

Your Handy Health Guide

Where to go for the right medical care in the Hull area



Self-care



Look after yourself at home, without needing to visit a healthcare professional.

If you have:

- Grazes and bruises
- Coughs and colds
- Sore throats

NHS 111



Call 111 for free from landlines and mobiles or visit:

111.nhs.uk

If you are:

Feeling unwell and not sure where to go, or whether to book an appointment or look after yourself.

Pharmacy



Pharmacists can offer free medical advice without an appointment.

If you need:

Advice on medicines, or help with minor ailments like headaches, diarrhoea or runny noses.

GP Appointment

Visit www.nhs.uk/Service-Search to find a GP practice near you to register with, if you haven't already. Registering with a GP practice means you can be supported in receiving regular, ongoing healthcare when you need it.

Book an appointment for: **Illness that isn't going away with self-care like ear infections or backache. Your GP can also offer support with your mental health.**

Access+



Book a planned appointment with a nurse or doctor at an evening or weekend.

Access+ is for pre-planned / routine appointments like:

- Asthma check-ups
- Contraceptive check-ups

Your important info

Your GP / Doctor's phone number

Your PA's phone number

Leaving Care team phone number

Your national insurance number

Story Street Walk in Centre



You don't need an appointment to go to the walk in centre at Wilberforce Health Centre, 8am – 8pm, 7 days a week. Use the walk in centre for minor illnesses and ailments like:

- Stomach upsets and diarrhoea
- Emergency contraception and advice

Urgent Treatment Centre (UTC)



Receive treatment at the UTC in Bransholme Health Centre, 24 hours a day, 7 days a week.

Visit Bransholme UTC for help with:

- Sprains and strains
- Burns and scalds
- Bites

A&E / 999



Always call **999** or visit A&E at Hull Royal Infirmary for medical emergencies

such as:

- Choking • Chest pain
- Blackouts • Blood loss

If you are suicidal or have attempted suicide call 999

Help with prescription costs



You can get free prescriptions if you:

- Are 16 to 18 and in full-time education
- Are pregnant or have had a baby in the last 12 months
- Have a specified medical condition and have a valid medical exemption certificate
- Have a continuing physical disability and valid medical exemption certificate

If you are on benefits, you may also be able to get free prescriptions. Find out more here: www.nhs.uk/using-the-nhs/help-with-health-costs

Your rights – the NHS Constitution

You have the right to safe healthcare where you're listened to, respected and involved in the decisions made about your care, medicines and treatment. You also have the right to complain if you are not happy with the service you receive. You can find out more here: www.nhs.uk



THE NHS CONSTITUTION
the NHS belongs to us all

Dental treatment

There is no need to register with a dentist in the same way as with a GP. You can search for a dentist here: www.nhs.uk/Service-Search.

You may have to pay for dental treatment. The NHS Low Income Scheme (LIS) may provide partial help with the cost of your dental care, find out more here:

www.nhs.uk/using-the-nhs/help-with-health-costs



Opticians

The NHS recommends that you should get your eyes tested every two years. Opticians test for eye abnormalities and will tell you if you need glasses. You may be able to get help with the cost of appointments, find out more here:

www.nhs.uk/using-the-nhs/help-with-health-costs

Sexual health services

Sexual health services cover everything from contraception and STI testing to unplanned pregnancy advice. The services are there to help you no matter what your sexuality:

Conifer Sexual and Reproductive Health Services, 4th Floor, Wilberforce Health Centre, Story Street, Hull, HU1 3SA. You can call on 01482 247111 or text **CONIFER** to **61825**.

www.conifersexhealth.co.uk

MESMAC, 15 Freetown Way, Hull, HU2 8JQ. You can call them on

01482 291190 or

www.mesmac.co.uk

(Please note – these are not free phone numbers)

Healthy relationships

Controlling or threatening behaviour can be physical, sexual, emotional, financial or psychological. If your relationship doesn't feel right, it may be time to end it. If you're worried contact the following local services:

Hull Domestic Abuse Partnership (DAP):
01482 318759

DAP Male Victim Support:
01482 613978

Hull Women's Aid: 01482 446099

Preston Road Women's Centre:
01482 790310

Strength to Change - Working with Perpetrators of Domestic Abuse:
01482 613403

Stopping smoking

If you're ready to stop smoking contact the Hull stop smoking service on 01482 977617 or text 01482 977617 (text message rates apply) for free advice and support to quit for good. You can get daily support and information from the Hull stop smoking service and they can even help you quit online.

