



Do you really need to see a GP?



**Accessing the right help for your
condition**

Directory of Services

What is this leaflet is about?

The NHS aims to empower all patients to not only self-care, but also to seek the most appropriate source of help for their condition. A GP appointment is not always the best option to meet your healthcare need. This leaflet is designed to help you know which services are available locally and empower you to either treat the condition yourself, know when to seek help or understand what help is available within the Kettering area.

Where is the contact information?

Given limited space, this leaflet can only ever be a guide to what help is available to patients besides seeing the doctor. If you need contact details please see the directory of service within this leaflet. Alternatively you can visit our website or contact the surgery direct and speak to one of our care navigators.

When you see ► in this leaflet it means that you can contact the service directly without needing to see a doctor first.

Emergency Services

Is your life potentially in danger?

► Ring 999 if you have any of the following conditions:

- Anaphylactic shock
- Severe bleeding
- Severe breathlessness
- Severe burns
- Suspected heart attack
- Choking
- Drowning incident
- Uncontrollable fits
- Hypoglycaemia (low blood sugar)
- Hypothermia
- Deep lacerations
- Suspected meningitis
- Suspected stroke
- Unconscious
- Looking very poorly or condition significantly deteriorating

Have you got a medical emergency?

► Go straight to A+E if you have:

- Severe abdominal pain
- Sudden blindness
- Breathless, can't speak
- Suspected fractures
- Floppy unresponsive baby or child
- Swallowed foreign body
- Severe head injury
- Foreign body in the eye
- Lethargic drowsy child
- Persistent nose bleed (longer than 15 mins)
- Drug overdose

Kettering Hospital A+E Department (Via Main Switchboard)
Tel: 01536 492000

Community Pharmacist



Do you need to see a community pharmacist?

▶ Your pharmacist can give you advice on:

- Athletes foot
- Minor allergies
- Bloating and wind
- Cold sores
- Conjunctivitis
- Constipation
- Coughs and colds
- Cystitis
- Dermatitis and eczema
- Diarrhoea
- Ear wax
- Emergency contraception
- Hay fever
- Headaches
- Head lice
- Indigestion
- Irritable bowel
- Mouth ulcer
- Nasal congestion
- Piles
- Runny nose
- Scabies
- Sinus problems
- Sleep problems
- Sore throat
- Styes
- Teething troubles
- Threadworms
- Thrush
- Verrucas
- Viral infections
- Warts

Self Care



Can you look after yourself?

▶ These conditions respond to self-care:

- Coughs and colds
- Diarrhoea
- Earache
- Flu
- Hangover
- Minor grazes
- Sunburn
- Viral illness
- Sore throat

There is lots of useful information on self care if you visit the NHS choices website: www.nhs.uk including advice on keeping a well stocked medicine cabinet, weight loss tools and much more.

Do you need to see a district nurse?

▶ District nurses see the housebound for:

- Catheter problems
- Dressings
- End of life care
- Enoxaparin injections
- Hospital discharge care
- Wound and ulcer care

Services available through your practice

Do you need a home visit?

Ring before 10.30am and we will assess if:

- Terminally ill
- Bedbound
- Would come to harm if moved

Do you need to see a nurse?

Our nurses deal with a wide range of conditions:

- Asthma
 - Blood pressure
 - Cardiovascular reviews
 - COPD
 - Dressings
 - Family planning
 - Health checks
 - Travel advice
 - Smears and swabs
 - Weight monitoring
 - Vaccination
-

Where else can you go for some help?

You can also get help from these sources :

- Our website
- NHS 111
- Patient group
- Citizens advice

Self contact/referral services

Did you know you can contact services and refer yourself without seeing a doctor?

