



Is it urgent or an emergency?



Call 999 immediately if you or someone you are with:

- is suffering from suspected stroke or heart attack
- has major trauma, such as from a road traffic accident
- has self-injured, taken an overdose or if life is at risk



Are you or the person concerned suffering from any of the following?

- loss of consciousness
- acute confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

If you have answered YES, this is an emergency situation and you should immediately visit the Emergency Department or call **999**

If you are unsure, call NHS **111** or go to 111.nhs.uk to find the right service for you

If you have answered NO, can you see your situation below?



You or the person you are caring for has:

- severe sore throat
- a cough - if new and continuous follow **COVID-19** guidance
- eye irritation and redness
- skin rash and/or mild infection
- a bite or sting
- vomiting, diarrhoea or dehydration



Your pharmacist can support you - find your local pharmacy including those open late at night, nhs.uk/find-a-pharmacy

You or the person you are caring for has:

- had an accident and/or fall
- a minor head injury
- cuts that don't involve much blood but might need stitches
- suspected broken bones
- moderate back problems
- sprains and strains
- a skin infection that is getting worse

Your nearest minor injury service can assist and is open 7 days a week, from 8am-8pm. You can walk in or contact **111** who can assess and advise you. Visit: tinyurl.com/minor-injury-unit

It's after 6.30pm or a weekend, you cannot contact your GP surgery and you are experiencing symptoms of:

- breathing difficulties, such as mild to moderate asthma
- urinary tract infections
- vomiting, diarrhoea, or dehydration that is getting worse



Contact **111**. They can assess and advise you, referring to your local out of hours service if appropriate



When you are worried about the health of a child who is unwell visit frimley-healthiertogether.nhs.uk



For urgent help with your mental health contact 111 or text Shout on 85258 24/7

