

Leaflet produced by NHS Southampton City Clinical Commissioning Group.

Get in touch with us by phoning **023 8029 6038** or emailing **soccg.communications@nhs.net**.

Information correct as of January 2019. To find out more about services in Southampton and how you can share your experiences of services in the city visit **www.southamptoncityccg.nhs.uk**.

If you require this information in an alternative format, please get in touch with us.

We can provide large print, braille or translations of this document. Just let us know what language you require.

Please contact NHS Southampton City Clinical Commissioning Group Communications Team by phoning **023 8029 6038** or emailing **soccg.communications@nhs.net**.

We're here to help you stay well

Some important
information
from the NHS
to help you
stay well



nhs.uk/staywell



Richard Pile, GP

Southampton health services

Local pharmacy



Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and injuries, such as coughs, colds, sore throats and minor cuts and bruises.

Pharmacists have five years specialist training, private consultation rooms, you don't need an appointment and many pharmacies are often open in the evening and on weekends.

More information about pharmacies in Southampton is available on our website www.southamptoncityccg.nhs.uk/local-pharmacies.

NHS 111



If you need medical help or advice and aren't sure where to go, phone 111 and they will find the right local service for you.

111 is free to call and the service is open 24 hours a day, 365 days a year. The NHS 111 service is staffed by a team of fully trained advisers, supported by a range of experienced clinicians including GPs, nurses, mental health specialists and paramedics.

GP services



GPs look after the health of people in their local community and can help with a range of health issues and illnesses, prescribe medication, as well as refer you to other specialists. Find your nearest GP practice at www.nhs.uk/Service-Search.

You can also now get appointments with a GP or nurse in the evening, on weekends and bank holidays. This appointment will either be at your GP practice or at one of the six hubs throughout the city. Hub appointment slots are for a variety of different appointments, and can be booked through your GP practice when they are open or by phoning NHS 111 if your practice is closed.

Visit www.southamptoncityccg.nhs.uk/gps-and-localities to find out more about GP practices in Southampton.

Minor Injuries Unit (MIU)



The local MIU is at the Royal South Hants Hospital and is open:

- 7.30am - 9.30pm weekdays
- 8.00am - 9.30pm weekends and bank holidays

No appointment necessary, the team of skilled nurses can treat a range of minor injuries and the MIU also has x-ray facilities. Find out more at www.royalsouthhantsmiu.nhs.uk.



When to phone 999 or visit A&E

You should call 999 or go to A&E if you, or someone you know, experiences a life-threatening medical or

mental health emergency. These are cases where there is immediate danger to life or physical injury.

A mental health emergency should be taken as seriously as a medical emergency.

If you feel like you may be close to acting on suicidal thoughts or have seriously harmed yourself, you

should call 999 or go to A&E directly if you need immediate help and are worried about your safety.

Mental health services



Mental health matters in Southampton and we are committed to ensuring we have the right services in place to support people in the city. Southampton mental health services are provided by a variety of organisations, including the NHS, local charities and the Council. This leaflet contains a summary of the support available. More detailed information, including services for children and young people, is available on our website at www.southamptoncityccg.nhs.uk/mental-health-services.

Your wellbeing

There are lots of things you can try to boost your wellbeing. You can find out more on the NHS website: www.nhs.uk/moodzone.

If you would like more support to improve your mental health, and it isn't an emergency, speak to your GP in the first instance.

Support for anxiety, depression or stress

Or, if you are aged 18+ and experiencing low mood, depression, anxiety or stress, the **Southampton Steps to Wellbeing Service** provides a range of therapies to support you.

You can refer yourself to the service or your GP and other healthcare professionals can also refer you. Find out more at www.steps2wellbeing.co.uk or phone 0800 612 7000.

What to do in a mental health crisis

If you have a plan for dealing with a crisis, follow this

If you've already been given a Crisis Line number from a health professional, call it.

Or, if you are under the care of a mental health team and have a specific care plan that states who to contact when you need urgent care, you should follow this plan.

Making an urgent GP appointment or phoning 111

If you, or someone else, requires urgent care but it is not life threatening, you should make an emergency GP appointment or call 111 if your GP practice is closed. For example, this could be:

- if you have an existing mental health problem and your symptoms get worse
- if you experience a mental health problem for the first time
- if someone has self-harmed but it does not appear to be life-threatening, or is talking about wanting to self-harm
- if a person shows signs of onset dementia
- if a person is experiencing domestic violence or physical, sexual or emotional abuse.

The NHS 111 service also has a team of mental health nurses who can let you know about the right local support for you.