

Universal Services

999 and 111 can be contacted wherever you are if you need emergency assistance or non-emergency help.

OPEN ALL DAY AND ALL NIGHT

The Service	How to call
999	<p>If you need to call 999, we will ask questions to determine if the call is for an immediately life-threatening condition</p> <ul style="list-style-type: none"> We will check that the patient is conscious and breathing We will ask what has happened We will then ask you further questions about your symptoms, so we can get the right help to you
NHS 111	<p>If you call 111 we will take your name, address and reason for calling before asking you some safety questions to ensure an emergency ambulance is not required. We will arrange for one of our clinicians to contact you to fully assess and manage your clinical needs</p>

When calling 999 or 111, you can ask for a translator at any point. Less common languages may be more difficult to find translator, so if you speak more than one language, please state them both.

The phone line may go quiet when they are connecting you to a translator, do not end the call.

It is very important when speaking to the interpreter you answer the question and then pause to allow the interpreter to translate.

Your Local Services

There are many ways to access healthcare. In this section you can add a list of the local services near you and their opening times, so you know what services are local to you.

The Service	Name & Location	Opening Times
Walk-in-centre / Urgent Treatment Centre		
Pharmacy		
Emergency Department / Accident & Emergency (A&E)		Open all day and all night, everyday.
General Practice (GP) Surgery		



This leaflet contains confidential patient information and should only be shared with health care professionals

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NHS
London Ambulance Service
NHS Trust

Individual Information

Space for you to add your own personal information.

Name	
Date of Birth	
Languages Spoken	
Preferred Language	
Allergies	
Medical Conditions	
Current Medication	
Next of Kin	
Date Information Completed:	

Clinicians are reminded to utilise electronic patient care records in addition to this information if available

Additional Information

This space is for you to add any information not covered above. For example: social worker details, accommodation contact details and further health information.

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THIS LEAFLET CONTAINS CONFIDENTIAL PATIENT INFORMATION AND SHOULD ONLY BE SHARED WITH HEALTH CARE PROFESSIONALS

Your Local Services – There are many different services that provide healthcare support and advice, it is important that the right service is used for certain illnesses and injuries. Here is information about each service and how they can best help you.

Emergency Department / Accident and Emergency (A&E)	999
<p>A&E is for any serious injuries and life-threatening emergencies</p> <p>If you have any of these symptoms you must go to A&E if you are able to, or you call 999:</p> <ul style="list-style-type: none"> • Chest pain • Face dropping on one side, cannot hold both arms up, difficulty speaking • Sudden confusion • Suicide attempt (by taking something or self-harming) • Severe difficulties in breathing • Choking • Heavy bleeding (blood is spraying or pouring) • Sudden rapid swelling to the face • Seizure (fit) • Unconsciousness or not responding • Any serious injury or trauma, for example a broken bone sticking out of your skin, being burnt across your whole body 	<p>You call 999 in a life-threatening emergency for any of the symptoms detailed (see bullet point on the left)</p> <p>If you or the person you are calling for does not have any of these symptoms, but you believe they have a life-threatening emergency call 999.</p> <p>When you call 999 they will decide based on your symptoms whether:</p> <ul style="list-style-type: none"> • You need an ambulance • A telephone call with a clinician • Or referral to another service such as 111

111	Pharmacy
<p>NHS 111 helps you when you need medical help or advice, but it is NOT an emergency</p> <p>When you call 111 they will ask you some questions and decide how best they can help, this may lead to:</p> <ul style="list-style-type: none"> • Advice and guidance on how to manage your symptoms • Telephone advice from a clinician such as a Doctor • An appointment at your local hospital • They may also decide it is necessary for you to go to A&E or arrange an ambulance (via 999) for you 	<p>At a pharmacy they can help you with common problems such as: coughs, colds, general aches/pains, and give you advice</p> <p>They can give you advice on your symptoms or medication if needed, they can help with:</p> <ul style="list-style-type: none"> • Ear pain • Sore throat • Skin problems • Insect bites • Urine symptoms or problems • Constipation • General medication advice <p>If they feel like you need help at a different service, they will advise you on the most appropriate one.</p>

Walk in Centre / Urgent Care Centre	General Practice (GP) Surgery
<p>Walk in Centres and Urgent Care Centres provide help when it is NOT a life-threatening emergency</p> <p>They can assist with many problems such as:</p> <ul style="list-style-type: none"> • Sprains and strains • Suspected broken bones • Injuries / cuts / bruises • Stomach pain • Skin infections and rashes • High temperatures (fevers) <p>If they cannot manage your symptoms at this service, they will advise you on what to do next.</p> <p>If you are unsure on whether a walk in centre can help you, you can call 111 for advice and they will direct you.</p>	<p>A GP surgery is typically open Monday-Friday. Contact the GP for an appointment with a medical professional such as a Doctor</p> <p>They provide a wide range of health services including medical advice, vaccinations, examinations and treatments, prescriptions for medicines, referrals to other services and social services. They will also support you if you have any ongoing health needs for example: asthma, diabetes, high blood pressure.</p> <p>If your GP surgery is shut then you can call 111 to speak to someone regarding your health needs.</p> <p>IMPORTANT – You must register with your local GP surgery, before accessing their services. Register online on www.nhs.uk or in-person.</p>

If you need emergency or urgent medical support in the UK this is FREE (A&E, 111 or 999). Overseas visitors and unsuccessful asylum applicants may be subject to charges but will not be refused care at the time it is needed.