

Stay well this winter



Easy read booklet



Who we are and what this booklet is about



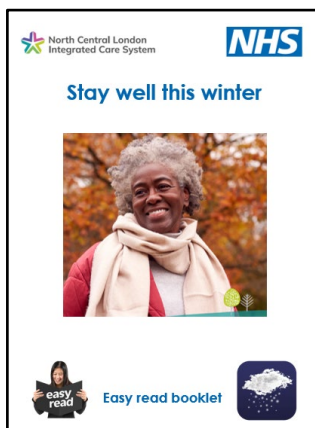
We are **NHS North Central London ICB**. **ICB** stands for **Integrated Care Board**. **Integrated Care Board** means we plan how the NHS gives care to people.



We want to make sure people in **North Central London** know where to get the right care for any health problems they have this winter.



North Central London means the areas of Barnet, Camden, Enfield, Haringey and Islington.



This booklet tells you about the types of care the NHS can give you and how to stay well this winter.



NHS 111



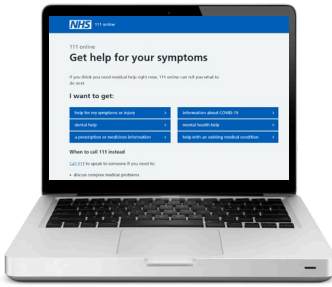
If you have an **urgent** health problem, or you don't know what to do, you can contact **NHS 111**. **Urgent** means you need help straight away but your life isn't in danger.



NHS 111 can help you

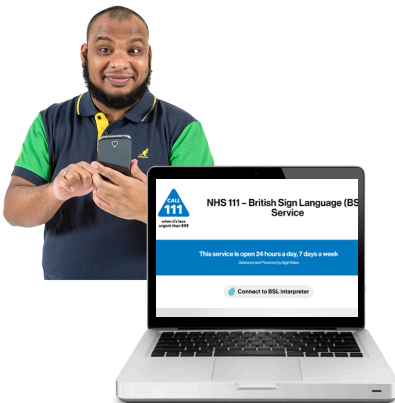
- ✓ find the right care.
- ✓ talk to the right health expert.
- ✓ book a time to talk to a health expert.
- ✓ know what time to go to A&E or a walk in centre.
- ✓ know how to get any medicine you need.
- ✓ know how to look after yourself.





To contact NHS 111
go to this website 111.nhs.uk
or call **111**.

You can ask for help in a different
language when you call.



If you're deaf or find it hard to hear,
call **18001 111** to use text relay.

If you want to use sign language
(called BSL) go to this website
signvideo.co.uk/nhs111



If you have a **serious** health
problem you should go to **A&E** or
call **999**. **A&E** stands for **Accident
and Emergency**.



A **serious** health problem is when
you need help straight away to
save your life.

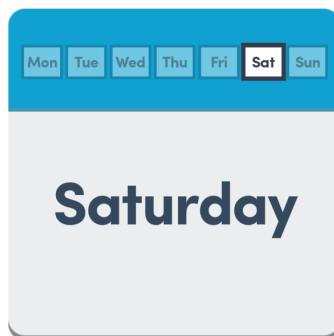


If you're deaf or find it hard to
hear, you can call **18000** to use
text relay. This will get you through
to the same service as **999**.

Pharmacy

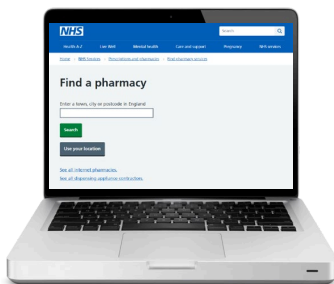


You should go to a **pharmacy** if you need medicine or advice about a **minor** health problem. **Minor** means small and not serious.



Most pharmacies

- ✓ are open late and at weekends.
- ✓ have a room where you can talk to a health expert and not be heard by other people.



