



Manchester Health & Care
Commissioning

A partnership between
Manchester City Council
and NHS Manchester CCG



How to access the healthcare you need



March 2022

Pharmacy

If you're feeling unwell, your local pharmacy can help. They can offer advice and over-the-counter medicines for things like coughs, colds, sore throats, tummy trouble and aches.



If it's something more serious, pharmacists can tell you if you need to see a GP, nurse or other healthcare professional.

You don't need an appointment, and lots of pharmacies are open late and at weekends.

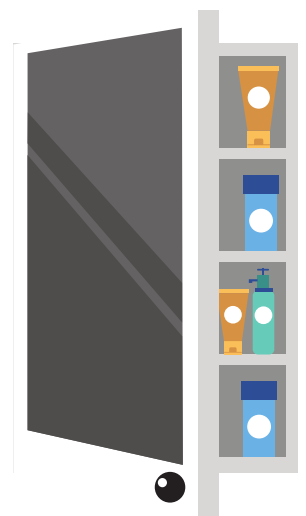
If you can't afford the medicine you need, you might be able to get it for free under the Minor Ailment Scheme. Ask your pharmacist if you could be eligible.

Keep medicine at home

You should keep medicine at home in case you get ill and are unable to go out.

Important things to have include:

- painkillers like ibuprofen and paracetamol
- antihistamines for allergies
- oral rehydration salts
- anti-diarrhoea tablets
- antacids for heartburn
- first aid kit



NHS 111

NHS 111 is a 24-hour service that can help if you have an urgent medical problem and you're not sure what to do.



They can give you medical advice, connect you to a nurse, emergency dentist, pharmacist or GP and give you an arrival time if you need to go to the emergency department.

To get help from NHS 111, you can:

- visit their website - **111.nhs.uk**
- call **111**

GP Practice

Your GP practice can assess, diagnose, treat and manage a range of illnesses.

They may arrange for you to see a specialist or get care in your community if you need it.



Lots of healthcare professionals work in GP practices, so your appointment will be made with the staff member who can help you.

You can book an appointment by visiting your practice's website - you can also call or visit them.

If you need to register with a GP you can do this on their website, by telephone or visit in person. You do not need to show identification, proof of address or immigration status.

How to get a Covid-19 vaccination

You don't need to be registered with a GP to get vaccinated.

You can find a COVID-19 walk-in clinic on the Manchester City Council website. Or to book an appointment:

- Use the NHS national booking system website or call **119**
- translators are available
- Call the Gateway: **0161 947 0770**,
- Text the Gateway helpline: **0789 003 6892**
- British Sign Language users can book via
www.signvideo.co.uk/nhs119/



Dentistry

If you need to see a dentist, contact your local dental practice. If you need to register with a dentist, go online and search **NHS find a dentist**.



If you have an emergency and aren't registered with a dentist, you can call the Greater Manchester Urgent Dental Care Service: **0333 332 3800**.

NHS 111 can also help if you need a dentist.

NHS App

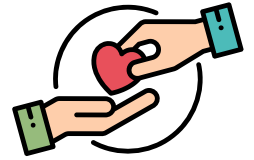
The NHS App is a simple and secure way to access NHS services online. The NHS App is free to download from the App Store and Google Play.



You can order repeat prescriptions, book appointments, view your health record and get a digital NHS COVID Pass showing your coronavirus vaccination or test results.

Be kind

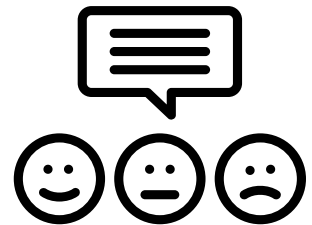
Cases of abuse and violence towards NHS staff are rising.



Staff are there to help you, not to hurt you. Any verbal abuse, violent actions or threats towards staff are not acceptable and further action will be taken. Please be kind to all NHS staff.

Feedback

If you are unhappy with the care or treatment you have received. You can discuss your concerns with the practice manager at your GP practice.



If you are not comfortable discussing your concerns with the practice you can contact NHS England:

- Email: **england.contactus@nhs.net**
- Telephone: **0300 311 22 33**
- Write to: **PO Box 16738, Redditch, B97 9PT**

If you would like support to make a complaint you can contact the Independent Advocacy Service:

- Email: **advocacy@gaddum.co.uk**
- Telephone: **0161 214 3904**
- Write to: **ICA, Manchester Advocacy Hub, The Gaddum Centre, Gaddum House, 6 Great Jackson Street, Manchester, M15 4AX**

Thank you for wearing your mask at healthcare appointments.

