

Know where to go if you need medical advice, but it's not an emergency.



Pharmacy

Your local pharmacy is a first port-of-call for minor health concerns. Pharmacists are experts in medicines and can help with lots of illnesses, from skin rashes to earaches and flu. Many pharmacies open late and offer private consultations, no appointment needed.

Your GP

Call your GP practice or visit their website to make an appointment for an illness or injury that won't go away, or access your GP's **out of hours service**.

NHS 111 (24/7)

Call NHS 111 FREE for urgent medical advice, or access the service online at 111.nhs.uk.

If NHS 111 advise that you attend the Emergency Department, ask them if they can book you an appointment.

Richmond Urgent Treatment Centre

(8am-8pm, every day)

The Richmond Urgent Treatment Centre (UTC) at **Teddington Memorial Hospital** is for when you need urgent medical attention, but it's not a life-threatening situation.

The service is run by nurses and other healthcare professionals, supported by a GP.

Contact your current healthcare team

If you are already receiving care or treatment from a particular healthcare team, contact them first to see if they can help.

Healthier Together children's health website

Created by experts, Healthier Together is a new website in south west London which provides pregnant people, parents and carers with trusted information on common childhood illnesses.

Visit www.swlondon-healthiertogether.nhs.uk.

Mental health support (24/7)

If you live in Kingston, Merton, Richmond, Sutton and Wandsworth and you need mental health support in a crisis you can call our **24/7 Mental Health Crisis Line** on **0800 028 8000**.

The Mental Health Crisis Line offers emotional support and advice to people who are affected by urgent mental health issues, at any time of the day or night. It is open to children and adults of all ages, and to people who haven't previously accessed mental health services.

If you are in a mental health crisis or need urgent support you can also go to:

- www.mind.org.uk
- www.samaritans.org
- www.good-thinking.uk/urgent-support

Connected Kingston

If you need to access community support, visit www.connectedkingston.uk.

Connected Kingston is run by the Royal Borough of Kingston Council and Kingston Voluntary Action, and is dedicated to helping Kingston residents navigate local services.

Warm Spaces

Kingston Council and Richmond Council have opened a network of warm spaces this winter, in partnership with the voluntary and community sector. To find your nearest warm space, search online for 'Kingston warm spaces' or 'Richmond warm spaces'.