Go to this website to find your nearest pharmacy

[nhs.uk/find-a-pharmacy](https://www.nhs.uk/find-a-pharmacy)



Go to this website if you live in Camden, Haringey or Islington and need help to pay for medicine

[nclhealthandcare.org.uk/self-care](https://www.nclhealthandcare.org.uk/self-care)

GP surgery



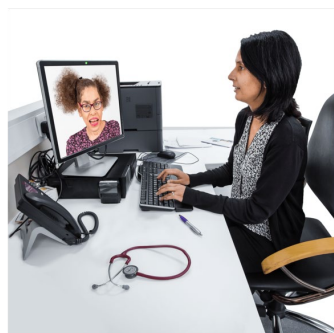
You should go to your **GP surgery** if you have a problem with your body or your **mental health**. Your **mental health** is how you think and feel about life.



Your **GP surgery** means your local doctors.

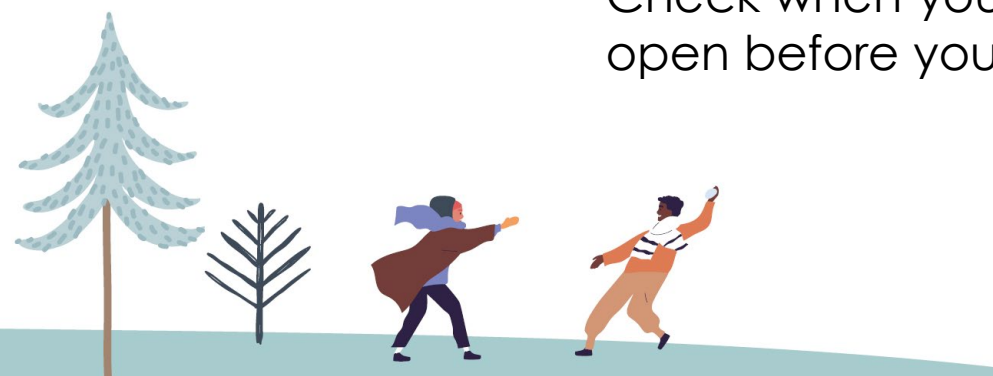
You can book a time to talk to your doctor if you

- ✓ call your GP surgery.
- ✓ go to your GP surgery.
- ✓ log into your online NHS account.
- ✓ go to your GP surgery's website where you can fill in an online form about your health problem.



You can talk to your doctor in person, online, or over the phone.

Check when your GP surgery is open before you call or go to them.





You need to **register** with a **GP surgery** to get the right care when you need it.

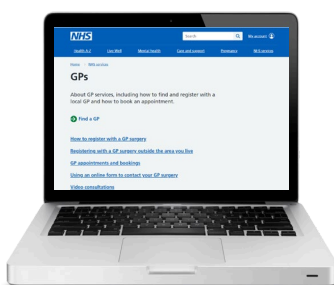


Register means to give a **GP surgery** information about you and your health so they can give you care.



Anyone in England can register with a GP surgery and get care. You don't need to show a document that

- says your **immigration status**. **Immigration status** means if you are allowed to live in a different country.
- says your address.
- shows who you are.
- has your NHS number on.



Go to a GP Surgery near you to register, or go to this website

nhs.uk/nhs-services/gps

Walk in centre



You should go to a **walk in centre** if you need care straight away, but your life isn't in danger.



Edgware NHS Walk in Centre,
Edgware Community Hospital,
Burnt Oak Broadway,
HA8 0AD,
020 8732 6459.

Open everyday from 8am to 6pm.

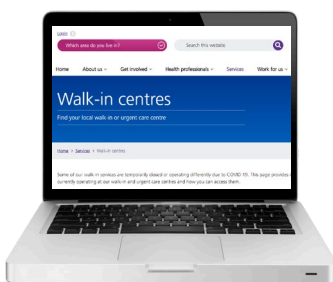


Finchley NHS Walk in Centre,
Finchley Memorial Hospital,
Granville Road,
N12 0JE,
020 8349 7470.

Open everyday from 8am to 9pm.



You don't need to book a time to talk to a health expert, but you can call **111** to ask for a time.



Go to this website to find out more information about the walk in centres
clch.nhs.uk/services/walk-in-centres

Urgent Treatment Centre



You can go to this **Urgent Treatment Centre** if you need care straight away, but your life isn't in danger.



