medicines to last you over holiday time

**Your GP practice will be closed on:**  
**Christmas Day - Wednesday 25 December**  
**Boxing Day - Thursday 26 December and**  
**New Year's Day - Wednesday 1 January**

## Mental Health Services

- Psychiatric Liaison through A&E continues to operate 24 hours a day - **020 8510 8980**

## Emergency dental treatment

### You have an urgent dental problem and your usual dental practice is closed

- Call the Emergency Dental Service on **020 3594 0938** to speak to a dentist to get free advice or arrange emergency treatment

### The service is open:

**5.30pm-9pm weekdays**  
**9am-7pm weekends**  
**9am-1.30pm Christmas Day**  
**9am-7pm Boxing Day**  
**9am-1.30pm New Year's Day**