



**Click or  
call first** help us  
help you

# CLICK OR CALL FIRST

## If it's a **medical emergency**

If you or someone you know is experiencing a medical emergency, you should call 999 or attend the Emergency Department (A&E).

### What is a medical emergency?

A critical or life threatening situation, such as:

- ▶ Loss of consciousness
- ▶ Fits that are not stopping
- ▶ Severe chest pain or signs of stroke
- ▶ Breathing difficulties
- ▶ Severe bleeding that cannot be stopped
- ▶ Severe allergic reactions
- ▶ Severe burns or scalds
- ▶ Major trauma such as a road traffic accident.

To discuss receiving this information in large print or Braille please ring: **0800 0151 548**

To discuss receiving this information in other formats please contact:

এই তথ্য অন্য ফর্মাটে পেতে আলোচনার জন্য দয়া করে যোগাযোগ করুন

如需以其他格式接收此信息，请联系

V případě, že potřebujete obdržet tuto informaci v jiném formátu, kontaktujte prosím

આ માહિતી બીજા ફોર્મેટમાં મળવાની ચર્ચા કરવામાટે કૃપાકરી સંપર્ક કરો

Aby uzyskać te informacje w innych formatach, prosimy o kontakt

По вопросам получения информации в других форматах просим обращаться

Ak si želáte získať túto informáciu v inom formáte, kontaktujte prosím

**FREEPOST RRYY-KSGT-AGBR**

PALS, NHSG CCG, Sanger House, 5220 Valiant Court,  
Gloucester Business Park, Gloucester GL3 4FE

Ill or injured, but not  
life threatening?  
**Not sure where  
to turn?**

Then...

**Click or  
call first** help us  
help you



## Click or call your GP surgery

If you have an illness that won't go away after self-care or advice from the pharmacy – Click or Call your GP surgery.

Use their website, the NHS App or phone.



## Click or call 111

If you think you may need A&E or to get the right care 24/7, Click 111.nhs.uk or Call 111.

The 111 phone service can book you into local NHS services including GP surgeries, Community Minor Injury and Illness Units or A&E where appropriate.



## ASAP Glos website and App

The asapglos.nhs.uk website and the NHS ASAP Glos App also offer info on the full range of local services and when to use them.



## Community pharmacies

NHS 111, ASAP or the nhs.uk website might suggest a visit to a community pharmacy – a great first port of call for health advice on common ailments and medicines.

They can help with things like:

- ▶ Coughs, colds or flu
- ▶ Ear or headache
- ▶ Sprains
- ▶ Stomach upsets and diarrhoea
- ▶ Bites and stings
- ▶ Skin irritations
- ▶ Allergies
- ▶ Cystitis
- ▶ Emergency contraception.

Many pharmacies have extended hours and no appointment is needed. They can also advise if another local NHS service is needed.



## Community Minor Injury and Illness Units

NHS 111 or ASAP might recommend one of the Community Minor Injury and Illness Units across the county.

The units treat a range of health issues, waits are generally short and there is free parking available.

They can help with things like:

- ▶ Sprains
- ▶ Simple fractures needing x-rays and plasters
- ▶ Simple wounds that may need stitches
- ▶ Minor burns
- ▶ Minor head injuries
- ▶ Minor illness – earache, sore throat etc
- ▶ Skins problems such as rashes
- ▶ Bites, stings and infections
- ▶ Eye conditions
- ▶ Emergency contraception.

Staffed by highly trained nurses and paramedics, most are open 8am to 8pm every day, including weekends.

By calling first through 111 or 0300 421 7777, you can get a booked appointment at the most appropriate unit for your needs. It's still possible to just walk in, but you may have to wait longer to be seen.