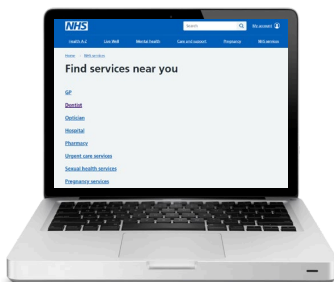
The NHS Chase Farm Hospital Urgent Treatment Centre

Ground floor,
The Ridgeway Enfield,
EN2 8JL,
020 8375 1010.

Open everyday from 8am to 8.30pm.



You don't need to book a time to talk to a health expert, but you can call **111** to ask for a time.



Go to this website to find more Urgent Treatment Centres in North Central London.

nhs.uk/service-search



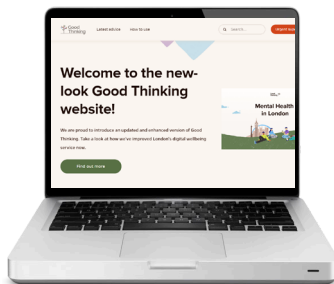
Care for your mental health



It's important to find the right care for your mental health, as well as for your body.



You can talk to your doctor about any problems you have with your mental health, or if you need help with someone else's mental health.



You can go to this website for advice on how to care for your mental health.

[good-thinking.uk](https://www.good-thinking.uk)



Go to this website if you think you want to end your life or hurt yourself

[samaritans.org](https://www.samaritans.org)

or call Samaritans any time of day or night on **116 123**.



If you live in Barnet

Go to this website to find help for any mental health problems

lets-talk-iapt.nhs.uk

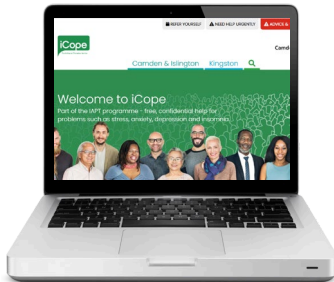
or call this number to talk to someone

020 8702 5309



Go to this website to find out about more help near you

barnet.gov.uk/mental-health



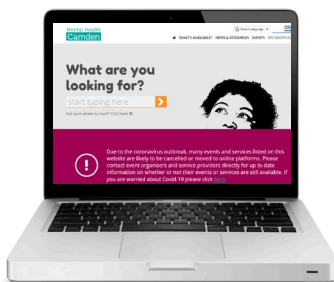
If you live in Camden

Go to this website to find help for any mental health problems

icope.nhs.uk

or call this number to talk to someone

020 3317 6670



Go to this website to find out about more help near you

mentalhealthcamden.co.uk





If you live in Camden

If you need help with any mental health problems you can go to this place.

Camden crisis Sanctuary

50 to 52 Hampstead Road
NW1 2PY

Open everyday from 5pm to 11pm.

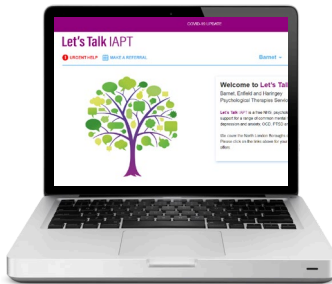
Go to this website to find out more about **Camden crisis Sanctuary**

hestia.org/camden-crisissanctuary.

or call this number to talk to someone

020 8349 7470.





