

STOP AND THINK

Use the right service.

Think pharmacy,
GP or 111 first.



#DOYOURBIT

Mental health & wellbeing



Experiencing low mood,
anxiety or stress?

Call **0191 566 5454**

Monday to Friday, 9am-5pm.

Self-refer by scanning
the QR code with the
camera on your phone.



For a mental health crisis
call **0303 123 1145** or freephone
0800 652 2867.

People who are deaf and/or have
communication difficulties text
07889 036 280.

Think NHS 111

If you urgently need medical
help or advice but it's not a
life-threatening situation.

You can also access 111
online at: www.111.nhs.uk



Scan the QR code with the
camera on your phone.



Urgent Treatment Centre (UTC)

Open everyday for
patients with urgent,
but non-life threatening
illnesses and injuries.

Opening times:



Sunderland Royal Hospital
Kayll Road
Sunderland
SR4 7TP

Emergency (A&E) Department and 999



For life threatening illnesses
and injuries **ONLY**:

- Loss of consciousness
- Chest pain
- Severe blood loss
- Open fractures
- Breathing difficulties

If you attend A&E or call 999 and
it's not an emergency you may be
directed to another appropriate
service.

NHS

Your quick guide
to making the right
health and care
choices in Sunderland



#DOYOURBIT

Think self-care



Treat many minor conditions at home with:

- Painkillers: paracetamol, ibuprofen
- Antihistamines
- Anti-diarrhoea medicine
- Oral rehydration salts
- Indigestion treatment
- First aid kit

Scan the QR code with the camera on your phone, or visit www.nhs.uk to find out how you can treat common illnesses at home.



Think pharmacy



Pharmacists can give you expert advice and treatment on lots of minor illnesses.

You can also order prescriptions electronically. These can be collected from your local pharmacy.

Speak to staff at your GP surgery for more information.

Scan the QR code with the camera on your phone to find out more.



Think GP



GP practices are the first point of contact for most medical problems.

Urgent evening and weekend appointments are available across Sunderland.

For non-urgent and routine enquiries, you can contact your GP practice by completing a form on their website or via the NHS App. You may not even need to see your GP.

Contact your local GP surgery for more information.

Children under the weather?



The Little Orange Book gives expert advice on helping babies and young children when they're poorly, including:

- Coughs and colds
- Noisy breathing
- Sickness, runny poo's and tummy ache
- Rashes
- Teething
- First aid

Scan the QR code with the camera on your phone to download or visit doyourbit-nenc.co.uk for more info.



Download the NHS App



Use the NHS App wherever you are, any time of the day or night.

Use the app to:

- Book and cancel appointments
- View medical records
- Contact your GP
- Order repeat prescriptions
- Check symptoms
- Become an organ donor



Sunderland Social Prescribing Service

A free and confidential service to support your health and wellbeing, with things like:

- Loneliness, connecting with others
- Physical activity
- Housing
- Money worries
- Mental wellbeing
- Long term conditions



Scan the QR code with the camera on your phone to refer yourself.

