



North Central London
Clinical Commissioning Group



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 are ill or worried about your health or the health of anyone in your family, you should go to see your local doctor, called a General Practitioner (GP). 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, ID or an NHS number. Anyone in England can register and consult with a GP without charge.



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 a series of questions about your health by the receptionist so that you are seen by the appropriate professional.



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 book an interpreter for you or get an interpreter on the phone. It is important that you and the doctor understand each other so that he/she can make an accurate diagnosis of your problem.

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 **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:

www.northcentrallondonccg.nhs.uk/my-health/gp-hubs-evening-and-weekend-appointments

Call 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 Digital 111 Online helps people get urgent care via the 111 online website. People can get medical help or advice at **www.111.nhs.uk** using a smartphone, laptop or other digital device.



Mental health

As with physical health concerns, your local GP practice is the first place to go when you have concerns regarding your mental health. If you are having a mental health crisis and live in Barnet, Enfield or Haringey, you can also self-refer to the Crisis Resolution Home Treatment service 24 hours a day, seven days a week. (Tel: 0800 151 0023).

If you live in Camden or Islington you can call the 24/7 Crisis Single Point of access on Freephone 0800 917 3333.

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



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 offer assessment and treatment for adults and children with minor injuries and illnesses.

To find out where the hubs are and how to book an appointment, please visit our website:

www.northcentrallondonccg.nhs.uk/my-health/gp-hubs-evening-and-weekend-appointments





Dental care

If you have a problem with your teeth you should see a dentist. To receive NHS dental treatment you need to register with a 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**. Whether you access NHS or private dental care, charges may apply. It is recommended that you confirm potential costs with your dentist prior to your treatment.



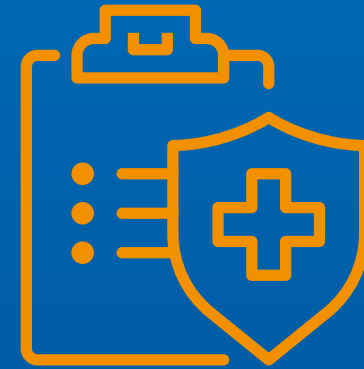
Eyesight

If you need your eyesight testing or need new glasses (spectacles) make an appointment to see an optician. They have shops in most town centres. A charge may be made for eye care. For more information about opticians please visit: 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 dispensing prescriptions, pharmacists provide a range of services related to specific health issues and can advise on minor ailments 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 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** work in primary care to help patients develop the knowledge, skills, and confidence to reach their own health and wellbeing goals.
- **Clinical pharmacists** work in primary care to clinically 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 assess, diagnose, treat and manage musculoskeletal (MSK) problems and discharge a person without a medical referral.
- **Volunteers** provide additional support to general practices enabling them to connect more effectively with their local communities.

Know where you go when feeling unwell:



Self-care

Many illnesses and injuries can be treated at home. Ensure your medicine cabinet is stocked with paracetamol, plasters, rehydration mixture, 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 & 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** for advice.



A&E/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

For confidential health service advice and information, available 24 hours a day, 365 days a year, call **111**. They will direct you to the best place to get treatment and advise you of local available services.

You can also access health advice and guidance or find your nearest service online through the NHS website: www.nhs.uk

