

Help us help you and your family stay well

Your guide to self care and NHS services
in Cambridgeshire and Peterborough



Help us help you by choosing the right service for your illness or injury



Self care

Stock up your medicine cabinet with winter self-care essentials. Many over-the-counter medicines (including paracetamol and ibuprofen) can help relieve symptoms of common illnesses.



Pharmacy

Your pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and conditions. Many pharmacies are open late and over the weekend.



111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. Call 111 or visit [111.nhs.uk](https://www.nhs.uk) open 24/7. If you're in a mental health crisis call 111 and select option 2.



GP

Call your GP practice or visit their website to arrange an appointment. This might take place over the phone or via video. If needed, you will be seen in person.



Urgent Treatment Centre or Minor Injury Units

Located in Ely, Wisbech, Doddington and Peterborough you can get help with minor injuries and illnesses, as well as x-rays. No appointment required.

Visit www.nhs.uk for more information.

Help us help you

The NHS is here for everyone. Whatever your healthcare needs, we want to make sure you receive the right care, in the right place, at the right time.

There are simple steps you can also take, that will not only help you to stay well, but will help to ease pressures on your local NHS services.

This leaflet explains what you can do to look after yourself and your family, what local services are available and how to contact the NHS if you need to.

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Self care (looking after yourself)

Self care is about looking after yourself in a healthy way. It can be anything from eating healthily, doing some exercise, managing common conditions or minor illnesses at home (like headaches, colds and flu) or living with a long-term health problem, such as asthma or diabetes.

Self care puts you in charge of your health, is good for you and helps to ease pressure on the NHS.

The following pages include information on some simple steps we can all take, including:

- Staying informed – download the NHS App.
- Being prepared – stock up your medicine cabinet so you can treat minor illnesses at home.
- Keeping up-to-date on vaccinations – COVID-19, flu and childhood immunisations.

Download the NHS App

The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.



You can use the NHS App to:

- check your symptoms
- get health advice and information on local services
- get your NHS COVID Pass
- order repeat prescriptions
- book appointments.

The NHS App is free and available to download on Google Play and Apple app stores.
Visit www.nhs.uk/nhs-app for more information.



Self care – treat minor illnesses at home

Stock up on essential over-the-counter medicines to treat common conditions at home such as colds, sore throats, upset stomachs and aches and pains. Most of these medicines are available at low cost from your local pharmacy or from most supermarkets, with no GP appointment or prescription required.

This will help save you time so you feel better quicker. Self care for common conditions can also help free up GPs' time, making it easier for you to get an appointment when you have a more serious condition.

A good medicine box or cabinet will include:

- pain relief (such as paracetamol)
- cold and sore throat remedies
- upset stomach treatment
- rehydration sachets (useful when you have diarrhoea)
- heartburn and indigestion treatment
- first aid kit (including plasters and bandages).

Remember, your pharmacist can provide expert clinical advice and treatment for many minor illnesses and common conditions. You can also visit www.nhs.uk or the NHS App for health advice.

The infographic features a large stopwatch icon on the left with the text "When will I get better?" inside it. To the right of the stopwatch are five horizontal bars, each representing a different illness and its typical recovery time. The bars are dark blue with white text. At the bottom of the infographic is a green bar with white text.

Ear infection – around four days
Blocked nose – two to three weeks
Cold – one to two weeks
Sore throat – around one week
Flu – around two weeks

See your pharmacist for professional help and advice.

Have your COVID-19 and flu vaccinations

COVID-19 vaccination

The COVID-19 vaccination is available on the NHS to everyone who is eligible. You do not need to be registered with a GP and you do not need to prove your immigration status to get your COVID-19 vaccine.

Visit www.thevaccinators.co.uk to find a walk-in vaccination venue nearby, or book an appointment via www.nhs.uk/covidvaccine or by calling 119.

If you have symptoms of COVID-19, please self-isolate at home and book a PCR test as soon as possible. You can book a test online via www.gov.uk/get-coronavirus-test

If you do not have symptoms of COVID-19, you can help protect yourself and others by regularly taking a rapid Lateral Flow Test (LFT). LFTs are quick and easy, and can be ordered for free via www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

Visit www.nhs.uk for the latest advice about COVID-19, including symptoms, testing, vaccination and self-isolation.

