

PHARMACY

WHEN SHOULD I USE A PHARMACY?

- Prescriptions
- Over the counter medication
- Aches and pains
- Sore throat
- Common coughs and colds
- Flu
- Earache
- Cystitis
- Skin rashes
- Teething
- Emergency contraception

HOW CAN I ACCESS THIS SERVICE?

Repeat prescriptions should be available as usual. It is important to only request your medicines when they are running low (e.g. one weeks supply left) as you usually would.

If you are well and able to visit your pharmacy please follow social distancing guidelines. Opening times of pharmacies vary.

If you are self isolating or poorly, friends and family are able to collect prescriptions on your behalf.

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SELF CARE

It's so important to make sure you take good care of your body, and mind every day, not just when you get sick. Learning how to eat well, reduce stress, exercise regularly, and take time out when you need it are effective ways to self-care and can help you de-stress, stay healthy, and be able to manage in difficult times.

LOOKING AFTER YOUR MENTAL HEALTH DURING THIS TIME

- Talk about your worries; it's normal to feel a bit worried or scared at this time
- Plan practical things like food and medication
- Limit your time spent looking at the news
- Look after your body; healthy eating and exercise
- Do things you enjoy; there are lots of free courses and tutorials online
- Stay connected with others; through phone calls, video calls or social media

For more information and support with your mental health needs please visit <https://www.nhs.uk/oneyou/every-mind-matters/>

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GP PRACTICES

WHEN SHOULD I CONTACT MY GP?

- Minor injuries
- Wound dressing
- Chronic illness management
- Cancer services/ screening
- Immunisations
- Mental Health needs
- Referrals
- Blood tests
- Infections

HOW CAN I ACCESS THIS SERVICE?

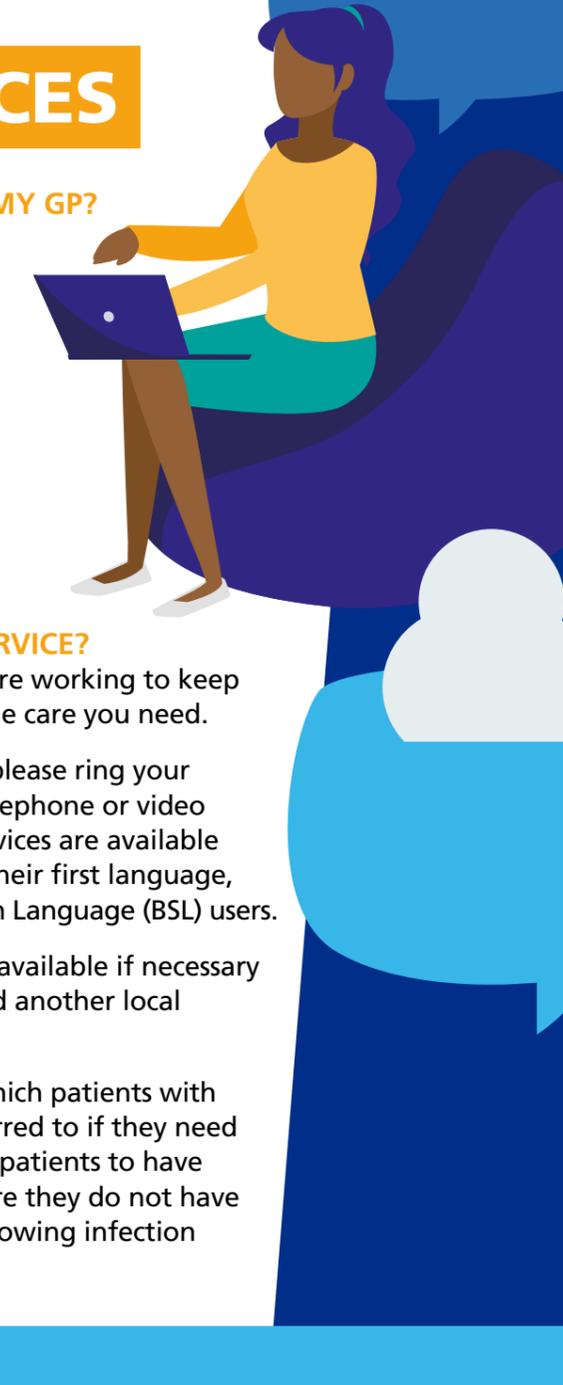
GP practices remain open and are working to keep you safe whilst still providing the care you need.

If you need a GP appointment please ring your practice to arrange an initial telephone or video consultation. Interpretation services are available for people where English isn't their first language, including Signlive for British Sign Language (BSL) users.

Face to face appointments are available if necessary and you may be asked to attend another local practice for your appointment.

"Hot" sites have been set up which patients with Covid-19 symptoms can be referred to if they need to see a GP and "cold" sites for patients to have face to face appointments where they do not have any symptoms. All staff are following infection prevention processes.

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URGENT TREATMENT CENTRES

UTCs are co-located with A+E departments across Sussex. GP-led, open at least 12 hours a day, every day, offer appointments that can be booked through 111 or through a GP referral, and are equipped to diagnose and deal with many of the most common ailments people attend A&E for including:

- Minor burns and scalds
- Suspected broken bones
- Removal of foreign bodies
- Chest infections
- Abdominal pain
- Ear, throat and nose conditions

HOW CAN I ACCESS THIS SERVICE?

UTCs remain open during this time. They are a walk in service but please apply social distancing guidelines.

