

A decorative graphic in the top-left corner consisting of several overlapping circles in various colors: purple, green, red, blue, and yellow. Some circles contain white icons: a hand holding a smartphone with a cross, an ambulance, and a pill.

# Help us help you and your family stay well

A guide to your local health services in  
Bedfordshire, Luton and Milton Keynes



With all the different ways to access health services, it can be confusing to know the best place to go.

Our guide can help you make the right choice.

## SELF-CARE



You can treat most minor illnesses and injuries at home.

Keep your medicine cabinet well-stocked with essentials like pain killers, antihistamine, cold and flu remedies, anti-diarrhoea and indigestion medicine. If you have children, make sure you've got the right medicines according to their age.

## THE NHS APP



If you have a smart phone or tablet, the NHS app is a secure way to access a range of NHS services.

To use the app, you must be registered with a GP surgery in England and aged 13 or over. There are many things you can do on the app including:

- Use the NHS symptom checker
- Order your repeat prescriptions
- Get health advice
- See your test results and access other information on your health record
- See your NHS COVID vaccination status.

More information is available at [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)



The NHS website [www.nhs.uk](http://www.nhs.uk) provides lots of information to help you manage your health and wellbeing. This includes:

### **A to Z guide to Health**

A guide to health conditions, symptoms and treatments, including what to do and when to get help.

### **A to Z guide to Medicines**

Find out how your medicine works, how and when to take it, possible side effects and answers to your common questions.

### **NHS Services**

Find your nearest NHS services, including pharmacies, GPs, dentists and A&E and how to use their services.

### **Living Well advice**

Advice, tips and tools to help you make the best choices about your health and wellbeing.

### **Social care and support guide**

If you or someone you know needs help with day-to-day living because of illness or disability, the website explains your options and where you can get support.

### **Pregnancy**

A guide which includes information about trying for a baby, pregnancy, labour and birth.

### **Coronavirus (COVID-19)**

Get NHS advice about COVID-19, including symptoms, testing, vaccination and self-isolation.

## PHARMACY



If you're suffering from a cold, cuts and grazes or minor illnesses, your pharmacist will be able to give you remedies, so you don't have to see a GP or nurse.

Your local pharmacist is trained to help you with the safe use of prescription, repeat prescription and over-the-counter medicines. Pharmacies are often open until late and at weekends, and many have a quiet area where you can talk to a pharmacist in private.

## SELF-REFERRAL



There are some services in Bedfordshire, Luton and Milton Keynes where you can 'self-refer', by contacting the provider directly.

## THE MUSCULOSKELETAL SERVICE (MSK)



If you have joint, muscle or bone problems, such as back, hips, knees, ankles and hands, you can self-refer to the local musculoskeletal (MSK) service. They can diagnose and treat your condition with physiotherapy or may refer you to another specialist medical team.

Your GP can make a referral, or if you live in Bedfordshire or Milton Keynes you can self-refer by visiting:

Bedfordshire: [www.circlehealth.co.uk/integratedcare/msk/phio/](http://www.circlehealth.co.uk/integratedcare/msk/phio/)

Milton Keynes: [www.connecthealth.co.uk/services/milton-keynes/](http://www.connecthealth.co.uk/services/milton-keynes/)  
or call **01908 229432**

## COMMUNITY URGENT EYECARE SERVICES (CUES)



The service provides urgent assessment and treatment for sudden onset eye problems. The following symptoms can be treated:

- Red or painful eye or eyelids
- Recently occurring flashes and floaters
- Recent and sudden loss of vision
- Foreign body in the eye.

This service is not an eye test and is not for people with long standing or major eye conditions that are being regularly monitored by an optometrist or hospital eye service. If you're experiencing contact lens issues, you should discuss these with your optician.

The service is open **7 days a week between 8am and 8pm.**

If you need to contact CUES, call **0800 316 9200**

For more information please visit

[www.blmkccg.nhs.uk/community-urgent-eyecare-service-cues/](http://www.blmkccg.nhs.uk/community-urgent-eyecare-service-cues/)



## WELLBEING SERVICE



If you are aged over 18 and are not your usual self, because you feel worried, anxious or depressed about certain issues in your life, you can contact your GP or local wellbeing service. Our local wellbeing services provide a range of free and confidential talking therapies and specialist support to help you to feel better.

