

English for Health

Workbook 3

Finding the right help

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Useful Words

- + Emergency** – If something is dangerous or life threatening it is an emergency. 
- + NHS 111** – this is the phone number for urgent advice. 
- + Walk-in Centre (also called an Urgent Treatment Centre)** – Anyone can go to a walk-in centre to see a GP or Nurse without an appointment. 
- + Self-Care** – sometimes you will not need NHS services and can take care of yourself. 
- + Mental Health** – this covers mental and emotional conditions such as stress and anxiety. 



A&E

What do all the different services do and when should I use them?

A&E stands for **accident and emergency**, and is where life threatening emergencies are dealt with. You should only use A&E for serious injury or illness such as heart attacks, blood loss, or broken bones (not toes or fingers).

If a problem is life threatening, for example someone is not breathing, you should **phone 999**. Ask for an ambulance, and tell them where you are, and what the problem is.



Urgent Treatment Centre/Walk-in Centre

For non-emergency illnesses, you can visit a walk-in centre (sometimes called an urgent treatment centre). You don't need to register or make an appointment to use a walk-in centre - just walk in. You should visit a walk-in centre for problems such as bad cuts, sprains, or a bad rash. You'll be able to see a GP or a nurse to help you. They might write you a prescription for medication or send you to A&E if the problem is serious.



GP

The GP Practice is for most non-urgent and routine problems. You can learn more about GPs in **Video 2** and **Workbook 2**.



Pharmacy

A pharmacy, also called a chemist, is able to help with minor illnesses. Advice from a pharmacy is always free, and if you get free prescriptions the Think Pharmacy First scheme means you can get medication without seeing a GP.

You should see a pharmacist for minor problems such as cold and flu, skin irritation, or stomach bugs. They can sell you some medications without a prescription, such as cough medicine, pain relief and skin cream.



If your condition needs a doctor or prescription medication, they will refer you to your GP.



NHS 111

You should use 111 if you need urgent advice, or if you don't know which service to use.

You can use your phone or computer to talk to an advisor. There is also an NHS app for smartphones. This will help you to check symptoms or make non-urgent appointments.





Self-care

Sometimes there is no need to use NHS services and you should self-care. This is recommended for problems such as hangovers, sore throats, and scrapes. You can buy over the counter medication like pain relief to help.



Self-care also means keeping yourself healthy through diet, exercise, and good mental health practices. A healthy diet is not always about losing weight but making sure you eat a balanced diet. Food can be separated into groups, and we can use the Eatwell guide to understand how much of each group we should eat to stay healthy.

Regular exercise will also help keep us healthy. It is recommended to do at least 150 minutes each week. During exercise, your heart rate and breathing should feel quicker. Regular exercise reduces the risk of heart disease, cancer, depression, and type two diabetes.



Mental health

There is not just physical health to look after. Mental health is about the way you think and feel. It includes stress, depression, and anxiety. **If you are struggling with mental health you should see your GP.** To look after your mental health there are some things you can try at home, like exercise or talking to friends.

Module 3 Quiz

Walk in Centres:

Do you need an appointment?

What will happen if the problem is an emergency?

Can you get a prescription for medication?

Can you see a GP?

Other Services:

Imagine you have a cough and runny nose. Which services should you use?

True or false, you should call 999 to find your nearest pharmacy?

True or false, you should only go to A&E for serious illness or injury?

True or false, think pharmacy first means you need to pay for advice?

True or false, NHS 111 is open 24 hours, 7 days a week?

True or false, mental health is about how we think and feel?

True or false, you should not get out of breath while exercising?

If you think it could be Covid-19, phone 111. Do not visit your GP or pharmacy without phoning first.



Useful Links:

You can learn more about healthy eating at – <https://www.nutrition.org.uk/>

Find more information about living well here – <https://www.nhs.uk/live-well/>

Find out more about Think Pharmacy First:

<https://newcastlegatesheadccg.nhs.uk/your-health/need-urgent-care/think-pharmacy-first-2/>

If you need urgent advice, or if you don't know which service to use. You can also visit:

<https://111.nhs.uk/>

If there are any words or phrases you do not understand please see the helpful links at the end of the Module 1 Workbook.



If you want to find out more about Involve North East or get in touch you can reach us at:



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Module 3 Quiz Answers

No, you don't need an appointment

You will be sent to A&E

Yes, you can get prescription medication

Yes, you can see a GP

For these symptoms, you should use the pharmacy.

False: 999 is for emergencies only.

True!

False: Think Pharmacy first is a way to get free advice without seeing a GP

True: NHS 111 is open 24 hours, 7 days a week.

True!

False: It's good to get moderately out of breath during exercise.