



Get the right treatment when you need it

Need urgent medical help in Kent and Medway?

Choose the right place to get the right help quickly, such as a pharmacy, NHS 111 or an urgent treatment centre.

STOP

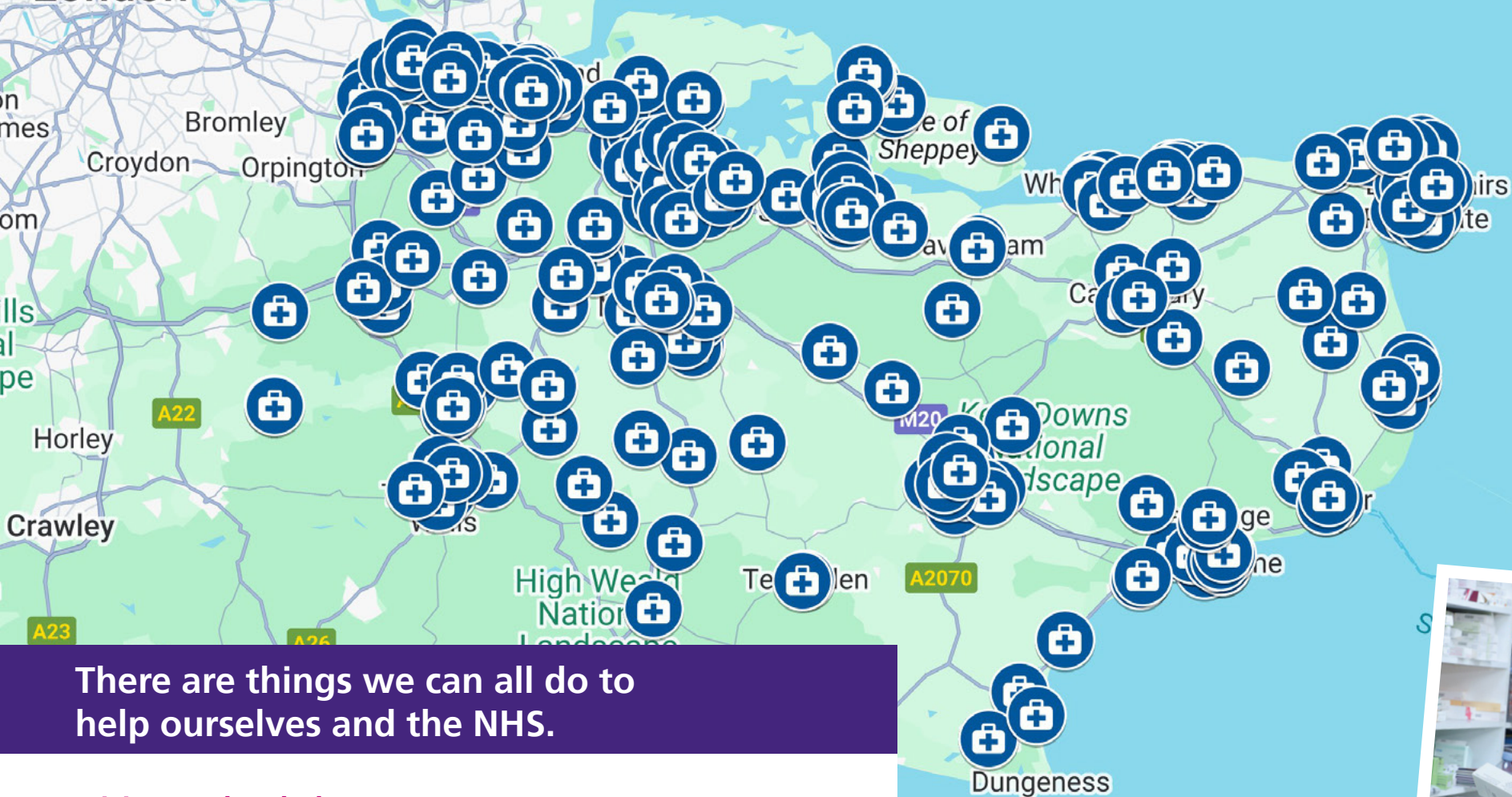
Stay calm, assess the situation

THINK

What advice or treatment do you need?

