

# Staying well this winter

Information and services for people living in Camden



## NHS 111



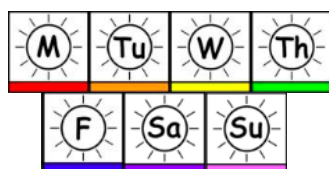
If it is urgent but not a life-threatening illness or injury, you can call NHS 111 for free on **111**



or you can visit the NHS 111 website at [111.nhs.uk](https://111.nhs.uk)



NHS 111 is available **24** hours a day, **7** days a week



Advisors will help you get the right medical attention – they can put you through to healthcare staff or direct you to other urgent healthcare and local services



If it is a life-threatening injury or something like a heart attack or stroke - go to **A and E** or call **999**

# Ask your pharmacist



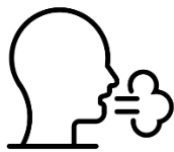
Your local pharmacist can give you advice about buying medicines that don't need a prescription - for things like



→ an upset tummy



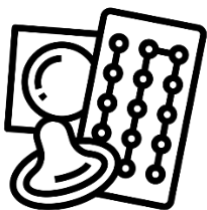
→ a runny nose



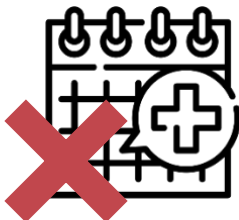
→ a cough



→ a headache



Pharmacists can also give you advice about emergency contraception



You don't need an appointment to get advice from the pharmacist



Some pharmacies in Camden offer the Self Care Pharmacy First scheme – this covers the cost of some over the counter medicines



To see if you are eligible for help and for more information, visit the website [northcentrallondonccg.nhs.uk/my-health/self-care/](https://northcentrallondonccg.nhs.uk/my-health/self-care/)



You can find a local pharmacist on the NHS website

[nhs.uk/service-search/pharmacy/find-a-pharmacy](https://nhs.uk/service-search/pharmacy/find-a-pharmacy)

## GP appointments



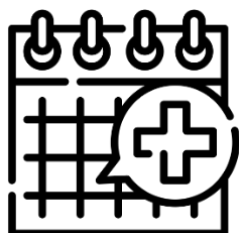
GP practices are still offering face-to-face, video and telephone appointments - we will see people with the greatest need first



Check your GP practice website for information on the best way to contact them and to book an appointment

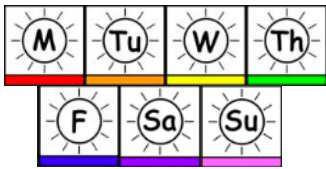


Evening and weekend appointments are available in Camden – you can ask for one if you are registered with a Camden GP



To make an appointment call

**020 73 91 99 79**



Phone lines are open from

**8am to 8pm**

**Monday to Friday**



Or you can call your own GP practice during their normal opening hours and ask for a **Camden GP hub appointment**

## Urgent dental care



If you need urgent dental treatment call your usual dental practice - they might be able to see you or, direct you to an urgent dental care service



If you do not have a dentist call NHS 111 for advice on where you can get urgent care



You can call NHS 111 for free on  
**111**

# Urgent mental health support



If you or someone you care for is experiencing mental health problems, contact your GP as soon as possible



If you are having a mental health crisis you can call our crisis helpline



for people **under 18** call

**0800 151 0023**



for people **over 18** call

**0800 917 3333**

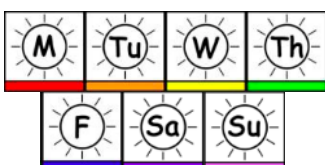


You will be able to speak with a mental health professional – they can give you information and advice about local services in Camden



The crisis helpline is open

**24** hours a day



**7** days a week

## Useful online resources



iCope offer free and confidential advice for common mental health problems  
[icope.nhs.uk](https://www.icope.nhs.uk)



Information on common mental health problems  
[good-thinking.uk](https://www.good-thinking.uk)



Information about local mental health and wellbeing support services  
[mentalhealthcamden.co.uk](https://www.mentalhealthcamden.co.uk)

