



NHS

*Bracknell and Ascot
Clinical Commissioning Group*

Getting the right care for you

Keep this
leaflet
handy!!!

Your guide to local Primary Care
and Urgent Care services in
Bracknell and Ascot



**Choose
well.**

When you or one of your family is in need of immediate medical care there are many different and easily accessible services to help.



Have a well-stocked home first aid kit

Looking after your own wellbeing should be a top priority. Healthy lifestyles with plenty of fruit and vegetables, quitting smoking and keeping within the recommended levels for alcohol consumption will stand you in good stead.



For minor illnesses that you can treat at home, make sure you have a well-stocked first aid kit including:

- Paracetamol or Ibuprofen for pain and/or fever (for adults and children)
- Anti-diarrhoea medicine
- Rehydration mixture
- Plasters
- A thermometer



See your local pharmacist

This is a good starting place when you need rapid health advice and treatment – and most have private consulting rooms. Pharmacists have over-the-counter medication for everyday ailments and can advise about minor conditions such as:

- Earache
- Teething and nappy rash
- Threadworms
- Hay fever
- Cold sores and mouth ulcers
- Thrush and simple urinary tract infections
- Athlete's foot
- Diarrhoea
- Skin rashes, impetigo
- Eye infections
- Coughs, colds, sore throats, blocked nose.



Call your GP

If your health need is urgent, your GP surgery can generally offer you a same-day appointment. For less urgent matters, you can make a convenient appointment in advance.



For patients who find it difficult to attend an appointment during the working day, you can now book routine appointments with a GP or practice nurse for evenings and Saturdays. These appointments will be of particular help if you:

- find it difficult to attend an appointment during the working day;
- are a working parent with children;
- rely on working carers to take you to appointments;
- need a longer consultation.



Find a list of Bracknell and Ascot GPs at

www.bracknellandascotccg.nhs.uk/about-us/practices

Call NHS 111

When you need help fast but it's not an emergency and you are unsure where to go.

Sometimes people head straight for A&E when they have an immediate health problem – but often A&E is not the best service to use as it is designed for life-threatening illnesses and injuries. Please call NHS 111 first.



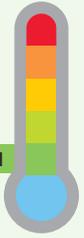
NHS 111 is a free telephone service available 24/7 every day of the year. Friendly, highly-trained advisors, supported by experienced nurses and paramedics, can talk through your concerns and offer advice or direct you to the service that can help you best. They will have full details of all local health services, operating hours, which conditions can be treated where, and how to get there.



GP out-of-hours service

If your own GP surgery is closed, please call NHS 111 for help and advice. If you need to see a GP out of hours, NHS 111 will arrange this for you.

NHS 111

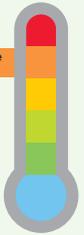


Visit the Bracknell Urgent Care Centre for minor injuries and illnesses

You can visit the Bracknell Urgent Care Centre for help with a range of injuries and illness, including:

- Minor scalds and burns
- Broken bones (fractures)
- Cuts, grazes, wounds
- Minor eye injuries and infections
- Skin complaints, eg bites and stings
- Foreign bodies eg splinters
- Minor head injuries from a low fall
- Muscle or joint injuries, sprains, strains
- Localised allergic reactions and infections.

Urgent Care Centre



You do not need an appointment to visit the Urgent Care Centre.

BRACKNELL URGENT CARE CENTRE

Bracknell Urgent Care Centre, Royal Berkshire Bracknell Healthspace,
London Road, Bracknell RG12 9BG

Open 8am to 8pm every day of the year and led by nurses and supported by a GP at all times.

Call 01344 55 11 00.

More information at www.bracknellurgentcare.co.uk

You can speak to NHS 111 first to check this is the most appropriate service for your needs.

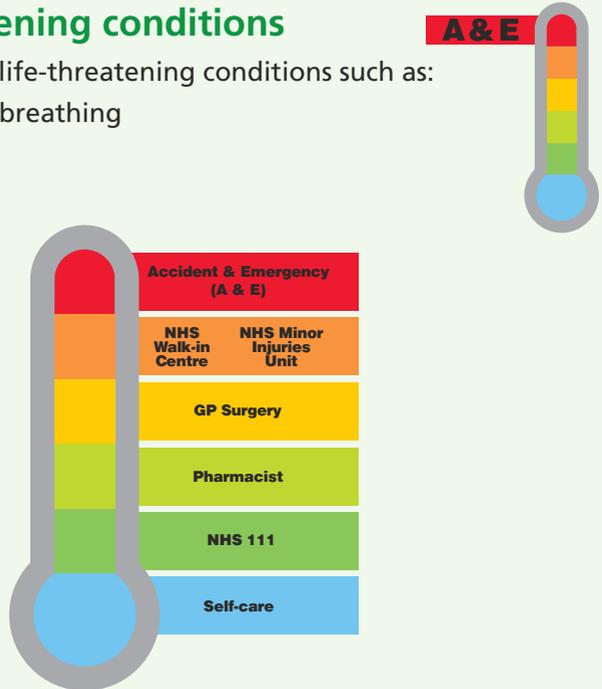
Emergency dental services

If you are registered with a local dentist, their arrangements for emergency treatment out of hours will be available by calling the practice. If you are not registered with a dentist or are unsure where you can go for help, call NHS 111 who will be able to give advice about where you can get urgent care.