Flu vaccination

If you are eligible for a free flu vaccine you can book an appointment at your GP practice or at a local pharmacy. If you are not eligible you can pay to have a flu vaccine at a pharmacy.

Visit www.nhs.uk for further information on the flu vaccine and how to treat flu symptoms at home.

Childhood immunisations

Your child will be offered a schedule of vaccinations for free on the NHS that will provide protection against a range of infections and diseases. This will ensure that they are protected from infancy, through their teenage years and into adulthood.

If you're not sure whether your child has had all their routine vaccinations, ask your Health Visitor or GP practice to find out for you.



Your pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and conditions such as colds, sore throats, tummy trouble, allergies and aches and pains.

All pharmacists are part of your local NHS services, they train for a minimum of five years, are experts in medicines use and providing health and wellbeing advice.

If your symptoms suggest something more serious, pharmacists have the right training to make sure you get the help you need. For example, they will tell you if you need to see a GP, nurse or other healthcare professional.

Many pharmacies are open until late and at weekends and you do not need an appointment. Most pharmacies have a private consultation room where you can discuss issues without being overheard.

How can your local pharmacy help you?

Services provided include:

- Over-the-counter medicines such as paracetamol and hay fever treatment.
- Advice on treating minor illnesses and on healthy living.
- Prescriptions/repeat prescriptions.
- Advice and guidance on your medicines.
- Advice and treatment for dental pain.
- Other services, including:
 - emergency contraception
 - stop smoking service
 - blood pressure advice
 - cholesterol testing
 - weight management.

To find your nearest pharmacy visit www.nhs.uk or use the NHS App.



You can find information about how to manage your health and wellbeing on the NHS website at www.nhs.uk

This includes:

A to Z guide to health: A searchable guide to health conditions, symptoms and treatments, including what to do and when to get help.

A to Z guide to medicines: Find out how your medicine works, how and when to take it, possible side effects and answers to common questions.

NHS services: Find your nearest NHS services, including pharmacies, GPs, dentists, sexual health services and A&E, and how to use their services.

Mental health: Find information and support for your mental health.

Living well advice: Advice, tips and tools to help you make good choices about your health and wellbeing.

Social care and support guide: If you or someone you know needs help with day-to-day living because of illness or disability, the website explains your options and where you can get support.

Pregnancy: A guide which includes information about trying for a baby, pregnancy, labour and birth.

Coronavirus (COVID-19): Get NHS advice about COVID-19, including symptoms, testing, vaccination and self-isolation.



If you have an urgent but not life-threatening medical need, make sure you visit NHS 111 online first. NHS 111 online will help you right away and, if needed, a healthcare professional will call you.

You can use the NHS 111 service online at 111.nhs.uk or you can call 111, 24 hours a day, 7 days a week. Your symptoms will be assessed, and you will be given healthcare advice.

This may include advice on:

- self care (how to treat yourself at home)
- visiting a pharmacy
- contacting your GP practice
- going to a Minor Injury Unit or Urgent Treatment Centre
- going to the Emergency Department (A&E).

If you need urgent care, NHS 111 will book you in to be seen quickly and safely. This could be at your GP practice, at an Urgent Treatment Centre or Minor Injury Unit or at the Emergency Department (A&E).

If you are in a mental health crisis in Cambridgeshire or Peterborough, you can call 111 and select option 2 to get help. This service is available 24/7, 365 days a year.

The Palliative Care Hub can offer support and guidance to people facing life-limiting illnesses, their family/friends, and health and social care professionals. To access this support call 111 and choose option 3.

Dental emergency and out-of-hours care

If you think you need urgent dental care, contact your dentist as some practices offer emergency dental slots and will provide care if necessary. You can also call NHS 111, who can put you in touch with an urgent dental service.

Mental health and wellbeing

One in four people across the country will experience a mental health problem in any given year. Mental health problems and illnesses include anxiety, depression, addiction, personality disorders and psychosis.

