**FINDING YOUR WAY – Dolphins Practice, Haywards Heath**

**Many problems can be dealt with better and more quickly by another healthcare professional…**

**PHARMACY – Need help with a minor ailment?**

* Such as coughs, colds, sore throats, conjunctivitis (over 1 year old), nappy rash, hay fever, minor rashes/eczema/dry skin, athletes foot, pain relief, head lice, worms, insect bites, constipation, emergency contraception, and mouth ulcers or cold sores then contact or visit your local pharmacy

**LIVI- Need an online/video GP appointment?**

* Free NHS service. Book a GP appointment up to 7 days in advance. GP’s can offer medical advice, do prescriptions and referrals if necessary
* Visit [www.livi.co.uk](http://www.livi.co.uk) with details on how to book appointment

**PHYSIO- Need help with musculoskeletal problems such as muscle or joint pain?**

* You can self-refer to physiotherapy for joint and muscle conditions though the following website; <https://www.sussexmskpartnershipcentral.co.uk/self-referral/>
* OR – book and appointment with one of our physiotherapists at Dolphins Practice (Matt and Maggie)

**COMMUNITY SERVICES – Need help at home or district nurses input?**

* Services include; health visitors (working with families and young children), school nurses, community teams (supporting vulnerable and elderly people to live well and safely at home), carer support, district nurses, community rehabilitation and admission avoidance
* Please visit [www.sussexcommunity.nhs.uk](http://www.sussexcommunity.nhs.uk) or call 01273 696011 for more information or to self-refer

**WELLBEING SERVICES- Need help with weight, diet, and lifestyle issues?**

* Support for weight loss, diet, alcohol reduction (less than a bottle of wine a day or equivalent), prediabetes, and exercise
* Contact the team on this number 01444 477191 (Monday to Thursday 9am – 5pm), Friday 9am-4pm) or visit <https://midsussex.westsussexwellbeing.org.uk> for more information and to self-refer

**COUNSELLING/TALKING THERAPIES- Need to talk to someone about your mental health?**

* Talking therapies service who offer a free and confidential service to people aged 18+. Able to help with anxiety and worry, depression and low mood, stress, panic attacks, phobias, PTSD, OCD, sleep problems and self-esteem and confidence issues
* Available via self-referring through the website ([www.sussexcommunity.nhs.uk/ttt](http://www.sussexcommunity.nhs.uk/ttt)) or call 01444 251084. Open 9am-5pm Monday to Friday
* If you need urgent help with your mental health (feeling suicidal or feel at risk of harming yourself) then please attend your local A&E department

**CGL – DRUG AND ALCOHOL WELLBEING NETWORK – Need help with reducing your alcohol or drug consumption?**

* Contact and self-refer to CGL by calling 0330 128 1113 or email westsussex.contact@cgl.org.uk

**OPTICIAN- Need help with routine eye or visual symptoms?**

* Eye conditions such as dry eyes, itchy, watery and sore eyes, eye strain.
* Visual changes over a long period of time

**URGENT EYE CLINIC – Need urgent help with your eyes or vision?**

* Sudden onset red/ painful eye, sudden loss of vision, sudden floaters and/or flashing lights, any eye trauma
* Attend walk in urgent eye clinic at Royal Sussex County Hospital – open 24/7 (Eye - accident and emergency services - Sussex Eye Hospital - NHS (www.nhs.uk))

**DENTIST- Need help with your teeth or mouth?**

* Any condition involving your teeth mouth, including suspected infections. The NHS website has a list of NHS dentists ([Dentists near Haywards Heath - NHS (www.nhs.uk)](https://www.nhs.uk/service-search/find-a-dentist/results/Haywards%20Heath?latitude=50.99594053397496&longitude=-0.10055789626459814)). For urgent dental conditions – call 111

**MIDWIVES/ANTENATAL CLINIC- just found out that you are pregnant?**

* Self-refer to antenatal team- <https://www.bsuh.nhs.uk/maternity/your-pregnancy/book-care-us>

**MINOR INJURIES DEPARTMENT- Need help with a minor injury?**

* Minor injuries departments at QVH (East Grinstead) - 8am-8pm 7 days a week ([MIU (qvh.nhs.uk)](https://www.qvh.nhs.uk/our-services/minor-injuries-unit/)), Lewes Hospital 8am-8pm 7 days a week. Walk in service ([lewes-miu-conditions.pdf (sussexcommunity.nhs.uk)](https://www.sussexcommunity.nhs.uk/images/services/lewes-miu-conditions.pdf))
* Minor injury departments are for the assessment and treatment of a wide range of injuries and ailments in both adults and children

**URGENT TREATMENT CENTRE – Need help with something more urgent?**

* Based in Lewes 8am-8pm, 7 days a week [Urgent Treatment Centre (UTC) at Lewes Victoria Hospital (sussexcommunity.nhs.uk)](https://www.sussexcommunity.nhs.uk/services/urgent-treatment-centre-utc-at-lewes-victoria-hospital/109005) and Crawley, 24 hours a day, 365 days a year ([Urgent Treatment Centre (sussexcommunity.nhs.uk)](https://www.sussexcommunity.nhs.uk/services/urgent-treatment-centre/109069)). You do not need to book an appointment. Suitable for adults and children
* Treatment for most injuries of illnesses that are urgent but not life threatening. For example, sprains and trains, broken bones, minor burns and scalds, minor head injuries, bites and stings

**A&E- Need help with something life or limb threatening?**

* Royal Sussex county Hospital and Royal Alexander Children’s Hospital (Brighton), Princess Royal Hospital (Haywards Heath)
* For medical emergencies (e.g. choking, severe bleeding, chest pain, collapse, severe shortness of breath)

**111- Need telephone advice but not sure where to go?**

* Non-emergency telephone advice 24 hours a day, 365 days a year. Free to call