

Stay Well in Wolverhampton

Your step-by-step
guide to keeping well
in Wolverhampton

We understand it's not always easy to know how to get help when you're not well. There are a lot of different ways to access healthcare which can be confusing, especially when you're feeling under the weather. To help, we've put together a step-by-step guide to show you how to manage your health and get the most out of your local NHS services in Wolverhampton.

1. Keep warm, look after yourself and seek help early before your illness gets worse

Heat your home to at least 18 degrees C (or 65F) if you can. Sometimes an illness can get worse quickly when it's cold and you may already be under the weather with a cold or cough. Seek help as soon as you feel unwell – if you don't your condition could become worse and turn into an emergency. Stock up on food and medicines so you don't have to go out when it's cold and icy. Affordable Warmth Grant Assistance is offered by City of Wolverhampton Council. For further information, contact **01902 551155** or visit: www.wolverhampton.gov.uk/energy



2. Can you treat your illness yourself? If not, can your pharmacist help?

Coughs and cold and other minor illnesses will generally get better on their own. Keep a well-stocked medicine cabinet so that if you do feel ill, you can try treating yourself before you make an appointment to see a doctor. Your pharmacist can also advise you on a range of minor illnesses and ailments, and it's quicker and easier to pop into your local pharmacist than it is making an appointment to see a doctor. If you need a pharmacy with longer opening hours in Wolverhampton visit: www.nhs.uk/livewell/pharmacy



3. Make an appointment with your GP



If you can't treat your illness yourself, then your GP can help. Get to know your local practice, and find out the best way to book an appointment. Most practices in Wolverhampton offer online booking which can be quicker. Practice nurses are also able to treat and advise on many conditions and will often be able to see you more quickly.

Patient Online

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services.

Learn how to use GP Online Services

If you already know how to use the internet, you can take a short course on how to start using GP services online at:

www.learnmyway.com/what-next/health



4. Not sure what to do? Think you need to see someone urgently but it's not life threatening? Call NHS 111

If you need immediate medical help for physical or mental issues, but it's not a life threatening emergency, NHS 111 can help. You'll speak to a highly trained call adviser who will assess your condition and, if necessary transfer you to a clinician for a second opinion. They can give you the healthcare advice you need or direct you to the local service that can help you best.

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If it's a real medical emergency, such as choking, severe blood loss, or the patient is unconscious, please call 999.

For more information on staying well, please visit:
www.wolverhamptonccg.nhs.uk/stay-well
