

Help us help you stay well

A guide to your local services

With all the different ways to access medical care,
it can be confusing to know where is best to go.



Help us help you know what to do – Our guide can help you make the right choice.

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SELF-CARE



- Grazed knee
- Cough
- Cold
- Sore throat

Most minor illnesses and injuries can be treated at home.

Keep your medicine cabinet well-stocked, so you can look after yourself at home.

PHARMACY



- Diarrhoea
- Runny nose
- Headache

If you're suffering from a cold, cuts and grazes or minor illnesses, your Pharmacist will be able to give you remedies, so you don't have to see a GP or Nurse.

NHS 111



- Unsure
- Unwell
- Need advice?

If you're not feeling well and need some advice, NHS 111 is available 24 hours a day, 7 days a week.

Where appropriate, you may be directed to speak to a clinician. You may also be booked an appointment with your own GP, an Out of Hours GP, with the Extended Access Service or the Urgent Treatment Centre.



LOCAL GP SERVICES



- Ear pain
- Stomach pain
- Been unwell for 48 hours or more?
- Symptoms that won't go away?
- Need review for a long-term condition?

If you've been unwell for more than 48 hours and can no longer care for yourself at home, you can book an appointment with your GP or Nurse.

If you need a routine appointment in the evening or weekend, your practice will be able to book you an appointment in the Extended Access Service.

Ask a member of the practice team for more information.

LOCAL URGENT CARE SERVICES



- Minor eye injuries
- Minor illnesses
- Urine infections
- Abdominal pain/back pain
- Minor cuts and grazes, scalds and burns

If you are very unwell, but it's not an emergency, you can call NHS 111 to book an appointment at the Urgent Treatment Centre at Bedford Hospital, or you can go to Putnoe Walk-in Centre.

The Urgent Treatment Centre at Bedford Hospital is open from 11am–11pm every day.

Putnoe Walk-in Centre is open from 8am–2pm, Monday–Friday, and 8am–5pm at weekends and Bank Holidays.

OUT OF HOURS



- Persistent vomiting
- Ear pain
- Painful cough
- Symptoms that have not gone away

If you are unwell and your local practice is closed, NHS 111 can make you an appointment with an Out of Hours GP from 6:30pm–8am.

A&E



- Choking
- Chest pain
- Major blood loss
- Unconsciousness

999 and A&E are for life threatening conditions or a genuine emergency. If it's not, please consider the alternative options available to you.