# Vaccines



Having all your Covid jabs and a flu jab will help protect you and people around you from getting ill



You can find up to date advice about vaccinations on our website

[northcentrallondonccg.nhs.uk/my-health/covid-19/](https://www.northcentrallondonccg.nhs.uk/my-health/covid-19/)

# Register with a GP



It's important to be registered with a GP - it will help you get the right care whenever you need it



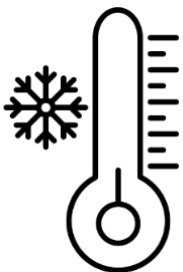
Anyone in England can register with a GP and receive care – you do not need to show proof of your address, immigration status, identity or NHS number



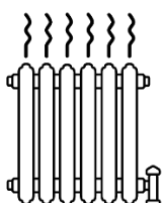
You can find information about registering with a GP on the NHS website

[nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/](https://nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/)

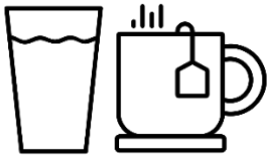
# Keeping warm



Cold weather can make some health problems worse so it's important to know how to keep warm - especially if you are over 65 or have a long-term health condition



→ have the heating on to at least **18 degrees** or maybe even warmer in your main living room



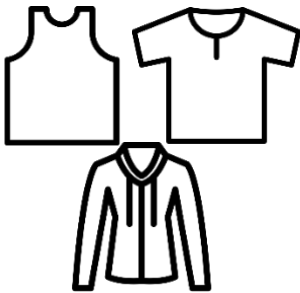
→ drink plenty of hot drinks and water during the day



→ eat warm and healthy meals



→ keep moving to keep yourself warm



→ wear a few thin layers of clothing – this will keep you warmer than 1 thick layer

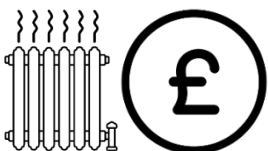


**Warm Home Discount Scheme** - if you're on a low income and get benefits you might be eligible for £140 discount on your electricity bill



For more information go to the Camden website

[camden.gov.uk/staywarm](https://camden.gov.uk/staywarm)



**Winter Fuel Payment** - If you're **66** or over, you might be eligible for a payment worth up to £300



For more information call Age UK Camden on **020 72 39 04 00**





If you're struggling with your energy bills or need support to stay warm this winter go to the Camden website

[camden.gov.uk/staywarm](https://camden.gov.uk/staywarm)



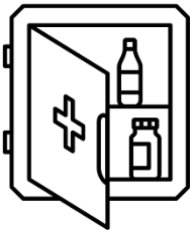
or call

**020 79 74 44 44**

and choose **option 9**

## Check your medicine cabinet

Keep your medicine cabinet well stocked



You can buy things to treat most common illnesses with over the counter medicines



You can order repeat prescriptions without going to a GP surgery or pharmacy – find out more at

[nhs.uk/nhs-app](https://nhs.uk/nhs-app)

or

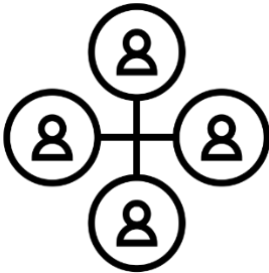
[nhs.uk/nhs-services/gps/using-online-services/](https://nhs.uk/nhs-services/gps/using-online-services/)



# Look out for other people



Some people might need some extra help over the winter



Keep an eye out for older neighbours, friends and family - make sure they have enough food and prescription medicine in case they can't go out for a few days



Sudden confusion can be caused by lots of different things - if you notice a change in someone's behaviour it might mean they need medical help



If they are known to the **Camden Memory Service** encourage them to get in touch with the service



If they are not known to the Camden Memory Service encourage them to contact their GP



If you are really worried about them make sure they go to **A and E**



If they need help over the holidays when the GP practice or pharmacy is closed, or they're not sure what to do - NHS 111 can help



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**111**



or you can visit the NHS 111 website at  
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