EAST SUSSEX:

Eastbourne District General Hospital
Hastings Conquest Hospital
Lewes Victoria Hospital

WEST SUSSEX:

Crawley Hospital
St Richards Hospital, Chichester
Worthing Hospital

BRIGHTON AND HOVE:

Royal Sussex County Hospital

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ACCIDENT AND EMERGENCY

WHEN SHOULD I GO TO A+E?

- Loss of consciousness
- Broken bones
- Stroke
- Chest pain
- Breathing difficulties
- Severe burns or scalds
- Severe confused state and fits that are not stopping
- Severe bleeding that cannot be stopped
- Severe allergic reactions

A&E IS NOT AN ALTERNATIVE TO A GP APPOINTMENT

HOW CAN I ACCESS THIS SERVICE?

A+E departments across Sussex are open and continue to have a walk in service. If you have a medical emergency and need an ambulance, you should call 999.

OTHER EMERGENCY AND URGENT SERVICES

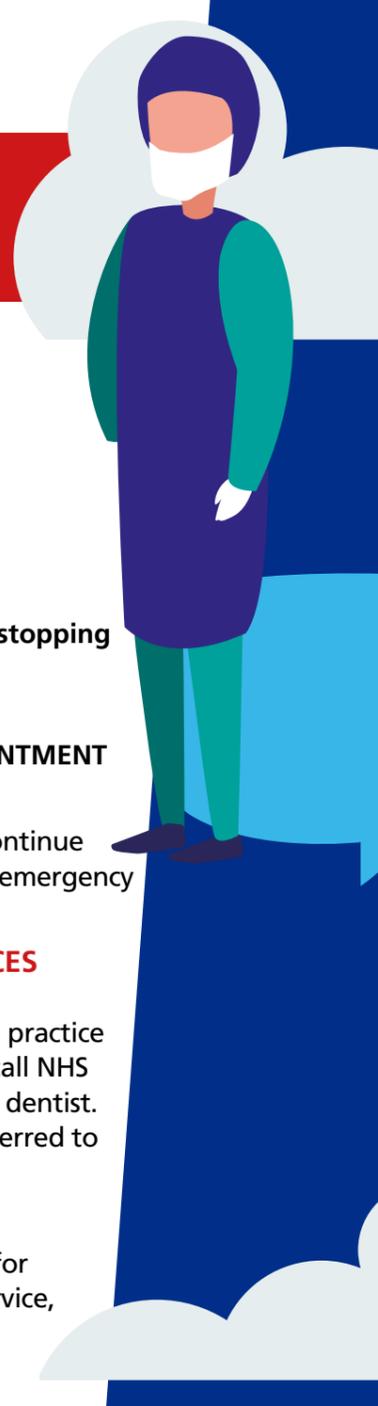
Emergency Dental

If you have a dental emergency call your dental practice during their normal opening hours for advice; call NHS 111 or visit www.111.nhs.uk if you don't have a dentist. If you need to be seen urgently, you may be referred to a local urgent dental care hub.

Sussex Mental Health line

The Sussex Mental Health line offers crisis care for people in urgent need of help. To access the service, call 0300 5000 101. Text Relay calls and New Generation calls are also available.

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FREQUENTLY ASKED QUESTIONS

How can I collect a prescription if I am displaying symptoms of Coronavirus?

If you have symptoms, please stay at home and self isolate. Friends and family can collect prescriptions on your behalf. If you do not have any support, local community groups are also able to collect on your behalf.

Can I still get an appointment to see my GP face to face?

GP practices are able to offer face to face appointments but will require you to have a video or telephone consultation with a GP to determine whether a face to face appointment is necessary.

What can I do if I have symptoms but need to see my GP face to face for a blood test/blood pressure etc.?

Across Sussex there are now dedicated sites or places where you can be seen by a GP face to face if you are showing symptoms. Your GP can refer you. Every precaution is taken to stop the spread of the virus through the use of personal protection equipment and cleaning of equipment after every appointment.

Can I still register as a patient at a GP Practice?

Yes, anyone can register at a GP Practice as long as it has capacity to take on new patients and you live within the practice boundary. Practices will continue to register all patients, including those with no fixed address, asylum seekers, refugees and those who do not have photo identification. GP Practices are arranging that those seeking to register do not have to go in. Please check with the individual GP Practice.

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HEALTHCARE DIRECTORY

HEALTH CARE DIRECTORY:

NHS111– Health care, dentistry and optician support
Sussex Mental Health Line: 0300 5000 101

HEALTHWATCH

Healthwatch is an independent body, there to listen to what you like about services and what you think could be improved. They can provide advice and support to access local health and care services.

HEALTHWATCH BRIGHTON AND HOVE:
info@healthwatchbrightonandhove.co.uk

HEALTHWATCH EAST SUSSEX:
enquiries@healthwatcheastsussex.co.uk

HEALTHWATCH WEST SUSSEX:
helpdesk@healthwatchwestsussex.co.uk

You do not need to go to A+ E if you have Covid-19 symptoms unless they are severe

NHS111 is available 24/7 by telephone and online and can advise you on the best way to get help with medical needs.

A+E and GP practices are still open for non Covid-19 healthcare needs

If you would like this information in an alternative format please contact the NHS Sussex Public Involvement team.

Phone: 01903 708411

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ACCESS TO NHS SERVICES DURING COVID-19

DURING COVID-19 THE NHS IS STILL OPEN FOR BUSINESS AND CAN HELP YOU WITH HEALTHCARE NEEDS.

This guide has been produced by Sussex NHS Commissioners to support you to access NHS services that are still here for you during Covid-19 with helpful information explaining how you may need to access services in a different way to stay safe.

This guide is also available in different languages and British Sign Language (BSL) on request.



NHS