Find the right help, right time, first time

NHS
Shropshire, Telford and Wrekin

For further information and support visit:
thinkwhichservice.co.uk

Stay well and manage minor illnesses at home	SELF-CARE
Not sure what to do? Start with NHS 111	NHS 111
Advice and treatment for minor illnesses	PHARMACY
Symptoms that won't go away? Contact your GP practice team for advice and care	GENERAL PRACTICE
Urgent but not life-threatening? For injuries such as sprains, suspected fractures and minor burns	URGENT CARE
Need urgent mental health support? Use the NHS 111 mental health option	MENTAL HEALTH

Life-threatening emergency?
Call 999 or attend your nearest Emergency Department immediately.

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Think: Right Help, Right Time, First Time

Stay well, act early and get the right help when you need it. Whether you need advice to stay healthy, support for your wellbeing or help when you're unwell, Think can help you find the right care.



Visit: thinkwhichservice.co.uk

THINK SELF-CARE

Stay well and manage minor illnesses at home.



As a GP, my top self-care tips are:

- Keep vaccinations up to date if you're eligible.
- Eat well, stay active and keep hydrated.
- Keep warm and heat regularly used rooms in your house to 18C.
- Check in on family, friends and neighbours.
- Keep essential medicines and a basic first aid kit at home.
- Contact your local council if you are worried about money, struggling to pay bills or buy food.

THINK NHS 111



Not sure what to do? Start with NHS 111.

Visit 111.nhs.uk or call 111 free, 24 hours a day, 365 days of the year.
NHS 111 can:

- Assess your symptoms
- Give advice
- Direct you to the right service
- Arrange appointments where needed
- Help with urgent dental and mental health support

THINK PHARMACY

Your local pharmacy is often the best place to start.

Pharmacists can give expert advice and treatment for many common conditions, often without an appointment.
Through Pharmacy First, you can walk into a community pharmacy and get advice and, where appropriate, prescription medication for:

- Sore throat
- Earache
- Sinusitis
- Shingles
- Impetigo
- Infected insect bites
- Urinary tract infections in women



THINK GP PRACTICE TEAM



Symptoms not improving? Contact your GP practice team.

Your GP practice is more than just GPs.
You may be offered an appointment with:

- A nurse
- A pharmacist
- A physiotherapist
- A paramedic
- A mental health practitioner
- A GP

The right member of the team can help you get the care you need.

THINK URGENT CARE



Urgent but not life-threatening?

Urgent Treatment Centres (UTCs) and Minor Injury Units (MIUs) can help.

- UTCs treat urgent, non-life-threatening illnesses and injuries, such as infections, cuts and sprains.
- MIUs treat minor injuries, such as cuts, sprains and minor burns, and are led by specially trained nurses.

Using urgent care services can help you get the right treatment more quickly and closer to home.
For the quickest access to care, contact NHS 111 first.

THINK MENTAL HEALTH



Need urgent mental health support?

Looking after your mental health is just as important as looking after your physical health.
Support is available 24 hours a day.

- Call NHS 111 and select the mental health option (Option 2 for England)
- Access NHS Talking Therapies online or call 0300 123 6020
- Text ‘STW’ to 85258 for free, confidential support

You don't have to struggle alone.