



Liverpool
Clinical Commissioning Group

How to get help from the NHS in Liverpool

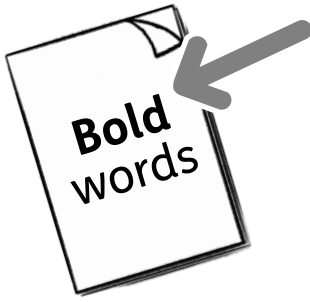


**easy
read**



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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are blue and underlined. These are links which will go to another website which has more information.

Introduction

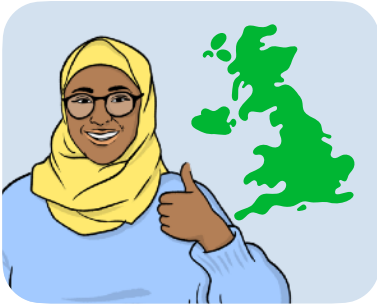


The NHS is working to keep everyone in the UK healthy.



This information is about the different services we provide in Liverpool.

Using the NHS



The NHS is free to use for anyone living in the UK.



There might be some costs for people who are visiting the UK.



The free care includes:

- seeing a doctor.



- having tests.



- going to hospital.



- getting emergency care.



Sometimes you have to pay to go to the dentist or get medicine.



People who don't have much money can get help to pay.

Going to your GP (doctor)

Your GP can:

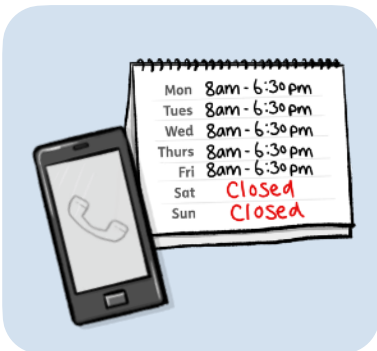


- help you with lots of different health issues.



- send you to the hospital if you need tests or a special doctor.

How to get help from your GP



You can call your GP Monday to Friday, from 8am to 6.30pm.



To get an appointment you should call in the morning at 8am.



When you call you will be asked some questions about what is wrong.



Your appointment might be face to face or on the phone.



To get help when your GP is closed:

- call 111, or



- go to the website: 111.nhs.uk

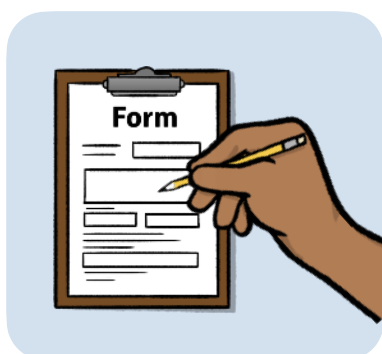
How to find a GP



Anyone can go to a GP.



You can find one that is near your house.



You might need to fill in a form first.



You can find your nearest GP on this website:

<https://www.nhs.uk/service-search/find-a-gp>

If you need help, contact Healthwatch by:



- phone: 0300 77 77 007



- e-mail:
enquiries@healthwatchliverpool.co.uk

Or you can contact the Social Inclusion Team by:



- phone: 0151 296 7433



- email: siteam@merseycare.nhs.uk

NHS 111



NHS 111 is an advice phone line for health issues that aren't an emergency.



There are trained staff that can give you health advice.



NHS 111 is open 24 hours a day, 7 days a week.



How NHS 111 works

You will be asked some simple questions about your health issues.

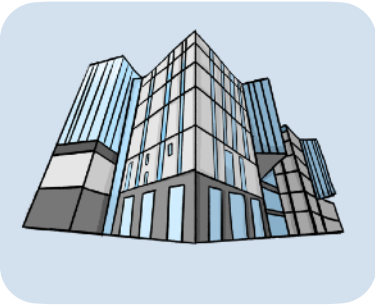
You might be:



- told which local service can help you.



- given an appointment with a GP.



- given an appointment at a hospital.



- told how to get medicine.



- given tips on how to deal with the issue yourself.



To get help from NHS 111:

- call 111, or



- go to the website: 111.nhs.uk

Pharmacy or chemist



A pharmacy or chemist has trained staff who know a lot about medicines.



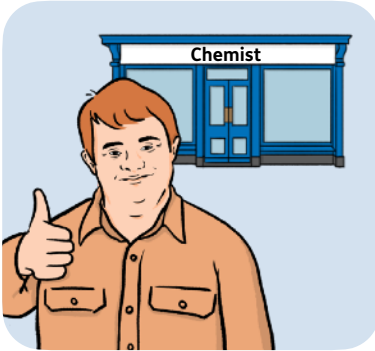
They can give you advice about which medicines to use.



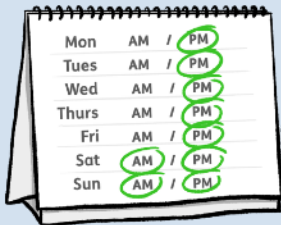
You take a **prescription** from the GP to the pharmacy or chemist to get the medicine.

A **prescription** is a note which says what medicines your GP thinks you should have.

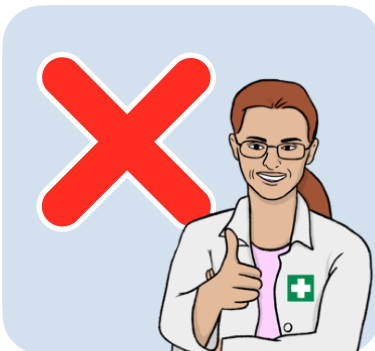
How to get help from a pharmacy or chemist



You can go to any pharmacy or chemist you like.



