NHS
Somerset
NHS Foundation Trust

Get the **right care, closer to home in Frome**

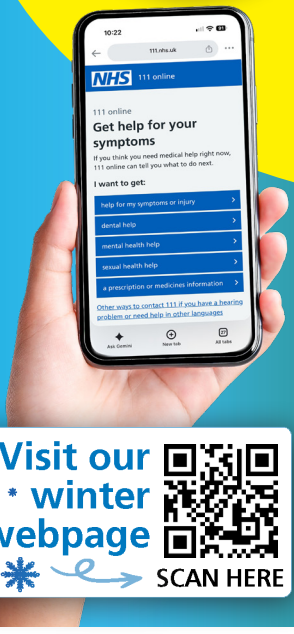
Stay Well This Winter

Choosing the right NHS service helps you get the care you need quickly and ensures emergency services are available for those who need them most.

If you're not sure which service is right for you, **contact NHS 111 first:**

Online: 111.nhs.uk **Call: 111**

NHS 111 is available 24/7, and can assess your symptoms and direct you to the most appropriate service, including booking a slot at an Urgent Treatment Centre, pharmacy, GP service or emergency department if needed. They can also advise on current opening times and waiting information.



*Visit our winter webpage

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NHSquicker

www.nhsquicker.co.uk

You can also use the NHSquicker website or app to find the right NHS service near you. It uses your symptoms and location to help you decide where to get care.

Start local this winter

Frome Urgent Treatment Centre (UTC)

Before attending Frome UTC, visit 111.nhs.uk or call 111.

Frome Community Hospital: 01373 454770

Open seven days a week, 8am to 9pm, last UTC patient admitted at 8pm. Opening hours may vary, so always call 111 for advice before attending. **X-ray services:** Monday to Friday: 9am to 4pm

What can the UTC help with? The UTC can assess and treat a wide range of urgent but non-life-threatening conditions, including:

- Sprains and strains
- Suspected broken bones
- Cuts and wounds
- Minor burns and bites
- Minor head injuries
- Chest infections
- Throat infections
- Eye infections
- Urinary infections
- Emergency contraception.

What to do when you arrive? If you arrive at an urgent treatment centre without calling NHS 111 first

You should use a digital check-in screen in the waiting area to answer a short, guided series of questions about your symptoms and the reason for your visit. If you have an appointment booked by NHS 111, please go straight up to the desk.

In an emergency

Call 999 or go to your nearest ED / A&E at Musgrove Park Hospital, Taunton, or Yeovil Hospital immediately if someone has:

- Signs of a heart attack
- Signs of a stroke
- Severe breathing difficulties
- Lost consciousness
- Serious injury or major trauma
- Any life-threatening illness or injury.

Pharmacy First Your local pharmacy in Frome and the surrounding area can provide advice and treatment, including prescribing antibiotics, for many common conditions without the need for a GP appointment.

Pharmacists can help with:

- Sore throat
- Earache
- Sinusitis
- Impetigo
- Shingles
- Infected insect bites
- Some urinary tract infections.

You can find a list of local pharmacies by visiting:

www.nhs.uk/nhs-services/services-near-you/

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Urgent Dental Care - If you need urgent dental treatment: Monday to Friday: 8.30am to 8pm, Weekends and Bank Holidays: 8.30am to 6pm.

Call NHS 111 or contact the Dental Advice Line: 0300 123 7691

Acute Community Eyecare Scheme (ACES) - If you need urgent eye care advice or care, you can use the Acute Community Eyecare Scheme (ACES) and contact the following local opticians direct, for immediate advice or a free NHS assessment:

Boots Opticians
3 Cheap Street, Frome, Somerset
01373 462031

Specsavers Opticians
19 Westway Centre, Frome, Somerset
01373 451180

Eyetech Opticians
25 Market Place, Frome, Somerset
01373 462573

O'Toid Opticians
5 The Bridge, Frome, Somerset
01373 467467

Your GP practice - Your registered GP practice in Frome and the surrounding area has a team of health professionals who can help with different health needs. This may include nurses, pharmacists, physiotherapists and other healthcare professionals. You can call or use your practice's online service.

Help with your children's health (HANDi)

If you need advice about common childhood illnesses or injuries, the free HANDi app can help. It gives trusted NHS advice and helps you decide when you can care for your child at home and when to seek medical help. Created by healthcare professionals in Somerset, HANDi offers expert support for parents and carers of babies and young children, day or night, whenever you need it.



GET IT ON Google Play

Download on the App Store

Mental health support

Free mental health support and advice for anyone in Somerset, available 24 hours a day, seven days a week. You can call:

Mindline Somerset support line **01823 276892.**

To access local drop in sessions and community groups:

www.openmentalhealth.org.uk

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Somerset Mindline

Open Mental Health

You can also access information, support and funding advice from the **Somerset Crisis Resilience Fund. www.somerset.gov.uk/care-and-support-for-adults/crisis-resilience-fund/**

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Somerset Council

There are a broad range of health and care services in the local area around Frome to help you to stay well this winter and to look after yourself and those around you.

Start local this winter