Experiencing a mental health problem can be upsetting and very frightening. It is important to know you are not alone and that there are a wide range of services and support available to you. These include online support and information services, helplines, talking therapies, counselling and crisis mental health support, as well as psychiatric help.

Mental health services and support

There are a number of services that you can access or self-refer to (self-refer means you do not need to have been referred by your GP or medical professional to use the service).

On these pages you will find information on local services. You can also find further information at www.nhs.uk/mental-health

You can contact your GP who will be able to provide advice on how to deal with your symptoms and talk to you about available treatments and support services that are available locally.

Online support

Keep Your Head www.keep-your-head.com website provides information on mental health and wellbeing support available for young people and adults across Cambridgeshire and Peterborough.

How Are You (H.A.Y.) www.haycambspboro.co.uk is a local website that brings together information on activities and support available in your local community to help boost mental health and wellbeing.

Every Mind Matters www.nhs.uk/every-mind-matters can help with expert advice, practical tips and personalised actions to help stay on top of your mental wellbeing.



Someone to talk to

Lifeline

Free, confidential helpline that you can call anonymously to talk to a trained volunteer. Lifeline is available daily 11am-11pm, and can be reached by calling 0808 808 2121.

Qwell and Kooth

Free online wellbeing services offering chat-based counselling, peer support and self-help.

- www.qwell.io – for ages 18+
- www.kooth.com – for ages 11-25

Samaritans

Local and national listening service. Freephone 116 123, open 24/7, 365 days a year.

Therapy and counselling

Psychological Wellbeing Service

Psychological therapy for mild to moderate depression or anxiety for anyone aged 17+. You do not need a diagnosis to access the service and can self-refer by visiting www.cpft.nhs.uk

Crisis support

111 Option 2

Sometimes our mental health gets worse quickly. If you feel you are in a mental health crisis, urgent support is available in our area 24/7 through 111. Simply dial 111 and select option 2. You will be put through to a trained advisor who will speak to you and discuss your current mental health needs.



Your GP practice is here to ensure you get the right care from the right healthcare professional at the right time.

GP practices provide many ways to access their services, including online consultations, telephone, video and face-to-face appointments. Visit your GP practice website to find out more.

Your GP practice team is made up of a range of healthcare professionals with the expertise to help treat a range of conditions, helping you to get advice or treatment sooner. These include:

- **Reception team and Care Navigators** are trained to know about the care and services available to you. They'll talk to you in confidence about your health problem and book you an appointment with the right healthcare professional or service at the right time.
- **Advanced practitioners** (including nurses, paramedics and physiotherapists) are highly-trained professionals who can assess, treat, diagnose, refer and prescribe medication.
- **Practice nurses** support many long-term conditions, run clinics and health checks and can treat minor health problems and injuries.
- **Clinical pharmacists** are experts in medicines, can help with prescription enquiries and carry out medication reviews.
- **Healthcare assistants** can assist with a range of clinical duties, for example, taking blood samples, blood pressure checks under the guidance of the wider healthcare professional team.
- **Social prescribers** work in partnership with GP practices and can help people to access local support from community and activity groups eg. debt or housing advice.

Everyone who works for a GP practice is covered by the same codes of confidentiality.

How GP practices work

Here you will find some common questions about GP services.

How do GP practices work?

When you contact your GP practice you will be assessed (known as triaged) to ensure you receive the right care, from the right professional, at the right time. You might be offered a telephone or video consultation, or be seen in person by a nurse, pharmacist, GP or another member of the GP practice team. Working in this way makes sure the people with the greatest need are seen first.

What is triage?

Triage is how we find out more about the support you need. This helps us decide which health professional you should see and when, including if you need to be seen in person, via a phone consultation or via a video consultation, or if you could get help from another service, such as a community pharmacy.

Why are receptionists asking me personal questions?

Receptionists are trained to know about the care and services available to you. They'll listen and talk to you in confidence about your health problem, to understand your needs, so they can book you an appointment with the right healthcare professional or service.

I wanted to see my GP, why am I seeing someone else?