Find out more here:
Hullstopsmoking.co.uk

Hull ReNew

Drug and alcohol support services

Hull ReNew is a free and confidential drug and alcohol service offering:

- Prevention and early intervention
- Dedicated alcohol team
- Harm reduction support
- Recovery coordination
- Family support and parenting programmes
- Inpatient detoxification and residential rehabilitation
- Group work, aftercare and recovery support

Contact ReNew directly on 01482 620013 or earlyhelp.hull@cgl.org.uk

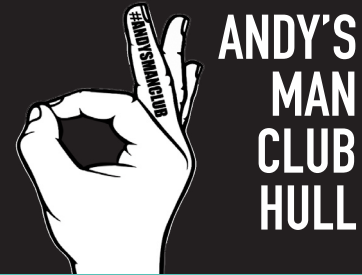
Mental Health Services in Hull

Let's Talk...
Depression & Anxiety Services Hull

You can contact **Let's Talk** for help with lots of mental health and wellbeing issues, like depression, anxiety, stress and low mood. Contact them on **01482 247111** or visit: www.letstalkhull.co.uk

Andy's Man Club support men, promoting that #itsokaytotalk. They meet every Monday at 7pm at Airco Training Centre, Goulton St, Hull, HU3 4DL (except on bank holidays). It is free to attend. Find them on Facebook to find out more: www.facebook.com/Hullandysmanclub

Andy's Man Club also run a women's group – contact them to find out more.



SAMARITANS

The Samaritans is there for anyone who needs to talk. You can call them **24 hours a day, 7 days a week** on **116 123** for free from landlines and mobiles. Find out more at: www.samaritans.org



HEY Mind can help you access mental health support, and can help if you're not sure where to go for help.

Call them on 01482 240200 or visit: heimind.org.uk



For support with eating disorder recovery and treatment contact Evolve by calling **01482 247111** or visiting: www.chcpcic.org.uk



(for under 18 year olds)
If you are under 18 years old, but over 16 years old and need support with your mental health you can contact **CAMHS** yourself on **01482 303688**. Visit: camhs.humber.nhs.uk to find out more.



You can contact MHRS for support with complex mental health issues or mental health crisis on **01482 301701**. They will be able to offer a mental health assessment and ongoing support.



Having good mental health helps us relax more, achieve more and enjoy our lives more. There are simple things we can all do to look after our mental health and wellbeing.

We all experience times when we're struggling or not coping as we might like, or where our circumstances and life events make things extremely difficult and challenging. It's part of life, and sometimes it's OK to not be OK.

Our mental health is not fixed, it's fluid, and it can be affected by our life experiences, events and circumstances.

Just like your physical health, there are things you can do to look after your mental health and wellbeing, no matter who you are or how you're feeling.

- **Increase helpful activity:** low mood can stop us doing important or enjoyable activities. Try listing these things and doing some each day. Start with easier ones and, as you progress, your mood should improve.
- **Challenge unhelpful thoughts:** the way we think affects the way we feel. Try to change the way you think about certain situations and your reaction to unhelpful thoughts.
- **Talk to someone:** trusted friends, family and colleagues, or contacting a helpline, can help us when we are struggling.
- **Get better sleep:** low mood can make us feel tired. Tiredness can also have a bad impact on our mood. Search 'Every Mind Matters' for more advice on improving sleep.
- **Be kind to yourself:** try to break big tasks down into manageable chunks, and do not try to do everything at once. Give yourself credit when you complete each bit.
- **Healthy living:** being active, cutting back on alcohol and making sure we have a healthy balanced diet can help boost our mood, and help our wellbeing.

Helping support other people

About 1 in 4 people experience mental health problems each year. Most of us know a friend, colleague or family member who has struggled with their mental health.

- Here are some ways you can help:
- **Express concern and say you can help:** letting someone know you're worried is a good way to open up a conversation – it shows you care about the person, have time for them and that they do not have to avoid things with you.
 - **Reassure them:** the first time someone mentions their worries is a big step. It's good to recognise this and reassure them. Let them know you're there to listen when they need to talk.
 - **Offer your time to listen:** listening is an important skill. Ask open questions that start with "how", "what", "where" or "when". This can help people open up.
 - **Act as you usually do together:** do what you usually do – behaving differently can make someone feel more isolated. Do not be afraid to offer kind words or physical contact. A hug can help a lot.
 - **Be patient:** you will not always know the full story. There may be reasons why they have found it difficult to ask for help. Just being there can be helpful for someone who may want to open up later.
 - **If they do not want support:** gently explore their reasons for not wanting to get support. If they are unsure whether to get help, just talking and listening without judgement could help work out what's getting in the way.
 - **Do not force it:** do not force someone to talk to you or get help, and do not go to a doctor on their behalf. This may lead to them feeling uncomfortable, with less power and less able to speak for themselves.
 - **Look after yourself:** it can be upsetting to hear someone you care about in distress. Be kind to yourself and take some time to relax or do something you enjoy.
 - **Offer practical help:** little acts of kindness – like offering to do the shopping, looking after children or pets, or offering to go to professional appointments with the person you're helping – can help. Find out what works for them.

For more information and advice, including around dealing with anxiety, stress and problems sleeping search Every Mind Matters.

- ### Quick Contact Numbers
- Let's Talk:** 01482 247111
 - Evolve:** 01482 247111
 - Samaritans:** 116 123
 - Mind:** 01482 240200
 - Camhs:** 01482 303688
 - Mental Health Response Service (MHRS):** 01485 301701