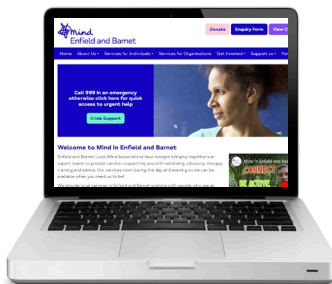
If you live in Enfield

Go to this website to find help for any mental health problems

lets-talk-iapt.nhs.uk

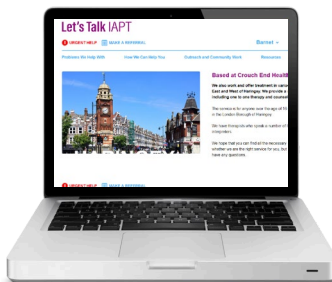
or call this number to talk to someone

020 8342 3012



Go to this website to find out about more help near you

mindeb.org.uk



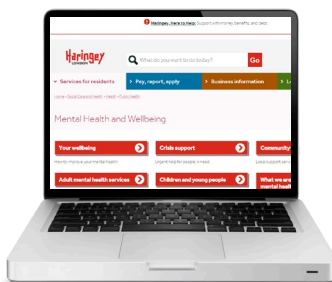
If you live in Haringey

Go to this website to find help for any mental health problems

lets-talk-iapt.nhs.uk/haringey

or call this number to talk to someone

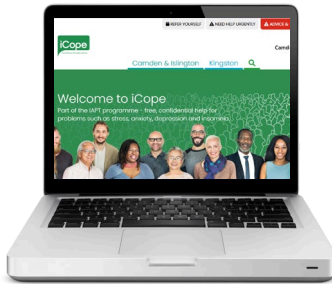
020 3074 2280



Go to this website to find out about more help near you

haringey.gov.uk/mental-health-and-wellbeing





If you live in Islington

Go to this website to find help for any mental health problems

icope.nhs.uk

or call this number to talk to someone

020 3317 7252

Go to this website to find out about more help near you

islington.gov.uk/mentalhealth



If you are a child

If you need help with your mental health straight away, call this number

0800 151 0023



If you are an adult

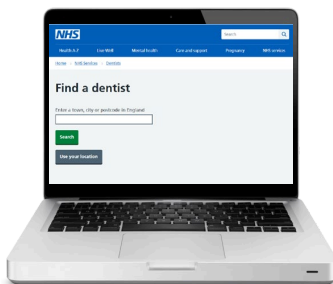
If you need help with your mental health straight away, call this number

0800 917 3333

Dentist



You should go to a dentist if you have any health problems with your teeth, gums, or mouth.



Go to this website to find NHS dentists near you

nhs.uk/service-search/find-a-dentist



If you contact a few dentists but you can't register at any, call **0300 311 2233**.



If you need help straight away, go to your dentist.

If you don't have a dentist, go to this website for advice

111.nhs.uk

or call **111**.

How to stay well this winter



There are a few things you can do to make sure you stay well this winter and take care of yourself.

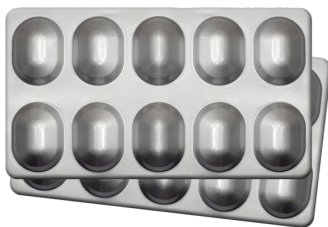
Covid-19 and Flu



Go to this website to book a covid-19 vaccine and a flu jab. This will help keep you and your family safer this winter.

nclhealthandcare.org.uk/covid

Medicine



Make sure you have medicine at home for any health problems that aren't serious like a cold or sore throat. You can ask someone who works at your pharmacy what is best.



It is useful to keep a first aid kit at home with things like plasters and **antiseptic** wipes. **Antiseptic** is used to clean cuts.



If you order a **repeat prescription**, you can usually order it online. You won't have to call or go to your GP surgery to order your medicine. A **repeat prescription** is when you order a certain medicine often.



Go to this website to find out how you can order your medicine online
nhs.uk/nhs-services/online-services



You don't have to order your medicine online if you don't want to. You can call or go to your GP surgery.

Keep warm

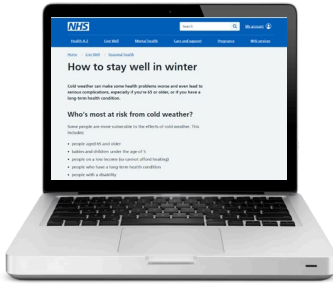


If you are over 65 years old or have a heart or lung problem, try to keep your home at 18 degrees or higher.



If you are less than 65 years old and are healthy, it is safe for your home to be colder than 18 degrees.

Babies should sleep in rooms that are between 16 and 20 degrees.



Go to this website to find out more about how to keep warm this winter

[nhs.uk/keep-warm-keep-well](https://www.nhs.uk/keep-warm-keep-well)



Help other people

Make sure you help your neighbours, friends and family this winter.



