

Help us help you stay well.

A guide to your local services

With all the different ways to access medical care, it can be confusing to know where is best to go.

Do you need this document in a different format?



Help us help you know what to do – Our guide can help you make the right choice.
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SELF-CARE



- Grazed knee
- Cough
- Cold
- Sore throat

Most minor illnesses and injuries can be treated at home.

Keep your medicine cabinet well-stocked, so you can look after yourself at home.

PHARMACY



- Diarrhoea
- Runny nose
- Headache

If you're suffering from a cold, cuts and grazes or minor illnesses, your Pharmacist will be able to give you remedies, so you don't have to see a GP or Nurse.

NHS 111




- Unsure
- Unwell
- Medical help?

If you have an urgent medical problem and you're not sure what to do, NHS 111 can help.

NHS 111 is available 24 hours a day, 7 days a week either over the phone or online at www.111.nhs.uk

Fully trained advisors are available. They will assess your symptoms, provide healthcare advice and if required arrange medical help.

Advisors may provide self-care advice including a visit to a pharmacist. They may make you an appointment at a GP practice or your local Urgent Treatment Centre. If needed, you will be offered the option of receiving a call-back from an appropriately trained medical professional.

A&E



- Choking
- Major blood loss
- Chest pain
- Unconsciousness

999 and A&E are for life threatening conditions or a genuine emergency. If it's not, please consider the alternative options available to you.

LOCAL GP SERVICES



- Been unwell for 48 hours or more?
- Symptoms that won't go away?
- Need review for a long-term condition?

If you've been unwell for more than 48 hours and need medical help, you can book an appointment with your GP, Nurse or other healthcare professional.

If you need a routine appointment in the evening or weekend, your practice will be able to book you an appointment in the Extended Access Service.

Ask a member of the practice team for more information.

LOCAL URGENT CARE SERVICES



- Minor illness
- Abdominal pain/back pain
- Minor cuts and grazes, scalds and burns

If you are very unwell, but it's not an emergency, you can call NHS 111 who will assess your symptoms and may book you into an Urgent Treatment Centre.

There are Urgent Treatment Centres in Bedford and Luton which are open 12 hours a day, 7 days a week. Or you can visit a Walk-in Centre. Details of your nearest centre can be found at www.nhs.uk