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**FAQs**

**Where do I find information to help me take care of my health and manage minor conditions?**

For people with access to a computer or smart phone, the NHS Choices website at www.nhs.uk is recommended as the first place to find information. If you would rather speak to someone on the phone, NHS 111 can give advice.

**What does the flu jab do?**

You can stop yourself getting ill by getting your flu jab, they are free for those at risk of medical complications if they catch the flu (including pregnant women, over 65s, those with long term conditions and children under four), or available at a small cost from your local pharmacy to everyone else.

**How can I reduce the chance of getting ill?**

Eating a healthy, balanced diet and that staying physically active can keep you healthy. Find out more by visiting www.nhs.uk.

**What is self-care?**

Self-care is the best way to treat very minor illnesses, ailments and injuries. A range of common illnesses and complaints can be treated with a well-stocked medicine cabinet and plenty of rest.

**What minor conditions/ailments are suitable for self-care?**

Short lived, simple complaints that are not of a serious nature such as coughs and colds, headaches and indigestion.

**What help can I get from a pharmacist when I have common illness?**

Pharmacies 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 and wait to be seen.

**How can I find my local pharmacy?**

To find your nearest pharmacy, call NHS111 or visit www.nhs.uk

**Do I need an appointment to get advice from a pharmacist?**

Pharmacists give expert, confidential advice and treatment, and best of all there is no need for an appointment.

**How do I register with a GP?**

You can find your local surgery to register at by calling NHS111 or visiting www.nhs.uk.

**When should I make an appointment with my GP?**

You should make an appointment with your GP if you have an illness or injury that won’t go away. Before you make an appointment to see your GP, consider the alternatives, visit [www.nhs.uk](http://www.nhs.uk) to check your symptoms. Also, your local pharmacist may be able to give you the help you need, so you won't have to spend time waiting for an appointment.

**How can I see my GP out of normal opening hours?**

You can still phone the GP practice outside normal surgery hours, but you'll usually be directed to an out-of-hours service if there is one. Alternatively, you can call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

**When should I call NHS111?**

You can call NHS 111 from your phone when you need confidential advice and guidance on health issues by telephone, 24 hours a day, every day of the year.

**There is an NHS Walk-In / Urgent Treatment Centre near to me, when should I use it?**

Along with minor injuries units and urgent care centres offer convenient access to a range of treatments for minor illnesses and injuries that don't need a trip to hospital, to be registered or have an appointment.

**When should I use A&E?**

A&E departments and the 999 ambulance service should only be used in a critical or life-threatening situation. There are a number of services for less severe problems, such as Walk In/ Urgent Treatment Centres, or calling NHS 111 as they can tell you the best place to go for treatment.