

A green directional sign with a white arrow pointing right and the word 'Pharmacies' in white text.A green directional sign with a white arrow pointing right and the text 'GP surgeries' in white.A blue directional sign with a white arrow pointing right and the word 'Dentists' in white.A blue directional sign with a white arrow pointing right and the text 'Out-of-hours / NHS 111' in white.A blue directional sign with a white arrow pointing right and the text 'Minor injuries' in white.

Health services in your local area

This guide could save your life –
please keep it in a safe and accessible place

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Services are kept under constant review and are subject to change. For the latest details on local services visit NHS Choices (www.nhs.uk) or call NHS 111.

About this guide

This guide gives you information about health-related services available in your local area. It will help you choose the quickest and safest service.

It may be that help is available at your local pharmacy, GP surgery, or in some cases, at your nearest hospital. Either way, you should find the information you need in this guide.



Self care

Even minor illnesses and ailments such as colds, headaches and diarrhoea can disrupt your life. Be prepared for most common ailments by keeping a well-stocked medicine cabinet at home. If you haven't got the following items you can get them from pharmacies and most supermarkets. Paracetamol normally costs about 50 pence; a prescription could cost over £8.

The following list doesn't cover everything, but will help you deal with many common ailments.

Medicine	Helpful for:
Painkillers - such as paracetamol and ibuprofen	<ul style="list-style-type: none"> • Minor aches and pains • Common cold
Antihistamines	<ul style="list-style-type: none"> • Allergies • Insect bites • Hay fever
Oral rehydration salts	<ul style="list-style-type: none"> • Minerals and fluids (<i>if you are suffering from diarrhoea, vomiting or fever</i>)
Anti-diarrhoea tablets	<ul style="list-style-type: none"> • Controlling symptoms of diarrhoea (<i>not for children under 12</i>)
Indigestion treatment – antacids	<ul style="list-style-type: none"> • Stomach ache • Heartburn • Trapped wind
Sunscreen – at least factor 15	<ul style="list-style-type: none"> • Preventing sunburn

As well as the medicines discussed above, keep a well-prepared first aid kit. This can help treat minor cuts, sprains and bruises, and reduce the risk of cuts becoming infected. Your first aid kit should contain:

Medicine	Helpful for:
Bandages	<ul style="list-style-type: none"> • Supporting injured limbs • Applying direct pressure to larger cuts, before further help is given by a healthcare professional
Plasters – a range of sizes, waterproof if possible	<ul style="list-style-type: none"> • Small cuts • Grazes
Thermometer	<ul style="list-style-type: none"> • Checking your temperature
Antiseptic	<ul style="list-style-type: none"> • Cleaning cuts • Insect bites • Pimples
Eyewash solution	<ul style="list-style-type: none"> • Washing out grit or dirt in your eyes
Sterile dressings	<ul style="list-style-type: none"> • Larger injuries to prevent infection, before further help is given by a healthcare professional
Medical tape	<ul style="list-style-type: none"> • Securing dressings • Creating a makeshift splint
Tweezers	<ul style="list-style-type: none"> • Taking out splinters

Self care means looking after yourself in a healthy way, whether it's brushing your teeth, taking medicine when you have a cold, or undertaking regular exercise.

If you have a long-term condition, talk to your GP about making changes to your diet, different ways of doing exercise or different types of medication you may need to take.

Not sure what to do when your child is unwell?



Get expert advice for common childhood illnesses.

Search HANDi Paediatric to download the app.



Pharmacies in your local area

Pharmacists are qualified experts in medicines and use their clinical knowledge to make sure you get the best use out of your medicines.

Your local pharmacist can offer help and advice on a wide range of common ailments including coughs, colds, aches and pains. They also offer advice on how to take your medicines.

You can talk to your pharmacist in confidence, even about the most personal symptoms, and you don't need to make an appointment. Most pharmacies have a confidential consulting area.

Find your closest pharmacy and the latest information by searching on NHS Choices (www.nhs.uk) or call NHS 111.

NHS 111 will always help if you are uncertain whether a pharmacist is the right choice and you want to check first.



GP surgeries in your local area

In Devon, more than nine out of ten patients said they were able to get an appointment at a GP surgery to see a GP or nurse.

GP Patient Survey, July 2015

GP stands for 'general practitioner'. These are doctors that have an excellent understanding of general health issues and can deal with a whole range of health problems.

GPs also provide health education, offer advice on smoking and diet, run clinics, give vaccinations and carry out simple surgical operations.

Nurses also work in GP surgeries. They support the work of doctors and offer advice on a wide range of health-related matters.

How to register with a GP

If you need to register with a GP, contact your local surgery. They will check you live within their practice area and will usually ask you to complete a form so your medical records can be transferred to your new surgery.