CHOOSE

Choose where to get the right help quickly



There are things we can all do to help ourselves and the NHS.

Visit your local pharmacy

Pharmacists can offer free advice on a variety of health issues without the need for an appointment – many pharmacies are open late and at the weekend.

Most pharmacies in Kent and Medway offer Pharmacy First, whereby highly trained pharmacists can assess, treat, and when appropriate, provide some prescription medicine for seven common conditions including earache, sinusitis, sore throat and urinary tract infections (UTIs) for women.

NHS pharmacies are also an accessible and convenient place for people to receive confidential advice and support for contraception. Blood pressure checks can also be carried out in community pharmacies.



Atika Taylor, from Sturdee Avenue Pharmacy, said: "Pharmacy teams are highly specialised and can help with a range of issues. They can provide advice on medication, help with your health condition and give you free face-to-face advice without an appointment. Make sure you go to your pharmacy first."

Find your nearest pharmacy and opening times on www.StopThinkChoose.co.uk

Use an urgent treatment centre

There are more than a dozen urgent treatment centres (UTCs) in Kent and Medway that are open every day of the year. These centres are equipped to diagnose and deal with many of the most common ailments people go to A&E for and treat both minor injury and illness.

Heidi Edmunds, Consultant Nurse at Estuary View UTC in Whitstable, said: "UTCs are the place to go if you have an urgent medical need that is not potentially life threatening.

"Clinicians working in the UTC can see a range of conditions, including minor injuries, suspected broken bones and minor illnesses. At Estuary View UTC, we can see in excess of one hundred patients a day, easing pressures on our local emergency departments and managing patients often closer to home, with potentially less of a wait.

"Patients can call 111, which will be able to confirm if a UTC is the right service and pre-book an appointment. Patients will be triaged, assessed and prioritised, according to their clinical need and will be seen by one of our clinicians, who is experienced in managing urgent care needs."

Find out more about UTCs at www.StopThinkChoose.co.uk



Support for your mental health

If you are looking for support with mental health and wellbeing for you or someone you care for, visit our mental wellbeing information hub at www.StopThinkChoose.co.uk

The hub is an online one-stop place to help signpost you to support and services.

Whether you are feeling anxious or stressed, down or low or are just interested in finding out what help is available, the information hub is there for you.

The hub includes sections specifically for:

- parents, carers and families
- children and young people
- students and young adults
- adults with memory problems.

Safe Havens offer out-of-hours mental health support to anyone over 18 in Kent and Medway.

Run by Mental Health Matters, the Safe Havens offer drop-in support to adults in crisis or heading towards a crisis. People can access one-to-one emotional support as well as help to create crisis plans.

Details of where the havens are located, opening times and how to get in touch, can be found at www.kmhealthandcare.uk/mental-wellbeing-information-hub

Your local healthcare

If a pharmacy can't help, then your GP practice team is open and want to hear from you if you have health concerns. GP practices are very busy but do offer online access. Visit your practice website for details. You can find more information about general practice at www.StopThinkChoose.co.uk

Have your vaccine

Make sure you have your flu and Covid-19 vaccines if you're eligible. These vaccines protect you and those around you.

Visit www.GetVaccinatedNow.co.uk to find out more.

Looking after yourself

For more details on how to stay well and look after yourself, visit www.StopThinkChoose.co.uk

Support for neurodivergent people

Whether you have a diagnosis or are looking for support, you can find information about learning disability, autism and ADHD at www.ndkentandmedway.co.uk



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Choose where to get the right help quickly

If you need urgent medical help, get in touch with NHS 111. You can call or go online.

NHS 111 is open 24-hours-a-day, seven-days-a-week, offering support on a wide range of conditions, covering mental health and physical illnesses and injuries.

Help is at hand from a team of highly trained experts. The team will tell you if you need a pharmacy or if you can manage your concern at home.

If needed, an appointment can be booked at an urgent treatment centre (UTC) or even an A&E department.

There are several UTCs in Kent and Medway, which are open for a minimum of 12-hours-a-day from 8am to 8pm. They can diagnose and treat a wide variety of illnesses and injuries, with access to a range of tests from bloods to X-ray.

www.StopThinkChoose.co.uk