NHS
Essex

## Your guide to Essex health services

# Over the summer bank holiday

### Need help right now but unsure where to go?

If you need help right now, visit 111.nhs.uk. You will be directed to the service to best meet your needs. You can also call 111.

### Need medical advice? Try your pharmacy.

Pharmacies offer advice on many common conditions like colds, coughs, aches and pains. They can provide some prescription medicines for certain conditions, usually without needing an appointment. Find local opening times here: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

### In a mental health crisis and need urgent support?

If you or someone you know is experiencing a mental health crisis, dial 111 and select the option for mental health.

For emergency mental health care or serious or life-threatening needs, dial 999.

### Need to see a GP on a weekday evening or on a Saturday?

GP practices are closed on bank holidays, but you can see a GP on Saturdays and weekday evenings through the enhanced access offer. Call your regular GP practice during surgery hours. Outside of surgery hours, please call 111.

Next page

# Need help right now? Think NHS 111

For urgent help visit 111.nhs.uk. You will be directed to the service to best able to meet your needs or call 111 which is **available 24/7**.

Depending on the situation you will be able to:

- find out what **local service** can help you
- get a callback from a **healthcare professional**
- if you need one, arrange a **face-to-face appointment**
- find out how to get any **medicine you need**
- get **self-care** advice
- arrange an **ambulance** if you need one.

## Mental health support

If you, a family member or friend is experiencing a mental health crisis, **dial 111** and select the option for mental health. **Trained staff** will provide timely and appropriate support and advice **24/7**.

Anyone in mental health crisis who requires **serious or life threatening emergency** mental or physical care should dial 999 immediately.

## Urgent dentist appointments

You can **call your regular dentist** for urgent dental treatment. If you cannot reach your dentist or you do not have one, **call 111**.

# Pharmacy services

Your local pharmacist can offer **medical advice** on a range of conditions, usually **without the need** for an appointment.

They can provide advice and **some prescription medicines** for certain conditions, if needed, without a GP appointment. These include: earache, impetigo, infected insect bites, shingles, sinusitis, sore throat and urinary tract infections (UTIs) for women aged 16-64.

## Order your medications as early as possible

Many GP practices and pharmacies will have **limited opening hours** on bank holidays, making it more challenging for people to access medicines at short notice.

You should order your repeat prescription at least **seven working days before** your medication is due to run out.

If you are going away, **take your medication** with you.

## Opening times

Your regular pharmacy may **be shut or have different opening times** on bank holidays. For details of local pharmacies open near you, please visit: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

# Medication to keep at home

- **Sun health essentials** (sunscreen, after-sun lotion, SPF lip balm, and sunglasses)
- **Pain relief** and fever reducers (paracetamol and ibuprofen)
- **Cold and flu treatments** (decongestants, cough syrup, lozenges, and vapour rub)
- **Digestive aids** (antacids, anti-diarrhoea medication, and oral rehydration salts)
- **First aid supplies** (plasters and bandages, antiseptic cream or spray and tweezers)
- **Miscellaneous items** (thermometers, hand sanitiser, nasal sprays, lip balm).