Bedfordshire: [www.bedfordshirewellbeingservice.nhs.uk](http://www.bedfordshirewellbeingservice.nhs.uk)  
or call **01234 880400**

Luton: [www.totalwellbeingluton.org](http://www.totalwellbeingluton.org)  
or call **0300 555 4152**

Milton Keynes: [www.mktalkingtherapies.nhs.uk](http://www.mktalkingtherapies.nhs.uk)  
or call **01908 725099**

Self-help materials including tips, guides, tools and activities are also available online: [www.nhs.uk/mental-health/self-help/](http://www.nhs.uk/mental-health/self-help/)

## LOCAL GP SERVICES



If you've been unwell for more than 48 hours and need medical help, you can book an appointment with a healthcare professional at your GP practice.

When you contact the GP practice, you will be asked a number of questions to help direct you to the healthcare professional best suited for your health care needs.

GP practices provide many ways you can access their services including online consultations, telephone, video and face-to-face appointments.

If you have the NHS app you can use this to access some of the services available from your GP practice.

If you need a routine appointment in the evening or weekend, your practice may be able to book an appointment for you using Extended Access Services (these are appointments outside of normal surgery hours).

## NHS111

111



You can call **NHS111** for help with an urgent medical problem.

You can contact the NHS111 service online at **www.111.nhs.uk** or you can call **111, 24 hours a day, 7 days a week.**

Your symptoms will be assessed and you will be provided with healthcare advice. This may include:

- Self-care
- Visiting a pharmacy
- Contacting your GP practice
- Contacting an urgent treatment or walk-in centre
- Going to A&E.

If needed, NHS111 can also send an ambulance, or where available can also book appointment times to some services.

## LOCAL URGENT CARE SERVICES



If you are very unwell and have an illness or an injury that requires urgent attention, but it's **not an emergency** (an emergency is when it is life-threatening), NHS111 can make you an appointment at a local urgent treatment centre (UTC) or you can use a walk-in centre (WiC).

### Bedford UTC

Bedford Hospital  
(Cauldwell Centre)  
Kempston Road  
MK42 9DJ

### Service available:

**11am to 11pm**  
365 days a year  
(Appointments available via NHS111 if clinically appropriate)

### **Putnoe walk-in centre**

93 Queens Drive  
Putnoe  
Bedford  
MK41 9JE

Monday to Friday

**8am to 2pm**

Weekends and bank holidays

**8am to 5pm**

### **Luton UTC**

Town Centre GP Surgery  
14-16 Chapel Street  
Luton  
Bedfordshire  
LU1 2SE

Every day (including weekends and bank holidays)

**8am to 8pm**

Doors close at 6pm daily, after 6pm access is via NHS111 appointment only

### **Milton Keynes UCC**

Milton Keynes Hospital  
Standing Way  
Eaglestone  
Milton Keynes  
MK6 5NG

**Open 24 hours a day**

(Appointments available via NHS111 if clinically appropriate)





## MENTAL HEALTH CRISIS



If you are currently experiencing a mental health crisis or supporting someone in crisis and need urgent help, 24-hour support is available every day for adults, children or young people.

BLMK Mind Crisis Café (Adults 18+): Call **01525 722225**  
(5pm to 11pm, 365 days a year)

Bedfordshire and Luton: call **111** and select **option 2**

Milton Keynes: call **111** or **0800 023 4650** for out of hours crisis support.

## PREGNANCY AND MATERNITY SERVICES



Our local hospitals and community midwives provide a range of services to support you through your pregnancy and birth.

You can refer yourself directly to maternity services through the hospital website using an online form. Alternatively, you can contact a midwife through your GP practice. It is important that you contact the service as soon as you find out you're pregnant to make sure you get all the information and support you need to have a healthy pregnancy. Your first appointment with a midwife should happen before you're 10 weeks pregnant.

If you need to contact the maternity services in an emergency, please call:

Bedford Hospital triage line: **01234 795805**

Luton and Dunstable Hospital triage line: **01582 502285**

Milton Keynes University Hospital Labour ward: **01908 996471**


## ADVICE FOR PARENTS

### Signs relating to:

As a parent you have great instincts, please do use them.



If you feel that your child is unwell, or you are unable to care for them, seek medical help. This could be your local pharmacist, NHS111, GP, an urgent treatment centre (UTC) or A&E.

