



## **NHS North West London says ‘Help us Help You’ this winter**

This winter, the NHS in North West London is reminding residents of the range of healthcare services to help them stay well.

Here’s a list of things you can do locally, on the phone or online that will help you stay well winter....

### **Get your flu vaccination**

The flu virus strikes in winter and it can be far more serious than you think. You are eligible for a free flu vaccine if you are pregnant, aged 65 or over, if you have a long-term health condition or are a carer. Children aged two or three are also eligible for the flu nasal spray. It’s an important, easy way to stay well this winter. Ask your GP, pharmacist or midwife about the free flu vaccine.

### **Visit your local pharmacist**

This is the fastest way to get advice if you have a minor health problem. Pharmacists are highly trained medical professionals who can help with a wide range of issues – from stomach bugs, to coughs and colds and minor injuries like strains and sprains. You can also find out more about treating minor health conditions on [nhs.uk](https://www.nhs.uk).

### **See a GP or a nurse**

If you think you need an appointment with a GP or a practice nurse, appointments are available from 8am – 8pm (8am – 9pm Kensington and Chelsea, Queen’s Park and Paddington) Monday to Friday and 8am – 8pm on the weekends and bank holidays across North West London. To book an appointment, contact your GP practice or NHS 111 when your practice is closed.

### **Call NHS 111**

If you have an urgent medical issue, call 111 to speak to a fully trained advisor, 24 hours a day. It’s also possible to get help online, visit [111.nhs.uk](https://111.nhs.uk), where you can ask questions about your symptoms and find out when and where to get help. If necessary, 111 advisors can connect you to a nurse, emergency dentist or a GP and they can arrange face-to-face appointments. They will also advise you on whether you should seek emergency care.

### **In an emergency...**

If you have a medical emergency, call 999 or go to accident and emergency (A&E). A&E departments are for seriously ill people with life-threatening conditions and will be very busy over the Christmas and New Year period. We encourage you to use alternative health services if the issue isn’t an emergency.