



If it's a **medical emergency**

If you or someone you know is experiencing a medical emergency, call 999 or attend 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.

Please help us, help you by keeping A&E clear for life threatening conditions and serious injuries.

Click or
call first

help us
help you



For urgent advice and care online, please scan the QR code with your mobile device.

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

আ মাহীতী বীজা হিরমেটসমাঁ মণাবানী অর্থাঁ করবামাটে কৃপাকরী সংপর্ক করে

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 RTEY-EBEG-EZAT

PALS, NHS Gloucestershire Integrated Care Board (ICB),
Shire Hall, Westgate Street, Gloucester,
Gloucestershire, GL1 2TG

CLICK OR CALL FIRST

Ill or injured,
but not life
threatening?

Not sure where
to turn?



Please keep
for future
reference

Click or
call first

help us
help you

Click or call 111

If you're not sure where to turn, and 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 if needed including GP surgeries, Community Minor Injury and Illness Units (see information below) or A&E where appropriate.

The **local asapglos.nhs.uk website and app** also offer information on self-care, local services and when to use them.

Click to find a Pharmacy

Your local pharmacy is a great first port of call for advice on minor health issues 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 required.

Click [nhs.uk](https://www.nhs.uk) for locations and opening hours.

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 them.

Your surgery can help with:

- ▶ Infections that have taken a hold
- ▶ A flare up of a long standing illness e.g. kidney or lung disease, bronchitis, asthma or diabetes
- ▶ Problems with your mental health
- ▶ Persistent joint and back pain.

The **Gloucester Health Access Centre** (GL1 2TZ) is open 7 days a week.

The centre provides a range of GP care.

Ring in advance on 01452 336290 to get an appointment time convenient to you.



Community Minor Injury and Illness Units

Community Minor Injury and Illness Units (MIUs) treat a range of health issues, waits are generally short and there is free parking available.

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

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
- ▶ Skin problems such as rashes, bites, stings and infections
- ▶ Eye conditions
- ▶ Emergency contraception.

By calling first through the local MIU line - 0300 421 7777 or 111, 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.

Information on locations, opening hours and the range of services provided is available on the ASAP Glos NHS website and app or at glos.nhs.uk