



Oxford Health
NHS Foundation Trust



Urgent Care Service

**I am feeling unwell.
What should I do?**

**Contact 111 if you are feeling unwell.
If it is an emergency dial 999.**

You can access this service free 24 hours a day, 7 days a week.

Phone Call 111 (all age groups).

Online Visit **111.nhs.uk** for anyone aged 5 years or over.

You must **call** 111 if your child is under 5 years of age.

111 can:

- ✓ Book an appointment for you to see your GP.
- ✓ Book an appointment for you to see an emergency dentist.
- ✓ Help you speak to someone who can provide mental health support.
- ✓ Book you into another NHS service.
- ✓ Tell you if you need to go to A&E or an emergency department.
- ✓ Give you self care advice.
- ✓ Send an ambulance if you need one.

Access the GP Out of Hours service

- ✔ If you are unwell, contact 111.
- ✔ Follow their advice.
- ✔ 111 will help you get the treatment you need.

If you are unwell, Minor Injury Units cannot treat your illness.

The GP Out of Hours is there for you to access when your GP surgery is closed to treat urgent health needs that cannot wait until your GP surgery reopens.

What the GP can see

Examples of illness that the GP can see include:

- ✔ Urinary tract infections
- ✔ Chest infections
- ✔ Sore throats
- ✔ Fevers and rashes
- ✔ Infections of the skin
- ✔ Ear infections
- ✔ Childhood illnesses

Minor injuries units can treat:

- ✔ Sprains and strains
- ✔ Broken bones
- ✔ Traumatic wound infections
- ✔ Minor burns and scalds
- ✔ Minor head injuries
- ✔ Insect and animal bites
- ✔ Minor eye injuries
- ✔ Injuries to the back, shoulder and chest

**Call 111 or visit 111.nhs.uk
to access the GP Out of Hours service.
Call 999 for serious and life-threatening emergencies.**

Patient information leaflets are available on our website:
www.oxfordhealth.nhs.uk/leaflets

Become a member of our foundation trust: www.ohftnhs.uk/membership

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: www.oxfordhealth.charity