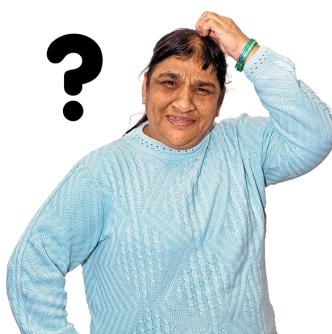
Keep in contact and make sure everyone has everything they need, like medicine or food.



If their GP surgery or pharmacy is closed and they need care, go to this website

111.nhs.uk

or call **111**.

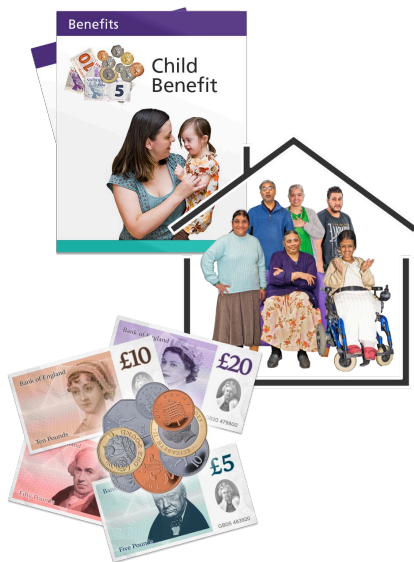


If you think someone isn't how they normally are, or they are confused, they might need help. Contact their GP surgery for them or call NHS 111.



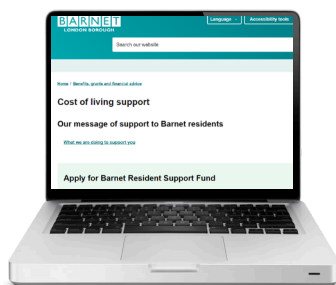
Help with money

If you are finding it hard to pay for your bills, food, or to stay warm, there is help you can get.



You can go to any of the websites or call any of the numbers in these boxes to ask for advice on

- benefits
- housing
- money
- food banks
- family support
- adult social care.

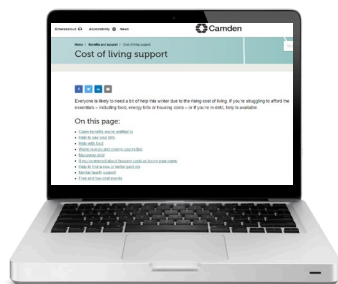


If you live in Barnet

Go to this website

barnet.gov.uk/costofliving

or call **020 8359 2000**.



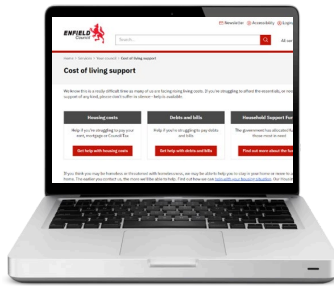
If you live in Camden

Go to this website

camden.gov.uk/costofliving

or call **020 7974 4444** and select option 9.





If you live in Enfield

Go to this website

enfield.gov.uk/helpingyou

or call the council **020 8379 1000**.

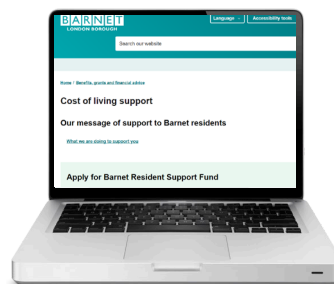


If you live in Haringey

Go to this website

haringey.gov.uk/heretohelp

or call **020 8489 4431**.



If you live in Islington

Go to this website

islington.gov.uk/benefits-and-support

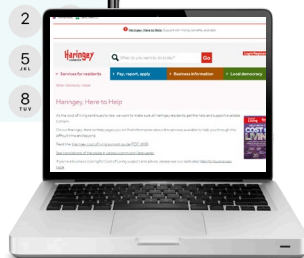
or this website

islington.gov.uk/costofliving

or call **020 7527 8222**

or send an email to this address

heretohelp@islington.gov.uk.



Go to this website to see if you can get help to pay for things like medicine

nhsbsa.nhs.uk/nhs-help-health-costs



Thank you to A2i for the words
www.a2i.co.uk (reference 36093)

The full version of this document is called
Stay Well This Winter Leaflet

