



# Slough Urgent Care Centre





- **Winter is always an incredibly busy time for our local NHS services and we are already seeing increased demand across our General Practice teams, hospitals and community health services.**
- **To ease these pressures and ensure that those in most urgent need can access services quickly, it's important to make the right choice when feeling unwell. Using services wisely can help all people receive the best care without unnecessary delays.**



## Make the Right Choice

### Make the right choice



Treat minor issues at home

Sore throat, minor cuts and grazes, hangovers, headaches



Frimley Healthier Together app or website - advice for unwell children: [frimley-healthiertogether.nhs.uk](http://frimley-healthiertogether.nhs.uk)



See a pharmacist - For medical advice or medicines for things like coughs, colds, tummy upset, rashes, aches and pains



Speak to your GP Practice

Persistent symptoms and ongoing conditions



NHS 111

Not sure where to go or what to do? Visit [111.nhs.uk](http://111.nhs.uk) or call 111



Local Minor Injuries Unit - Sprains and strains, suspected broken limbs, minor scalds and burns and head injuries



Mental health services

for urgent help for your mental health visit [111.nhs.uk](http://111.nhs.uk) or call 111



**Download the NHS App to:** order repeat prescriptions, view your health record and NHS number, get health advice, view and manage vaccinations, book appointments and more



**For serious or life threatening emergencies only, like choking or chest pain go to A&E or call 999**





## Slough Urgent Care Centre

- **Frimley Health and Care has launched a service ready for winter located in , to increase access to same day urgent care**
- **The service provides more primary care appointments for Slough residents**
- **Open seven days a week, from 8am – 8pm**
- **Located in Priors Close, Slough**
- **Call your local General Practice or 111 for an appointment.**
- **You may also be redirected to this service if you attend A&E.**
- **A number of walk-in appointments are also available however, booking is strongly recommended to avoid long waiting times as those with urgent clinical needs will be prioritised.**



## Minor Illness- What is it?

**Minor illness tends to refer to common illnesses that can be dealt with at home (self care), with advice from a pharmacist or supported by general practice.**

Minor illnesses include conditions such as the following:

- Coughs and colds, including blocked nose (nasal congestion) and sore throats
- Hay fever, dry eyes and allergies (including rashes, bites and stings)
- Aches and pains, including earache, headache, migraine, back pain and toothache
- Vomiting, heartburn, indigestion and diarrhoea
- Period pain, thrush and cystitis



## Slough Urgent Care Centre



From November, patients who are registered with a practice in Slough, and need urgent care, will be able to book a same day appointment through their General Practice teams.



**Available**  
7 days a week  
8am - 8pm



**Address**  
Priors Close,  
Slough,  
SL1 2BQ



A number of walk in appointments are available



Cases are prioritised by urgency. If you choose to walk in the wait will likely be longer.



# Winter Campaign





## Get winter ready

Frimley Health and Care



## Get winter ready



It's important that we all make the right choice when we or someone we care for needs help with their physical or mental health. This winter get to know the services available to you.



Look out for those who may need a bit of extra help over the winter including older neighbours, friends and family members.



Keep a well-stocked medical cabinet. This could include: pain killers, rehydration mixture, indigestion remedies, cold and flu remedies and a first aid kit.



Seasonal flu and COVID-19 vaccinations help protect you and others. If you're at higher risk of getting seriously ill from these illnesses or if you care for someone who is at risk, take up the free vaccination offer.



If you or someone you care for has a long term condition its important to take your medication as prescribed, order your repeat prescriptions on time and ensure you attend your regular reviews with your healthcare team.



Staying warm is a key part of looking after yourself this winter, its vital you heat your home to 18 degrees Celsius.



Have enough warm clothing ready; hats, scarves and gloves and several thinner layers work best. Know where these are before you need them.



Get to know the weather - check it regularly so you can be prepared for what is coming up.



If at any time you are feeling unwell, stay home, keep warm and seek advice from the appropriate health service. If you are worried about heating your home, seek advice from your local council.







## Tips on looking after yourself and others this winter

Frimley Health and Care

### Tips for looking after yourself and others this winter

- It's important that we all make the right choice when we or someone we care for, needs help with their physical or mental health. Make sure you know the services available to you.
- Look out for those who may need a bit of extra help over the winter including older neighbours, friends and family. Make sure they are stocked up with enough food and medication for a few days, in case they cannot go out.
- Keep a well-stocked medical cabinet. This could include: pain killers, rehydration mixture, indigestion remedies, cold and flu remedies and a first aid kit.
- Seasonal flu and COVID-19 vaccinations help protect you and others. If you're at higher risk of getting seriously ill from these illnesses or if you care for someone who is at risk, take up the free vaccination offer.
- Staying warm is a key part of looking after yourself this winter, its vital you heat your home to 18 degrees Celsius. If you are worried about heating your home, seek advice from your local council.
- For those with ongoing conditions, its important to take medication as prescribed. Order repeat prescriptions on time, always check your cupboards and only order what you need.
- Get to know the weather - check it regularly so you can be prepared for what is coming up. Ice, snow and falling leaves can increase the risk of trips and falls. Sensible footwear can help, but be aware of your surroundings.
- Ensure there is plenty of warm clothing ready if you or others need to leave the house; hats, scarves and gloves and several thinner layers work best.