▶ Means you can self-refer without a doctor's appointment

▶ Adults Speech & Language Therapy Services

Adults over the age of 16:

Tel: 01536 452304

www.nhft.nhs.uk/adults-speech-language-therapy-services

▶ AGE UK

- Befriending service
- Key safe and grab rail fitting
- Blue badge application
- Money management (older people)
- Carer support
- Toenail cutting
- End of life support
- Home cleaning and repairs

Carers Service and homecare:

Tel: 0845 677 2220

www.ageuk.org.uk

▶ Alcohol and Drug Addiction

- Substance to Solution (S2S)

- Drug, Substance and Alcohol abuse

01604 211 304

www.changegrowlive.org

- Alcoholics Anonymous

0800 9177 650

www.alcoholics-anonymous.org.uk

▶ **Ashwood centre**

- Sexual Health

01536 202121

www.corbyucc.co.uk

▶ **British Pregnancy Advisory Service**

- Termination of Pregnancy

Tel: 03457 30 40 30

Website: www.bpas.org

▶ **Corby Urgent Care Centre**

01536 202121

www.corbyucc.co.uk

▶ **Citizens Advice**

- Benefits advice
- Debt information
- Discrimination
- Employment advice
- Financial worries
- Housing issues
- Tax
- Work issues

Tel: 0344 4889629 (County-wide advice line)

Tel: 01536 482281 (to make an appointment)

Website: www.citizensadvice.org.uk

▶ **Continence Services**

(Adult service only)

01604 678162

www.nhft.nhs.uk/continence

▶ **Counselling Services**

- **ChildLine**

Tel: 0800 1111

Website: www.childline.org.uk

- **Cruse Bereavement Care**

Tel: 0808 808 1677

Website: www.cruse.org.uk

- **First for Wellbeing**

- Alcohol issues
- Counselling
- Employment and Adult learning support
- Financial concerns
- Housing support
- Social wellbeing
- Stop smoking advice
- Weight management

Tel: 0300 126 5000

Website: www.firstforwellbeing.co.uk

- **IAPT** (Improving Access to Psychological Therapies)

- Mild to moderate depression and / or anxiety

(Changing minds service)

Tel: 0300 999 1616

- **Kettering And Corby Youth Information And Counselling Service:**

(Free counselling for 11 to 25 year olds)

Tel: 01536 510089

- **MIND Kettering**

Tel: 01536 523216

Website: www.ketteringmind.org.uk

- **Parent line**

Tel: 0808 800 2222

Website: www.familylives.org.uk

Counselling Services continued

- Relate (relationship problems)

Tel: 01604 634 400

Website: www.relate.org.uk

- Samaritans

Tel: 116 123 (Freephone)

Website: www.samaritans.org

▶ Dentists

- Dental abscess
- Gum problems
- Toothache

Not registered with one? Phone 111 for further assistance

▶ Domestic Violence Services

- Abuse Helpline

Tel: 0808 2000 247

Website: www.nationaldomesticviolencehelpline.org.uk

- NDAS

Northamptonshire Domestic Abuse Service

Tel: 0300 012 0154

Website: www.ndas.co

- Sunflower centre support for domestic violence

Tel: 01604 888211

Website: www.voicenorthants.org

▶ Falls Prevention Service

For people predominately aged 65 and over who have a history of falls in the last 12 months

Tel: 01933 235870

▶ Health Visitors

- Abuse concerns
- Postnatal blues
- Support at home
- Healthy eating
- Preschool issues

Tel: 0300 1111022

▶ NHS111 (advice)

111

www.nhs.uk

▶ Northamptonshire carers support line

- Adult & Young Carers Service
- Telephone support
- Free carers sitting Service
- Free gym sessions
- Lunch clubs
- Emergency care services
- Reiki & Relaxation
- Carers choir
- Carers café
- Support groups
- Activities

Tel: 01933 677907

Website: www.northamptonshire-carers.org

* For more information on support for Carers, speak to your Practice's Carers Lead, Jo Hall on 01536 527072

▶ Northamptonshire Rape Crisis

Tel: 01604 250721

Freephone: 0871 977 0275

Helpline: 0300 222 5930

Website: www.nricc.co.uk

▶ **Pharmacies (Local)**

For a full list of pharmacies consult the NHS choices website.

www.nhs.uk

▶ **Physio Direct (NOT for neck or back pain)**

(NHS)

Tel: 0330 555 6789 and select option 2

▶ **Sexual Health Clinic**

01536 410647

▶ **Shop Mobility**

Tel: 01536 412886

Website: www.hearingandmobility.co.uk

▶ **Social Services**

Contact social services directly for these issues:

- Abuse concerns
- Aids for the home
- Benefits help
- Domestic violence
- Respite care
- Safeguarding issues
- Social issues
- Welfare rights

Tel: 01536 410333

