Easy Read

NHS
Shropshire, Telford and Wrekin

# Think: Right help, right time, first time

**Easy Read guide to getting the help you need from NHS services in Shropshire, Telford and Wrekin.**

NHS
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This booklet is from NHS Shropshire, Telford and Wrekin.



It will help you choose the right NHS service when you need help.



When you need help, stop and Think.




# Think about self-care to keep yourself healthy

Self-care means looking after yourself.

**You can help yourself to stay well by:**



- Getting vaccinations when you are offered them.
- Vaccinations can help protect you from some illnesses.
- This includes vaccinations for:
  - **COVID-19**
  - **Flu**
  - **RSV -** RSV can feel like a cold. It can make some people very ill.

**You can also help yourself and other people to stay well by:**



- Staying active and spending time outdoors.



- Having a healthy diet.



- Staying warm and heating your home.




- Ask your local council for help if you are worried about:
  - Money
  - Bills
  - Buying food.



- Checking in with people who are older or unwell, neighbours, friends or family.



- Make sure you have the medicines you need at home.




# Think about pharmacists for advice and medicine



A **pharmacist** is a health professional who can give advice and medicines.




Every **pharmacy** in Shropshire, Telford and Wrekin has a private room.

A pharmacist can give you advice and medicine for some illnesses.

You may not need to see a doctor first.

**Pharmacists can now help if you have:**



- Sinusitis can cause a blocked or painful nose and face.



- A sore throat

**Pharmacists can also now help with:**



- Earache in children



- Infected insect bites.



- Impetigo.

**Impetigo** is a skin infection.

It can cause sores or blisters on your skin.



- Shingles.

**Shingles** is a painful rash.



- Urinary tract infections

**A urinary tract infection** can hurt when you wee. You may need to wee more often.

Pharmacists can help **women** aged 16 to 64 with urine infections.




# Think NHS 111 if you are not sure what to do




**Visit this website:**
**111.nhs.uk**




Or **call: 111**

NHS 111 can help you get the right NHS help.



Contact NHS 111 if you need medical help but it is not an emergency.

NHS 111 can tell you what to do next.

## NHS 111 can also help with:



- An urgent appointment where you see someone in person




- Help with repeat prescriptions or emergency medicines.



- Emergency dental support



- Emergency mental health support.

GENERAL PRACTICE

# Think about your GP practice team if you are not getting better



Contact your GP practice if you are still unwell or worried about your symptoms.



Your GP practice has different healthcare professionals who can help you.

This includes doctors and nurses.




# Think about an Urgent Treatment Centre (UTC) or Minor Injury Unit (MIU) before going to A&E

These services can help if you need urgent help, but its not an emergency.

They can help with things like:



- A sprain or strain



- A bone that might be broken



- A cut that needs treatment



- A minor burn or scald



- A small head injury



**Urgent Treatment Centres can also help with some illnesses that need urgent medical help.**

If you are not sure where to go, contact **NHS 111.**




**Visit this website:**
[111.nhs.uk](111.nhs.uk)




Or **call: 111**

NHS 111 can help you get the right NHS help.

# Need help with your mental health?

**It is OK to ask for help.**

If you feel worried, upset or unsafe because of your mental health, there are people who can help you.

**I need mental health help now:**

- **Call NHS 111**
- Choose option 2 for mental health.
- Help is available 24 hours a day, 7 days a week.



**If you would rather text:**

- Text **STW** to **85258**.
- It is free and available 24 hours a day.



**Call 999 or go to A&E if:**

- You or someone else is in danger.
- You might hurt yourself or someone else.
- You cannot keep yourself or someone else safe.




# Call 999 or go to A&E in an emergency.




**An emergency is when someone is very ill or badly hurt and needs help straight away.**

**If someone's life is in danger:**



- Call 999.




- Go to your nearest A&E.

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