

NHS 111

What is NHS 111?

NHS 111 is a new service being introduced to make it easier for you to access local NHS healthcare services. If you live in Lancashire, you can now call 111 when you need medical help fast, but it isn't a 999 emergency.

NHS 111 is free to call and is a fast and easy way to get the right help — whatever your need, wherever you are, and whatever the time.

When to use it?

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

You should call 111 if:

- it's not a 999 emergency
- you think you need to go to A&E or another NHS urgent care service
- you don't think it can wait for an appointment with your GP, or
- you don't know who to call for medical help

For less urgent health needs you should still contact your GP in the usual way. For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The service is staffed by a team of fully trained advisers, supported by experienced clinicians such as nurses and paramedics, who will ask you questions to assess your symptoms, give you the healthcare advice you need and direct you to the right local service as quickly as possible. The line will be staffed round the clock, 365 days a year. Calls from landlines and mobile phones are free.

Did you know?

- One out of every four people who go to A&E could have been treated elsewhere in the community, or could have self-treated.
- More than 3.3 million people from the North West went to their local A&E department last year, at a cost of over £900,000 a day to the NHS

Feeling unwell?

There are a range of NHS services on your doorstep.



Make sure you Choose Well.
Get the right treatment for you and help the NHS to manage its resources.

Choose well

for expert help and advice

Self-care

Self-care is the best choice to treat very minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as coughs, colds, sore throats and upset stomachs and aches and pains can be treated with a well stocked medicine cabinet and plenty of rest.

Some self-care essentials

- Paracetamol
- Anti-diarrhoeal medicines
- Re-hydration mixtures
- Indigestion remedies
- A thermometer

NHS Choices www.nhs.uk

NHS Direct
0845 4647

NHS Choices is a dedicated website where you can find up-to-date and expert advice on a range of illnesses and complaints, as well as find your nearest NHS services, such as GPs, dentists, pharmacists, walk-in centres and so on.

NHS Direct provides a confidential telephone service, 24 hours a day, to give advice and guidance on health issues.

Calls cost a maximum 5p from a BT landline. Calls from mobiles and other networks may vary. An interpretation service is available in many languages.

Your Local Pharmacy

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment or go to your A&E.

More Information

To find your nearest local pharmacy, look in your local phone directory, or go to www.nhs.uk or text 'pharmacy' to 64746 to receive three free texts with details of your nearest pharmacies.

Your GP

If you have an illness or injury that won't go away, make an appointment with your GP. They provide a range of services by appointment and when absolutely essential can make home visits.

More Information

To find your nearest GP service, go to NHS Choices www.nhs.uk or call NHS Direct 0845 46 47.

Walk-In Centre Minor Injuries Unit Urgent Care Centre

Walk-in centres, minor injuries units and urgent care centres offer convenient access to a range of treatment for minor illnesses and injuries including infections, rashes, fractures and lacerations, emergency contraception and advice, stomach upsets, cuts, bruises, burns and strains. Local opening times may vary (see overleaf). You will be seen by an experienced nurse, without an appointment.

More Information

To find your nearest Walk-in Centre or similar service, go to NHS Choices www.nhs.uk or call NHS Direct 0845 46 47.

A&E and 999

A&E departments and the 999 ambulance service should only be used in a critical or life-threatening situation. Dialling 999 and stating an emergency situation will result in a response vehicle being sent to your location.

More Information

To find your nearest A&E department, go to NHS Choices www.nhs.uk or call NHS Direct 0845 46 47.