We’re here to help you stay well this winter

Some important information from the NHS in Enfield and Haringey to help you stay well this winter

www.nhs.uk/staywell

Richard Pile, GP
Stay well in Haringey and Enfield

With increasing pressures on Accident and Emergency (A&E), particularly in winter, it is important to know what service to choose to best treat your symptoms when you or your family are unwell. Not only can you get faster and better treatment by choosing the right NHS service, but you will help us reduce the pressure on emergency services, so they can help those in most need.

This booklet includes tips on staying well, services near you and useful contact details.

Staying well with self-care

There are many illnesses and injuries that can be treated at home with simple self-care. Self-care can also help you avoid getting sick in the first place.

✔ Self-care is… about having the confidence, support and information to take control of your own health and wellbeing.

✗ Self-care is not… about managing entirely on your own with no help. Lots of self-care support is available through the NHS.

Tip

Make sure you have a well-stocked medicine cabinet at home to help you with pain relief and to treat common ailments.

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There’s no need to panic if you have a minor cut, a headache, a cough or cold, or a splinter. You can treat these things quickly and easily in the comfort of your own home as long as you are prepared.

Useful items to keep in your first aid kit or medicine cabinet include:

- Paracetamol and aspirin (for headaches and other pain)
- Decongestants (for stuffy noses)
- Antacids (for indigestion and heartburn)
- Antiseptic creams (for minor cuts or grazes)
- Bandages and plasters (for minor injuries)
- Clean tweezers (for taking out splinters)
- A thermometer.

Do not give aspirin to children under 12.

Visit [www.nhs.uk/selfcare](http://www.nhs.uk/selfcare) for more advice.

**Keep warm**

It is important to keep warm in winter – both inside and outdoors – as it can help to prevent colds, flu and more serious health problems, such as heart attacks, strokes, pneumonia and depression. Heat your home to at least 18°C (65°F); if you can, you might prefer your living room to be slightly warmer.

Visit [www.nhs.uk/livewell/winterhealth](http://www.nhs.uk/livewell/winterhealth) for more information about keeping well.
Flu

When the weather is cold it is particularly important for certain groups of people to get their flu vaccination. Flu can turn serious very quickly for high risk groups and in some extreme cases it can even be fatal.

You are eligible for a free vaccination if you are:

- Over 65
- Pregnant
- Living with a health condition (particularly heart or lung disease)
- A child aged two, three and four, or in school years one, two and three
- The main carer of an older or disabled person
- A frontline health or social care worker.

Children can receive their vaccination as a nasal spray instead of a needle injection. The nasal spray is quick, painless, and effective.

Adults can get the vaccine via their GP, or, alternatively, at many local pharmacies.

More information is available on the NHS Choices website www.nhs.uk/flu

Cheril Sowell, Nurse
Local services

NHS 111

What is NHS 111?

111 is a free telephone number, including from mobiles, open 24 hours a day, seven days a week. The line is staffed with highly trained advisers. They will ask you some questions then direct you to the right service for your need.

When should I call 111?

You should call 111 if you need medical help or advice for health conditions that are urgent but not life-threatening, or if you are unwell and unsure about what care you need. The advisers on the line will also be able to tell you where to go to get the right care and will be able to book an out of hours appointment with a GP.

www.nhs.uk/staywell
Pharmacy

Your local pharmacist, or chemist, is highly trained. They can offer advice and suggest medicines or treatments for many common problems such as headaches, stomach problems, coughs, and colds. There’s no need for an appointment and many pharmacies have private consultation areas, so they are a good first port of call.

Some pharmacists can also give out flu vaccinations.

Other services available from your local pharmacist include:

- Emergency contraception, pregnancy testing, and other sexual health services
- Stop smoking services
- Supervised drug administration and needle exchange
- Repeat prescriptions

If you start to feel unwell, even if it is just a cough or cold, don’t wait until it gets more serious, get help from your pharmacist. The sooner you get advice the better – pharmacists are here to help you stay well this winter.

To find your nearest pharmacist visit NHS Choices www.nhs.uk or call 0300 311 22 33.
**GPs**

GPs (General Practice) have more contact with patients than any other service in the NHS. GPs have access to your medical records so they can see all your health needs.

When you see your GP they can:

- Provide advice on physical and mental health problems
- Provide diagnosis and treatment for a range of conditions
- Help you with long-term care
- Arrange referrals to hospital specialists, community-based services, or other GPs when necessary

You will find that many additional services, previously provided only in a hospital setting, can now be delivered by a GP, which means you don’t need to go to hospital for care such as blood tests, wound care, and some diabetes treatments. Your own GP may provide this care at their own practice site or they may refer to you to another site.

Registering with a GP:

- It is very important to be registered with a GP.
- Make sure you are registered with a GP so that you can make an appointment in future if you need to.
- Being registered with a GP also means you can get referred to specialist hospital and community treatment if you need it.

For more information on how to register, you can visit [www.nhs.uk](http://www.nhs.uk).

[www.nhs.uk/staywell](http://www.nhs.uk/staywell)
Mental health services

What is mental health?

We all have mental health, and we all need to take care of our mental wellbeing. As many as one in four people will experience some form of mental ill-health at some point in their lives. It might come as a one-off reaction to a life event – for example grief, after bereavement – it might come as a common mental illness like anxiety or depression, and it might be a more complex condition such as schizophrenia.

Getting help

If you need to speak to someone about your mental health, the best place to start is with your GP. They can offer you initial advice on how to deal with any symptoms you are experiencing and talk to you about available treatment or support services in your area.