GP surgeries are normally open Monday to Friday during office hours. Most surgeries offer extended hours appointments which can be early in the morning, during the evening after 6.30pm and some are held on Saturdays. Phone your local practice for details.

Your closest GP surgery can be found by searching on NHS Choices (www.nhs.uk) or call NHS 111.

If you are unsure if you need a GP appointment, call NHS 111 for advice.



Dentists in your local area

Dentists provide care for your teeth and gums. They can provide pain relief, and carry out extractions and fillings.

How to register with an NHS dentist

To register with a dentist, contact your local dental practice. Be aware that not all dental practices will have the capacity to take on new NHS patients all the time.

To find the closest dental surgery accepting NHS patients, search on NHS Choices (www.nhs.uk), contact the local dental helpline for Devon and Cornwall on 03330 063 300, or email AccessDental.Helpline@nhs.net.

Dental emergency and out-of-hours care

If you require urgent treatment in-hours, contact your usual dental practice.

If you do not have a regular dentist contact the dental helpline on 03330 063 300, or email AccessDental.Helpline@nhs.net.

If you require help out of hours, phone NHS 111.



NHS 111 / Out-of-hours



**when it's less
urgent than 999**

NHS 111

NHS 111 is the NHS non-emergency number.

To contact this service, dial 111 to speak to a trained adviser, supported by healthcare professionals. They will ask a series of questions to assess your symptoms and immediately direct you to the most appropriate medical care.

You should use the NHS 111 service for urgent medical help or advice, when it's not a life-threatening situation.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the service you need.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent out.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Out-of-hours GP service

There is an urgent out-of-hours medical service when your GP surgery is closed. The service is for medical problems which you feel cannot wait until your GP surgery opens. To access this service, dial 111.

Out-of-hours dental service

There is an urgent out-of-hours dental helpline which provides advice on where to find an NHS dentist, and how to access dental care in an emergency when your normal dental surgery is closed.

To access this service, dial 111 or contact the dental helpline directly between 7:30am and 10:30pm on 03330 063 300, or email AccessDental.Helpline@nhs.net.

In a medical emergency, call 999 or travel to your nearest Accident and Emergency (A&E) department.



Minor injuries units, urgent care centres and walk-in centres

Minor injuries units (MIU), urgent care centres (UCC) and walk-in centres (WIC) all provide non-urgent services for a range of conditions. These may include cuts, bruises, broken bones and sprains.

MIUs and UCCs are usually led by nurses and an appointment is not necessary.

It is advisable to call the hospital or NHS 111 prior to attending to check that it is the appropriate place to be treated.

Walk-in centres

NHS walk-in centres (WIC) offer convenient access to a range of treatments. WICs are usually managed by a nurse and are available to everyone. Patients do not need an appointment. Most centres are open 365 days a year.

Find your closest MIU/UCC or WIC by searching on NHS Choices (www.nhs.uk) or call NHS 111.

If you are unsure whether an MIU/UCC or WIC is the right service, call NHS 111 for advice.



Accident and Emergency (A&E) / 999

Only call 999 or go to A&E for serious and life-threatening emergencies

In an emergency, go to your nearest A&E department, or call 999 for an ambulance.

A&E deals with emergencies, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe burns
- Severe allergic reaction

In these cases, do not hesitate to call an ambulance or take the patient to the closest A&E department.

Find your closest A&E by searching on NHS Choices (www.nhs.uk) or call NHS 111.

A&E is not an alternative to a GP appointment. If your GP practice is closed, call NHS 111, which will direct you to the most appropriate service to treat your ailment.

You will usually have a much shorter wait at a minor injuries unit, urgent care centre, or walk-in centre, where less severe injuries can be treated.

How to contact us

To contact NHS Northern, Eastern and Western Devon Clinical Commissioning Group you can:

Telephone: 01392 205 205 or 0845 140 5005

Email: **d-ccg.corporateservices@nhs.net**

Website: **www.newdevonccg.nhs.uk**

If you would like a copy of this guide in braille, or other languages and formats including a larger font size, please contact 01392 267 680.

If you would like to keep up to date with your local CCG, you can sign up to the Healthy People email newsletter, by emailing d-ccg.corporateservices@nhs.net.

Patient advice (PALS) and complaints team

The patient advice and complaints team is a free confidential service to provide patients, carers, family members, the public and staff with help, advice and support to resolve concerns or complaints relating to NHS services.

Telephone: 01392 267 665 or 0300 123 1672

Text us for a call back: 07789 741 099

Email: **pals.devon@nhs.net** or **complaints.devon@nhs.net**



HEALTHY PEOPLE

living healthy lives
in healthy communities