Many are open until late and at weekends.



You don't need an appointment to go to a pharmacy or chemist.



You can find your nearest one on this website: www.nhs.uk

NHS walk-in centres

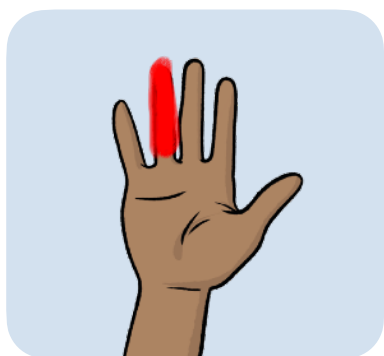
NHS walk-in centres can help you with small accidents or illnesses, like:



- Coughs



- Sore throats



- Cuts or bruises



- Flu



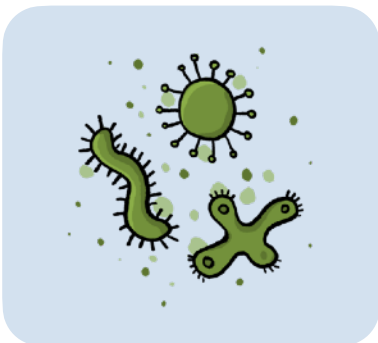
- Stomach pain



- Ear pain



- Small burns



- Infections



- Rashes

How to get help from a walk-in centre



Walk-in centres are open from 8am to 8pm, 7 days a week.



You don't need an appointment, just walk in.



You can find your nearest walk-in centre on this website:

[www.merseycare.nhs.uk/
walkincentres](http://www.merseycare.nhs.uk/walkincentres)

Hospital A&E



A&E stands for Accident and Emergency.

You should go to A&E if a health issue puts your life in danger.



The health issue could be things like:

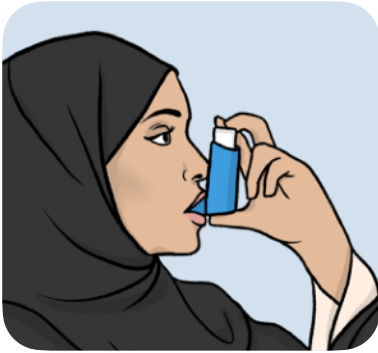
- Serious injury



- Heart attack



- Stroke



- Having problems breathing



- Bleeding that doesn't stop



- Very bad burns

How you can get help in an emergency

If someone's life is in danger, you should:



- call 999 for an ambulance, or



- go straight to your nearest A&E if you can.



There is an A&E at the Royal Liverpool Hospital and Aintree Hospital.



There is an A&E for children (16 and under) at Alder Hey Children's Hospital.



Every A&E is open 24 hours a day, 7 days a week.

Dentist



Dentists make sure your teeth, mouth and gums are healthy.

How to get help from a dentist



If you are in pain and need help fast, call the Dental Helpline on 0161 476 9651.



The line is open Monday to Friday, 8am to 6pm.



You can also call 111 at any time.

Paying for the dentist



Most people have to pay for the dentist.

You don't have to pay if you are:



- under 18.



- under 19 and in full time education.



- pregnant or you have had a baby in the last 12 months.



- seeing a dentist at an NHS hospital.



- getting benefits.

If you are feeling worried or low

The NHS can help you with emotional issues, like if you are feeling:



- worried.



- sad or low.



- stressed.



- like you can't sleep.



- like you can't cope.

How you can get help



You should go to your GP for help with emotional issues.



If you need help because you can't cope, you can call a free emergency line.

For adults it is 0800 145 6570.

For children it is 0808 196 3550.

Sexual health

Sexual health clinics give advice and help with sexual health issues, like:



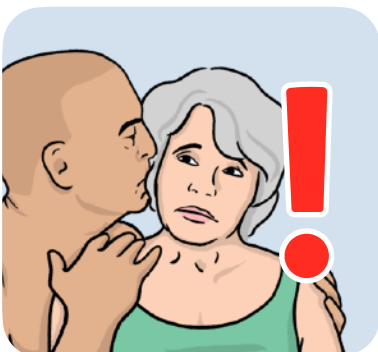
- how to not get pregnant.



- testing and treating infections.



- testing to see if you are pregnant.



- problems with sex.



- support with **HIV**.

HIV is a virus that makes you more likely to become seriously ill from other diseases.



All treatment is free and private.

How you can get help



The service that runs sexual health clinics in Liverpool is called Axess.



There is a clinic at the Royal Liverpool Hospital.



There is advice and testing services on their website.

To find information or book an appointment, go to the website:

www.axess.clinic

If you need help with understanding or speaking



If you need help with speaking English you can ask for an **interpreter**.

An **interpreter** is someone who can tell you what someone is saying in a different language.



All NHS services must give you an interpreter if you need one.

You just need to ask a member of staff.



If you find it difficult to get help, you can email:

liverpool.involvement@nhs.net

If you need this information in a different way

If you need this information in Braille, large print or a different language, you can:



- email:
liverpool.involvement@nhs.net



- call: 0151 247 6406



- text: 07920 206 386

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