Your GP has access to your medical records which means they will be able to coordinate your care by taking account of all factors before making any diagnosis or referrals. Diet, sleeping habits, pregnancy, stress, drug and alcohol use, and physical health are just some of the external factors that can impact upon your mental health.

By talking to your GP first about your mental health they will be able to make sure your mental health and physical health both get treated together, as a whole.

www.nhs.uk/staywell
Let’s Talk Improving Access to Psychological Therapies (IAPT)

Let’s Talk IAPT (Improving Access to Psychological Therapies) offers free and confidential talking therapies to people aged 16 and over. The service can help with a range of common problems including low mood and all anxiety disorders.

Therapy can take place over the phone, face-to-face or online.

If you are registered with an Enfield or Haringey GP and would like IAPT support and treatment you can self-refer to the service directly by visiting online at: www.lets-talk-iapt.nhs.uk or by calling:

- East Haringey: 020 8808 5833
- West Haringey: 020 3074 2299
- Enfield: 020 8342 3012

MIND

The charity MIND also provides a wide range of local services and provides support to people with mental health conditions.

- Mind in Haringey can be contacted on 020 8340 2474 or visit www.mindinharingey.org.uk
- Mind in Enfield can be contacted on 020 8887 1480 or visit www.mindinenfield.org.uk
Mental health services for children and young people

CAMHS stands for Child and Adolescent Mental Health Services. It is an NHS service providing mental health care for children and young people. If you, your child, or somebody you care for is under 18 and struggling to cope with difficult aspects of life such as family changes or school pressures, they may be referred to CAMHS for support.

Common problems that result in referral to CAMHS include:

- Depression
- Self-harm
- Violent or anti-social behaviour
- Eating disorders
- Obsessive Compulsive Disorder (OCD)
- Severe sleep problems
- Anxieties and phobias.

If you think you need a referral to CAMHS speak to your GP.

Mental health emergencies

For help in a mental health crisis, you can call Barnet, Enfield and Haringey Mental Health Trust on 020 8702 3800 (Enfield) or 020 8702 6700 (Haringey), 24 hours a day, 7 days a week.

If your GP surgery is closed, you can also go to your nearest A&E and ask to see the psychiatrist on duty.

If you or somebody else is in immediate life-threatening danger you can ring 999.

www.nhs.uk/staywell
Urgent care

What is urgent care?
Urgent care is not the same as emergency care. You might need medical help very fast but that doesn’t mean your illness or injury is life-threatening.

How do I access urgent care?
Urgent care centres or walk-in centres are for minor illnesses or injuries that need urgent medical attention but are not life-threatening, such as broken bones or minor burns and cuts.

You do not need to book an appointment to use the service – just turn up and you will be seen by either a doctor or nurse.

You should go to an urgent care centre or walk-in centre for:

• Sprains and strains
• Minor cuts (including those that need stitches) and burns
• Minor broken bones
• Minor infections.

www.nhs.uk/staywell
Your nearest urgent care or walk-in centres are located at:

**Chase Farm Hospital Urgent Care Centre**
The Ridgeway
Enfield
EN2 8JL

📞 020 8375 1010
تسليم www.royalfree.nhs.uk
Open 8am-10pm every day

**North Middlesex Hospital Urgent Care Centre**
North Middlesex University Hospital
Entrance via Bridport Road
Edmonton
N18 1QX

📞 020 8887 2398 / 2544 / 2991
تسليم www.northmid.nhs.uk
Open 9am-10pm every day

**Whittington Hospital**
Magdala Avenue
London
N19 5NF

📞 020 7288 5216 / 5704
تسليم www.whittington.nhs.uk
Open 8am-10pm every day

www.nhs.uk/staywell
**Homerton Hospital**  
Homerton Row  
London  
E9 6SR  
📞 020 8510 7120 / 5900 / 5793  
🌐 www.homerton.nhs.uk  
Open 7am-midnight weekdays, 8am-midnight weekends

**Royal Free Hospital**  
Pond Street  
London  
NW3 2QG  
📞 020 7794 0500  
🌐 www.royalfree.nhs.uk  
Open 10am-9pm every day

**Edmonton NHS Walk-in Centre**  
Evergreen Primary Care Centre  
1 Smythe Close  
Edmonton  
N9 0TW  
📞 020 8887 8355  
🌐 www.edmontonwalkincentre.nhs.uk  
Open weekends and bank holidays only from 8am-8pm.

[www.nhs.uk/staywell](http://www.nhs.uk/staywell)
Accident and Emergency (A&E)

In A&E you will be seen by specialist doctors and nurses ready to treat those with life-threatening injuries and illnesses.

A&E is for people with major, life-threatening illnesses and injuries, which can include:

- Loss of consciousness
- Persistent, severe chest pain
- Breathing difficulties and choking
- Severe bleeding that cannot be stopped
- Having fits
- Severe broken bones or burns.

In an emergency, dial 999

An ambulance crew will start treating you as soon as they arrive and they will then take you to the right hospital for your condition, to ensure you get the best possible treatment.

www.nhs.uk/staywell
Five things we recommend you do:

☐ Make sure you get your flu jab.

☐ Keep your home at 18°C (65°F) or higher if you can.

☐ Take advantage of financial schemes and discounts to help you pay for heating.

☐ Visit your local pharmacist as soon as you start to feel unwell with the symptoms of a respiratory winter illness.

☐ Look out for other people who may need a bit of extra help over the winter.

Write down your local pharmacy number here:

Things I need to remember to do for winter:

Melissa Dalton, Nurse
Where to go for the right medical care

For life threatening emergencies

If you need medical help fast but it’s not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.

For less urgent health needs, contact your GP or local pharmacist. You can also access NHS advice at www.nhs.uk

For more information and advice visit www.nhs.uk/staywell

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