

**Emergency**  
**Call 999**

Chest pain Severe Breathing Difficulties Loss of Consciousness Facial/Limb weakness Heavy Bleeding Facial swelling & rash Extensive burns  
Poisoning/Overdose Spinal/Head Injury/Trauma

**Urgent Care Centre**  
**Urgent But Not Life Threatening**

Eye Injuries Severe Pain Limb injury/possible fracture Burns

**GP Surgery**  
**For Symptoms that don't go away**

Unwell child/elderly with fever Diarrhoea/constipation Severe rash Pregnancy pain/bleeding Pain Visual disturbance Patient/Carer concern  
Ear/eye infection psychological distress Cut/laceration Urinary symptoms Headaches

**Pharmacy**  
**Feeling unwell needing advice**

Minor skin ailment Stomach upset Aches/pains Vulval/Vaginal irritation Uncomplicate UTI in women Shingles Conjunctivitis

**Call NHS 111**  
**Feeling Unwell, need help fast, but not an Emergency**

**Self – Care**  
**For common ailments**  
Sore throat Cough/Cold Hangover