You might not always need to see a GP. Nurses, pharmacists, physiotherapists and healthcare assistants are all trained professionals who can diagnose and treat a range of conditions, helping you to get advice or treatment sooner.

What to do when your GP practice is closed

Contact NHS 111 to access GP services at weekends, evenings or overnight. Most patients can safely be assessed via telephone or video consultation but you may be asked to attend a GP out-of-hours base for a face-to-face consultation.

Minor Injury Units and Urgent Treatment Centres



Our Minor Injury Units (MIUs) in Wisbech, Doddington and Ely and our Urgent Treatment Centre (UTC) in Peterborough can help you by treating minor injuries and illnesses that are urgent, but not life-threatening.

You do not need to book an appointment to be seen at your local MIU or UTC.

MIUs and UTCs can treat:

- wounds (such as cuts)
- insect or other animal bites
- minor burns and scalds
- muscle and joint injuries (including fractures and sprains)
- eye problems
- minor head injuries.

Services and opening hours vary, visit www.nhs.uk or the NHS App for the latest information. If you are unsure which service is right for you visit www.111.nhs.uk or call 111.



Your nearest MIU/UTC

- **Peterborough Urgent Treatment Centre**
Peterborough City Hospital,
Peterborough, PE3 9GZ.
- **Wisbech Minor Injury Unit**
North Cambridgeshire Hospital, The Park,
Wisbech, PE13 3AB.
- **Ely Minor Injury Unit**
Princess of Wales Hospital, Lynn Road, Ely, CB6 1DN.
- **Doddington Minor Injury Unit**
Doddington Community Hospital, Benwick Road, PE15 0UG.



Emergency Departments

You should only go to the Emergency Department (A&E) if you are dealing with a life-threatening medical emergency, such as:

- stroke
- choking
- loss of consciousness
- persistent severe chest pain.
- serious injury
- overdose
- breathing difficulties

If you cannot safely travel to A&E and you are in a life-threatening medical emergency, please call 999 immediately.

A&E departments are often very busy providing support to those most in need. Please make sure you only go to A&E when it is absolutely necessary. On arrival you will be assessed and if another NHS service, such as a pharmacy or GP, is more appropriate for your condition you will be re-directed.

If you're not sure where to go for urgent medical help or advice please visit www.111.nhs.uk or call 111.



The nearest A&E departments are located at:

- **Addenbrooke's Hospital**, Hills Road, Cambridge CB2 0QQ.
www.cuh.nhs.uk
- **Hinchingbrooke Hospital**, Huntingdon, PE29 6NT.
www.nwangliaft.nhs.uk
- **Peterborough City Hospital**, Edith Cavell Campus, Bretton Gate, Bretton, Peterborough, PE3 9GZ.
www.nwangliaft.nhs.uk
- **Queen Elizabeth Hospital**, King's Lynn, PE30 4ET.
www.qehkl.nhs.uk

Translations

A version of this booklet is available in other languages online at:
www.cambridgeshireandpeterboroughccg.nhs.uk

Lithuanian

Šio dokumento versiją lietuvių kalba galite rasti internete adresu:
www.cambridgeshireandpeterboroughccg.nhs.uk

Polish

Polska wersja tego dokumentu jest dostępna w Internecie pod adresem: www.cambridgeshireandpeterboroughccg.nhs.uk

Portuguese

Encontra-se disponível na Internet uma versão deste documento em Português, no endereço: www.cambridgeshireandpeterboroughccg.nhs.uk

Urdu

اردو میں یہ دستاویز انٹرنیٹ کے ذریعے اس ویب ایڈریس پر میسر ہے:
www.cambridgeshireandpeterboroughccg.nhs.uk

healthwatch

Healthwatch Cambridgeshire and Healthwatch Peterborough

Healthwatch is your local health and social care champion. They are keen to hear about your health care experiences and can help you to find reliable and trustworthy information and advice.

You can contact them on 0330 355 1285 or visit online at:

www.healthwatchcambridgeshire.co.uk
www.healthwatchpeterborough.co.uk



Published by NHS Cambridgeshire and Peterborough CCG
www.cambridgeshireandpeterboroughccg.nhs.uk
December 2021

