

Worried about your health? Feeling poorly? Unsure where to go?

Check out our A – Z symptom checker and sign- poster

Life-threatening conditions

Anaphylactic shock (severe allergy)	999
Bleeding from any sources – heavy or prolonged	999
Breathlessness, severe/stopped breathing, colour change	999
Burns or scalds, severe	999
Chest pain, suspected heart attack	999
Choking	999
Drowning	999
Fits, seizure	999
Lacerations (deep)	999
Meningitis (suspected)	999
Paralysis (inability to move)	999
Stroke, suspected (sudden weakness of arms, legs or inability to speak properly)	999
Unconscious	999

Emergency conditions

Abdominal pain, severe, sudden	A & E
Blindness, sudden	A & E
Breathlessness, moderate to severe	A & E
Broken bones	A & E
Floppy, unresponsive baby	A & E
Head injury with any symptoms (loss of consciousness, vomiting, drowsiness)	A & E
Lethargic (drowsy) feverish child	A & E
Nose bleed (not stopping after 30 minutes)	A & E
Overdose of medication/poisoning (accidental or incidental)	A & E
Swallowed sharp or long object	A & E

Other symptoms/conditions

A

Abdominal pain	GP
Abuse concerns/child/adult	S Services
Acid reflux	Pharmacy
Acne	Pharmacy
Advice	NHS 111
Aids to help living at home	S Services
Allergies	Pharmacy/ GP
Anxiety	Self-refer counsellor
Athletes foot	Pharmacy

B

Baby and child growth and development	HV
Bad breath	Dentist
Bedwetting (child)	Sch Nurse
Behaviour problems in under 5's	HV
Benefits help and advice	Cit Advice/ S Services
Bleeding from rectum (back passage)	GP
Bleeding from vagina	GP
Blood in urine	GP

Bottle/breast feeding issues	HV
Breast lumps	GP
Bruising, unexplained	GP

C

Catarrh	Self-care/ pharmacy GP
Change in bowel habit	
Chest infection (persistent, fever, difficulty breathing, bloody sputum)	GP
Chickenpox	Self-care
Chiropody (feet)	Self-refer
Cold sores	Pharmacy
Colic (baby)	HV
Common cold	Self-care/ pharmacy
Conjunctivitis	Pharmacy
Constipation in adult with no other symptoms	Pharmacy
Constipation in child	

	HV/ Sch Nurse
Contraception (emergency)	Pharmacy
Cough	Self-care/ pharmacy

Cough for more than 3 – 4 weeks	GP
Coughing up blood	GP
Counselling	Self-refer counsellor

Crabs (pubic lice)	Self-refer STD Clinic
	Pharmacy

Cystitis

D

Dandruff	Self-care/ pharmacy
	GP
Deafness, adult, sudden	GP
Deafness in children	HV/ Sc Nurse

Dental problems	Dentist
Depression/low mood	Self-refer counsellor

Dermatitis	Pharmacy
D & V (stomach bug)	Self-care/ pharmacy

Diarrhoea, bloody	GP
Difficulty swallowing	GP
Dizziness	GP

E

Earache	Pharmacy
Ear wax	Self-care/ pharmacy

Eczema	Pharmacy
Eczema, infected/inflamed	GP
Erection problems	GP
Eye infection	Pharmacy

F

Flu/viral illness	Self-care/ pharmacy
	FPC/PN
Family planning	Cit Advice
Financial and debt problems	Cit Advice
Food poisoning	Self-care
Fungal infections	Pharmacy

G

Gastroenteritis Self-care
 Genital warts Self-refer STD Clinic
 Grazes (abrasions) Self-care
 Gum disease Dentist

H

Hangover Self-care
 Hay fever Pharmacy
 Haemorrhoids (not bleeding) Pharmacy
 Herpes (genital) Self-refer STD Clinic
 Headache Pharmacy
 (GP if persistent)

Head lice Pharmacy
 Heartburn Pharmacy
 High blood sugar GP/Diabetic
 Specialist Nurse
 Hives GP
 Hoarseness longer than 3 weeks GP

I

Impetigo Pharmacy/GP
 Impotence GP
 Indigestion Pharmacy
 Infected eczema GP
 Irritable bowel syndrome Pharmacy/GP
 Itching Self-care/pharmacy

J

Jaundice (yellow skin) GP
 Jaw joint pain Dentist

K

Kidney infection (eg loin pain, high temperature, vomiting) GP

L

Loss of weight (unintentional) GP
 Low mood Self-refer counsellor
 Lumps, hard, irregular shape, fixed in position, increase in size GP

M

Migraine Pharmacy but GP
 if persistent and/
 or severe
 Moles, changing in appearance GP
 Morning after pill Pharmacy
 Mouth ulcers Pharmacy
 Mouth ulcers longer than 3 weeks GP/Dentist

N

Nasal congestion Pharmacy
 Night sweats GP
 Nipple discharge/rash GP
 Nose bleeds Self-care but A & E
 for active bleeding
 not stopping

O

Obesity (excessive weight) Self-care
 Obsessive Compulsive Disorder (OCD) Self-refer counsellor

P

Pain at night affecting sleep GP
 Palliative care GP/DN/Macmillan
 Nurse
 Palpitations GP
 Panic attacks Self-care counsellor
 Parenting support Health visitor
 Period problems GP

Phobias Self-refer counsellor
 Pregnancy related symptoms Midwife/GP

Q

Quitting smoking Self-refer

R

Rashes GP
 Rectal bleeding GP
 Respite care Social Services
 Ringworm Pharmacy

S

Safeguarding concerns Social Services
 Scabies Pharmacy
 Sexually Transmitted Disease (STD) Self-refer STD Clinic
 Shingles GP
 Shoulder injuries GP
 Sinusitis Pharmacy
 Skin lesion, changing GP
 Sleep disturbance GP
 Sore throat (GP if persistent) Self-care/pharmacy
 Stress Self-refer counsellor
 Stye Pharmacy
 Suicide risk/self-harm GP
 Sunburn (adult) Self-care/pharmacy
 Sunburn (child) GP/Children's A & E
 Swallowing difficulty GP
 Sweating at night GP

T

Teeth grinding Dentist
 Threadworms Pharmacy
 Thrush Pharmacy
 Tiredness, excessive, prolonged, without obvious reason GP
 Tonsillitis Pharmacy
 Toothache/tooth abscess Dentist

U

Unable to pass urine at all GP
 Unsure of what to do NHS 111
 Urine infection in men GP
 Urine infection (uncomplicated) in women Pharmacy
 Urticaria GP

V

Vaginal bleeding GP
 Verruca Pharmacy
 Vertigo GP
 Viral illness Self-care
 Visual problems Optician (same day)
 Vomiting Pharmacy

W

Warts, genital Self-refer to STD
 Clinic
 Warts, rest of body Pharmacy
 Weight loss, unintentional GP
 Wheezing GP
 Wind (flatulence) Pharmacy

X

X-ray – think you may need one Urgent Care Centre
 for review

Y

Yellow fever vaccination Yellow Fever Centre
 (ask at reception)

Z

Zzz ... zzz ... sleep problems Pharmacy