If at any time you are feeling unwell, stay home, keep warm and seek advice from the appropriate health service.

**STAY WELL THIS Winter**



# Winter Communications

## Tips for looking after your lungs and heart this winter

Frimley Health and Care  

### Tips for looking after your lungs and heart this winter

-  Understanding your condition, triggers and symptoms can help you stay well and know when to seek help. If unsure, ask your healthcare team for advice and information.
-  Washing your hands regularly, staying away from people who are unwell and keeping your equipment clean is the best way to avoid germs and stay well.
-  Knowing when to take your medication and how to properly use your equipment is vital for keeping you well. If you have questions talk to your healthcare team.
-  Give yourself the best protection by getting your free vaccinations. You should be contacted by your healthcare team.
-  Move regularly, wear layers, have hot meals and warm drinks and keep your home heated to 18 degrees Celsius.
-  Looking after your mental health is just as important as looking after your physical health. Stay connected, talk to family and friends, keep moving and seek help if you are feeling down.
-  Cold temperatures cause your heart and lungs to work harder. Check the weather and wrap up with layers, a hat and scarf. If it is particularly chilly, ask yourself do you need to go out?
-  If you are in crowded, enclosed spaces or on public transport you may wish to wear a mask and carry hand sanitiser.

 If at any time you are feeling unwell, stay home, keep warm and seek advice from the appropriate health service. If you are worried about heating your home, seek advice from your local council.

**Stay well this Winter**





# Winter Communications

## Support your mental wellbeing this winter

Frimley Health and Care  

### Support your mental wellbeing this winter

 Regular exercise is good for your body and mind. The cold weather doesn't mean you are stuck inside. Bundle up and go outside to take a walk and get some fresh air and necessary Vitamin D.

 Stay connected, meet up or talk to family and friends and accept invitations you get to social events even if you only go for a short period.

 A healthy diet will boost your mood, give you more energy. Balance your craving for carbohydrates, such as pasta and potatoes, with plenty of fresh fruit and vegetables.

 Looking after your mental health includes taking care of your physical health. Keep up with your regular dental visits, primary care visits, and any other ongoing wellness appointments.

 Practicing meditation or mindfulness for just 10 minutes a day can improve symptoms of depression and anxiety. Other activities such as yoga, listening to your favourite song, or taking a quiet walk can also be beneficial.

 Poor sleep can have a negative impact on your mental health. Try and maintain good sleep habits like going to bed and getting up at fixed times. For more sleep hygiene tips visit the NHS website.

 The winter months may have you feeling more isolated, demotivated, or stressed. If you are struggling and think you need help and support visit: [frimleyhealthandcare.org.uk/mentalwellbeing](https://frimleyhealthandcare.org.uk/mentalwellbeing)

 If you or someone you know need help for a mental health crisis or emergency please call 999 or contact Samaritans on 116 123 who are there to listen

**STAY WELL THIS Winter**





## Winter Communications Caring for Children

Frimley Health and Care

### Caring for children

**Healthier Together**  
Improving the health of babies, children and young people throughout Frimley

It can be extremely stressful when your child is unwell. We know that there is a huge amount of information available at your fingertips, [frimley-healthiertogether.nhs.uk](https://frimley-healthiertogether.nhs.uk) provides clear and accurate information.

It can be tricky deciding whether or not to keep your child off school, nursery or playgroup when they're unwell. For guidance visit : [frimley-healthiertogether.nhs.uk/child-unwell-ok-go-nurseryschool](https://frimley-healthiertogether.nhs.uk/child-unwell-ok-go-nurseryschool)

Keep a well-stocked medical cabinet with items suitable for children. This could include: pain killers, rehydration mixture, cold and flu remedies and a first aid kit.

It's important that we all make the right choice when we or someone we care for needs help with their physical or mental health. This winter get to know the services available to you before you need them.

One of the best ways to protect your child this winter is to make sure they have all of their vaccinations at the time they are recommended including the children's flu vaccine.

Rates of Respiratory Syncytial Virus (RSV) peak in the winter months and can cause Bronchiolitis in young children. For more information visit: [frimley-healthiertogether.nhs.uk/bronchiolitis-and-rsv](https://frimley-healthiertogether.nhs.uk/bronchiolitis-and-rsv)

Ensuring children stay warm is key winter, its vital you heat your home to 18 degrees Celsius. Wear appropriate clothing if you need to go outside and keep an eye on the changing weather.

Understanding your child's condition, triggers and symptoms can help them stay well. Get to know when to seek help. If unsure, ask your healthcare team for advice and information.

**!** If at any time you are feeling unwell, stay home, keep warm and seek advice from the appropriate health service. If you are worried about heating your home, seek advice from your local council.

**STAY WELL THIS**  
*Winter*



# General Practice Access





### Here to help your GP practice team

- Contact us online, on the phone or in person
- Appointments 8am-8pm and at weekends
- Contact NHS 111 out of hours or if you are unsure







## Here to help your GP practice team

- Improved phone systems, reducing waiting times and offering call backs
- Larger team of healthcare professionals there when you need them
- Contact NHS 111 out of hours or if you are unsure





<https://www.frimleyhealthandcare.org.uk/your-health/choose-the-right-service/>