



# Do you need medical help or advice?

This leaflet explains how to access the National Health Service (NHS) in England



## How do I get help with my health?

If you or anyone in your family is feeling unwell, you should go to see your local doctor, called a General Practitioner (GP). GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services. The GP's clinic is called a surgery or a health/medical centre. You should register with a GP in your area as soon as possible so that you can get medical care if you need it. To register you will need to give your name, date of birth and telephone number if you have one. You do not need proof of address, immigration status, identification or an NHS number. Anyone in England can register and see a GP for free.



## How do I make an appointment?

Before you visit your GP or one of the nurses at the surgery you will usually need to make an appointment in person or by telephone. You can ask to see a male or female doctor or nurse, although this may not always be possible. When you contact the GP surgery you may be asked questions about your health by the receptionist so that you are seen by the right person.



## What if I do not speak English?

If you need an interpreter you must tell the receptionist when you make the appointment which language you speak and they will find an interpreter for you. It is important that you and the doctor understand each other so that they can give you the care that is right for you.

### Your health service can use an interpreter if you do not speak English

My preferred language is .....

But I also speak .....  
and need an interpreter to help me communicate with you.





## When your GP surgery is closed

GP surgeries are usually open from 8am to 6.30pm Monday-Friday. At all other times phone NHS **111**. The out-of-hours period is from 6.30pm to 8am on weekdays and all day at weekends and on bank holidays. Evening and weekend GP appointments are available at our GP hubs:

<https://nclhealthandcare.org.uk/gp-hubs>

Call NHS **111** when you need medical help fast but it is not a 999 emergency. NHS 111 is a fast and easy way to get the right help and is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Fully trained advisors will help you get the right medical attention when you urgently need it and can put you through to healthcare professionals.

If your first language is not English then please tell the person on the other end of the telephone your spoken language.

NHS 111 online helps people get urgent care. People can get medical help or advice at [www.111.nhs.uk](http://www.111.nhs.uk) using a smartphone, laptop or other digital device.



## Mental health

As with physical health concerns, your local GP surgery is the first place to go when you have concerns regarding your mental health.

If you are an adult experiencing a mental health crisis and you live in Barnet, Enfield or Haringey, you can call the mental health crisis support line on 0800 151 0023. If you live in Camden or Islington the number to call is 0800 917 3333.

If you are a child or young person aged under 18 in crisis and you live in Barnet, Camden, Enfield, Haringey or Islington, or if you are the parent or carer of a child or young person in crisis, you can call the mental health crisis support line on 0800 151 0023.

The mental health crisis support lines are available 24 hours a day, seven days a week and are staffed by trained mental health professionals, who can provide immediate support, or refer you to other sources of help if needed.

For urgent help for your mental health you can also use the NHS **111** online service or call NHS **111**.



## Evening and weekend appointments

Evening and weekend GP appointments are available seven days a week at GP hubs across North Central London's five boroughs: Barnet, Camden, Enfield, Haringey and Islington.

Our GP hubs are staffed by experienced GPs and nurses and treat adults and children with minor injuries and illnesses.

To find out how to book an appointment, please visit our website: <https://nclhealthandcare.org.uk/gp-hubs>



## Dental care

To receive NHS dental treatment you need to register with an NHS dentist.

If you have trouble registering with a dentist you can contact the NHS England Helpline on **0300 311 22 33**. If urgent dental care is needed, contact NHS **111**.

You may have to pay to see an NHS or private dentist. It is best to find out about potential costs before your treatment.



## Eyesight

If you need your eyesight testing or need new glasses make an appointment to see an optician. They have shops in most town centres. You may have to pay for eye care. For more information please visit: [www.nhs.uk/nhs-services/opticians](http://www.nhs.uk/nhs-services/opticians)



## Pharmacists

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines that can help with lots of common conditions such as diarrhoea, a runny nose, a painful cough or a headache, without the need for an appointment.

As well as providing medicines, pharmacists offer a range of services related to specific health issues and can advise on minor illnesses such as colds, skin conditions and allergies. Other services include emergency contraception and incontinence supplies.

For help finding your nearest pharmacist, use the online search on [www.nhs.uk](http://www.nhs.uk) or call NHS **111**.



## Who else works with my GP?

- **Physician associates** are healthcare professionals that work alongside doctors to provide medical care.
- **Health and wellbeing coaches** help patients develop the knowledge, skills, and confidence to reach their own health and wellbeing goals.
- **Pharmacists** assess and treat patients, using their expert knowledge of medicines to help those with chronic diseases and much more.
- **Paramedics** run clinics, manage minor illnesses and support patients with complex health needs.
- **Physiotherapists** can help with musculoskeletal problems.
- **Social prescribing link workers** help a person to manage their health and wellbeing by helping them to access support services and activities.

# Know where you go when feeling unwell:



## Self-care

Make sure you have these things at home: paracetamol, plasters, rehydration mixture, a thermometer and indigestion remedy.



## Pharmacy

Your local pharmacist is fully qualified to give you advice on common illnesses and injuries and medicines to treat them.



## GP and out of hours

If you have an illness or injury that won't go away, contact your GP surgery. If you need advice outside your GP surgery opening hours, call NHS **111** or visit NHS 111 online for advice.



## Accident and Emergency/999

The Accident and Emergency department (A&E) can be contacted on **999** – it is for use in very severe or life-threatening conditions only.



## NHS 111

Call NHS 111 when you need medical help fast but it is not a 999 emergency.

You can also access health advice and guidance or find your nearest service online through the NHS website: [www.nhs.uk](http://www.nhs.uk)

