

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (21 December 2020)

Got questions about the COVID-19 vaccination programme?

We've set-up a page with the answers to some frequently asked questions about the COVID-19 vaccine, which we're updating regularly – take a look:

www.norfolkandwaveneyccg.nhs.uk/covid19-vaccination-programme

You're not alone this Christmas: Mental Health Campaign is launched

One of the available services is the NHS Wellbeing Service, which offers a range of talking therapies, employment support, peer support and social activities by telephone, video call, instant messaging and webinar. The service is for anyone experiencing common mental health and emotional issues, such as low mood, depression or stress. People can self-refer by visiting www.wellbeingnands.co.uk

or call: 0300 123 1503.

Use your NHS wisely this Christmas

With Christmas and New Year fast approaching people in Norfolk and Waveney are being reminded to Think 111 First if they need medical care over the festive period and to make sure they request their regular medications early.

Winter illnesses such as colds and coughs, sore throats, and upset stomachs can easily be treated at home with medicines available at low cost from your local pharmacy.

Be sure to stock up on winter self-care essentials for your medicine cabinet: take advice from your pharmacist before purchasing if you take other medicines.

- pain relief (paracetamol)
- cough and sore throat remedies
- first aid kit
- upset stomach treatment
- rehydration treatment
- heartburn and indigestion treatment

Winter is a busy time for health services and patients are being asked to choose services wisely and help ease the pressure on the local NHS.

For life-threatening emergencies call 999, otherwise:

NHS 111

If you have an urgent medical problem and you're not sure what to do, contact NHS 111 first.

If you think you need A&E, just contact NHS 111 first. The NHS will help you right away and if you need urgent care, the NHS can book you in to be seen quickly and safely.

Contacting NHS 111 first will help NHS urgent and emergency care services maintain social distancing and ensure that patients receive the right care in the right place, in a timely and safe way.

People with life-threatening illnesses or injuries should continue to dial 999 and anyone who arrives at A&E without calling NHS 111 will still receive medical care, with those needing emergency treatment prioritised.

You can use NHS 111 either by visiting the website <https://111.nhs.uk> or by calling 111

The NHS111 Service is free to call and available 24 hours-a-day, seven days-a-week. Your call will be answered by a trained call handler; whose job it is to ensure you can access the most appropriate local service. You can call 111 first if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you need to see a GP urgently when your practice is closed. NHS 111 can arrange for an emergency out-of-hours doctor to help if necessary
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

You can call 111 on your telephone/mobile, you can use the online service

<https://111.nhs.uk>

or you can use the NHS App on your smartphone or tablet.

Your GP surgery

Your GP surgery will be able to offer appointments with different clinicians, including a doctor or nurse, depending on your needs.

Walk-in Centre and Minor Injuries Unit

Norwich Practices Health and Walk-in Centre is open seven days-a-week between 7am and 9pm.

It is based at Rouen House, Rouen Road, Norwich, telephone 01603 677500. The Minor Injuries Unit at Cromer Hospital is open seven days-a-week between 8am and 7.45pm, in Mill Road, Cromer, telephone 01603 646230.

Your Pharmacy

Pharmacy opening times over the holiday period are available here.

You can find your nearest surgery or pharmacy by visiting <https://www.nhs.uk/>

Mental health support available for the public

- It's important that we look after our mental wellbeing during this time – for tips and advice visit www.everymindmatters.co.uk
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on [0808 196 3494](tel:08081963494).

- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via www.Kooth.com. The service provides support or advice on any topic, including managing your feelings during the pandemic.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: www.justonenorfolk.nhs.uk.



NHS
Norfolk and Suffolk
NHS Foundation Trust



First Response
Call: 0808 196 3494
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.



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