Appearance	Breathing/Chest	Hydration	Temperature	
<ul style="list-style-type: none"> <li>• Normal skin, lips and tongue colour</li> <li>• Responding normally/still smiling</li> <li>• Stays awake or wakes up easily</li> <li>• Normal cry or strong cry</li> <li>• Mild pain e.g. earache, tummy ache</li> </ul>	<ul style="list-style-type: none"> <li>• Breathing normally with no wheeze</li> <li>• Mild cough or runny nose without affecting breathing</li> </ul>	<ul style="list-style-type: none"> <li>• Baby feeding/child drinking as normal or slightly reduced</li> <li>• Sick, but drinking and keeping most fluids down</li> <li>• Diarrhoea for less than 2 days</li> <li>• Passing urine, normal colour or slightly darker than usual</li> </ul>	<ul style="list-style-type: none"> <li>• Mild temperature raised up to 38°C (101° F) but controlled if paracetamol is given. Seek advice if temperature continues for 3-5 days</li> </ul>	<p><b>GREEN - CARE AT HOME</b></p> <ul style="list-style-type: none"> <li>• Your local pharmacist or NHS111 can give advice</li> <li>• Check <a href="http://www.nhs.uk">www.nhs.uk</a></li> <li>• Consider paracetamol</li> <li>• Encourage rest and drinks, even if only in small amounts</li> </ul> 
<ul style="list-style-type: none"> <li>• Child becoming worse/parents more concerned</li> <li>• Less activity/more sleepy than usual</li> <li>• Change in normal behaviour/ not acting in usual manner</li> <li>• Irritable/no smile</li> <li>• Pain e.g. persistent severe earache, severe tummy ache - seek advice</li> <li>• Mild/moderate allergic reaction - seek advice</li> </ul>	<ul style="list-style-type: none"> <li>• Noisy breathing/ wheezy/fast breathing/ nasal 'flaring'</li> </ul>	<ul style="list-style-type: none"> <li>• Drinking less than half of usual amounts/vomiting most feeds</li> <li>• Less wet nappies than usual/less urine or darker concentrated urine</li> <li>• For babies under 1 year - sick more than 3 times in 24 hours, diarrhoea 6 times in 24 hours</li> <li>• For children 1 and over - diarrhoea for longer than 2 days</li> </ul>	<ul style="list-style-type: none"> <li>• Over 3 months - temperature over 39°C (102° F)</li> <li>• Persistent temperature for more than 3-5 days or not controlled by paracetamol - seek advice</li> </ul>	<p><b>AMBER - GP/NHS111</b></p> <ul style="list-style-type: none"> <li>• Phone your GP for advice and decision - this may be by telephone/video or face to face</li> <li>• Call GP/NHS111 if concerned</li> <li>• If worried, always seek advice</li> </ul> 
<ul style="list-style-type: none"> <li>• Collapse/unresponsive</li> <li>• Hard to wake/floppy or listless</li> <li>• Mottled blue or ashen skin</li> <li>• Fitting (seizure) without a temperature</li> <li>• Severe allergic reaction/ anaphylaxis</li> <li>• Rash that does NOT disappear under pressure (glass test)</li> <li>• Neck stiffness</li> <li>• High pitched, weak or continuous cry</li> <li>• Bile stained sick (green)</li> <li>• Bulging fontanelle (soft spot)</li> </ul>	<ul style="list-style-type: none"> <li>• Severe difficulty in breathing</li> <li>• Grunting/very fast breathing/ sucking in and out between ribs</li> <li>• Breathless - unable to talk in sentences</li> </ul>	<ul style="list-style-type: none"> <li>• Sunken fontanelle (soft spot)</li> <li>• Very little urine/dry nappies</li> </ul>	<ul style="list-style-type: none"> <li>• 0-3 months - temperature over 38°C (101° F)</li> <li>• Over 3 months - temperature over 39°C (102° F) and/or cold hands or feet</li> <li>• Any child with a temperature below 36°C (97° F)</li> <li>• Any child with a high temperature and fitting (seizure)</li> </ul>	<p><b>RED - URGENT HELP REQUIRED</b></p> <ul style="list-style-type: none"> <li>• Take your child to your nearest A&amp;E department</li> <li>• <b>CALL 999 FOR BREATHING DIFFICULTIES OR A NON-BLANCHING RASH (rash that does not fade and lose colour under pressure - glass test)/COLLAPSE</b></li> </ul> 

## EMERGENCY SERVICES – AMBULANCE AND A&E



Emergency services should only be used for life-threatening illnesses or accidents which require immediate, intensive treatment.

In an emergency you should ring the ambulance service (**via 999**) or go to the hospital's Accident and Emergency (A&E) department.

If it's not life-threatening or an emergency, please use the other options available to you.

**Vaccines are the most effective way to prevent infectious diseases. Having a vaccination is the most important thing you can do to protect yourself and your family against ill health.**

Do you need this document in a different format?



Bedfordshire, Luton and Milton Keynes  
Clinical Commissioning Group (BLMK CCG)  
Email: [blmkccg.communications@nhs.net](mailto:blmkccg.communications@nhs.net)  
Website: [www.blmkccg.nhs.uk](http://www.blmkccg.nhs.uk)

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