Call 999 for life-threatening conditions

Always dial 999 in the event of life-threatening conditions such as:

- Severe chest pain, difficulty breathing
- Severe loss of blood
- Severe burns or scalds
- Unconsciousness
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe allergic reactions.



Mental health and wellbeing

If you are over 18 you can refer yourself to Talking Therapies, a friendly and approachable service that helps with:

- Depression
- Anxiety
- Phobias
- Panic attacks
- Stress
- Obsessive Compulsive Disorder (OCD).

Cognitive Behavioural Therapy (CBT), Wellbeing Courses and Stress Control Workshops are available. Call 0300 365 2000 or visit www.talkingtherapies.berkshire.nhs.uk.

The Samaritans are also available at any time, call 116 123 or visit www.samaritans.org

Sexual health advice & treatments

Your GP practice offers a wide range of sexual health services and some also fit IUDs. Alternatively, you can visit one of the Garden Clinics below. Staff offer advice and information on all methods of contraception, emergency contraception, sexually transmitted infections including HIV, and counselling and referral around unwanted pregnancy. You can also pick up condoms during clinic hours. You may not even need to book an appointment, but you are advised to check first. Call 01753 635302 for information and appointments or visit their website:

www.sexualhealth.berkshirehealthcare.nhs.uk

Bracknell - Skimped Hill Health Centre, Skimped Hill Lane, Bracknell RG12 1LH
Phone 01344 458118 during clinic opening times. All other times, call the central number 01753 635302.

- Appointments available on Mondays 11.00am – 2.00pm and 3.00pm – 7.00pm and Thursdays 10.00am – 2.00pm.
- SpeakEasy Clinics held every Thursdays (3.30pm-5.30pm). No appointment is needed.

Maidenhead - St Mark's Hospital, St Mark's Road, Maidenhead SL6 6DU.
Phone 01753 635302.

- SpeakEasy Clinics held every Thursdays (3.30pm-5.30pm). No appointment is needed.
- An adult sexual health clinic runs from 3.30pm – 7.00pm on Thursdays and is appointment only.

Emergency contraception is available from your local pharmacist but will need to be paid for like any other over the counter medicine.

Online Patient Access

From your computer, tablet or smartphone you can now:

- book an appointment with your GP;
- order a repeat prescription;
- see your own medical records.

Pick up a Registration Form from your GP practice today or download it from

www.bracknellandascotccg.nhs.uk/our-work/online-patient-access/



Babies, children & parenting

You can go straight to your health visitor for advice and guidance on issues such as:

- growth and development of your baby / child;
- childhood conditions, allergies and infections;
- breastfeeding, bottle feeding weaning and teething
- post-natal depression and parental mental and physical health;
- child behaviour issues eg sleeping, eating, tantrums or
- support with parenting, family health and relationships.



The service is open 9am to 5pm five days a week excluding bank holidays. More information is available by calling 07899 876568 if you live in Bracknell or 01753 636523 if you live in Ascot. Alternatively, if you are unsure what service you need, call NHS 111.

Children's Centres can also offer advice and support for many issues including:

- ante-natal and post-natal advice and support for parents and carers;
- family support and parental outreach;
- information and guidance on breast feeding, hygiene, nutrition and safety;
- promoting positive mental health and emotional well-being;
- speech and language and other specialist support and
- cultural support groups for families.

More information about services available and location of your nearest Children's Centre is available on the Bracknell Forest Council and The Royal Borough of Windsor and Maidenhead websites:

www.bracknell-forest.gov.uk/childrenscentres
www3.rbwm.gov.uk/info/200540/childrens_centres

TALK!
BEFORE YOU
WALK!

**Make a note of the name and address of
your GP and Pharmacy**

Doctor's name

GP Practice address

Tel:

Pharmacy name

Pharmacy address

Tel:

www.bracknellandascotccg.nhs.uk

Email BACCG.BACCGenquiries@nhs.net

Write to Bracknell and Ascot Clinical Commissioning Group (CCG),
King Edward VII Hospital, St Leonard's Road, Windsor SL4 3DP

Audio tapes or CDs of this leaflet are available on request for people with visual impairments.

Follow us on Twitter @B&A_CCG

Call 01753 860441

If you would like a copy of this in large print or translated, please telephone 01753 362 214

Kung nais mo ng kopya nito na mas malaki ang letra o nakasalin, tumawag lang po sa
01753 362 214

اگر آپ کو اس کی ایک نقل بڑے حروف کی عبارت یا آپ کی اپنی زبان میں ترجمہ شدہ درکار ہو تو برائے
مہربانی اس نمبر پر فون کیجئے:

यदि तपाईं यस प्रतिको ठूलो मुद्रणमा वा अनुवादित चाहनुहुन्छ भने, कृपया ०१७५३ ३६२ २१४ मा फोन गर्नुहोस ।

Jesli ten tekst wymagany jest w formie przetlumaczonej lub wydrukowanej z uzyciem
wiekszej trzcionki, prosimy o telefon pod 01753 362 214

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número 01753 362 214