Health advice and information from NHS Direct
Now there are even more ways you can get advice and information from NHS Direct.

Feeling ill? Not sure what to do?

Look in the NHS Direct self-help guide at the back of your Thomson Local directory. It covers the most common adult and child health problems.

A ‘body key’ will help you identify your symptoms, then by answering simple step by step questions, you’ll be advised what to do for the best.

An extended version of the NHS Direct self-help guide, covering even more adult and child health problems, is available at www.nhsdirect.nhs.uk.

If you want to speak to a health professional, telephone NHS Direct for confidential health advice. You can call at any time of the day or night on 0845 4647.
you can get confidential health
Direct 24 hours a day.

After assessing the problem, an NHS Direct
nurse may tell you how you can look after
yourself at home, or recommend seeing a
pharmacist (chemist).

If it's something more serious, you may
be advised to see your local doctor
or go to hospital. If the problem is
very serious, the nurse can call out
an ambulance on your behalf.

Calls to NHS Direct are charged at
BT local rates. Other telephone service
providers, including mobile operators,
may charge different call rates. For
patients' safety all calls are recorded.
NHS Direct and your GP

NHS Direct is now working in partnership with GP practices in some areas of the country.

This means that if you contact your doctor in the evenings or at weekends, when the practice is closed, NHS Direct may handle your call.

If necessary, NHS Direct can put you in touch with a doctor or another health professional.
Looking for health information?

If you want to find out more about different conditions and treatments, get information on looking after yourself, or need details of the nearest doctors, pharmacists, dentists and support groups, NHS Direct can help.

Try the NHS Direct Online website at www.nhsdirect.nhs.uk

OR

Go to the new NHS Direct Interactive service on digital satellite TV. Simply press the ‘INTERACTIVE’ button on your remote control and scroll down the menu to ‘NHS Direct Interactive’ and press the ‘SELECT’ button.

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Telephone NHS Direct for confidential health information. You can call at any time of the day or night on 0845 4647.
Remember – there are now 4 ways you can use NHS Direct

1. **NHS Direct self-help guide**
   At the back of your Thomson Local directory

2. **NHS Direct Online website**
   www.nhsdirect.nhs.uk

3. **NHS Direct Interactive on digital satellite TV**
   Press the INTERACTIVE button on your remote control

4. **NHS Direct telephone service**
   Call 0845 4647.

If English is not your preferred language, you can choose to use a confidential interpretation service. Simply say the language you wish to use when your phone call is answered by NHS Direct staff.

For deaf people and those hard of hearing, a textphone service is available on 0845 606 4647.