

# Support your NHS

## Your guide to helping us help you.

**This guide is for every household in Leeds,  
providing important information on supporting  
your NHS so we can take better care of you.**



# We are working hard to keep services running in a safely managed way, including support for mental health.

This means that priority will be given based on clinical urgency. If you are booked in for any treatment or an operation, your local NHS will contact you to explain the next steps, including any delays you may experience.



We are sorry if this means you have to wait longer for your treatment, we will do our best to see you as soon as we can.



We want to reassure you that we are still here for you when you need urgent or emergency care. You must continue to seek medical care if you are seriously ill or injured. We will see you in a safe, low risk environment.

# Choosing the right service for you

We want to help you choose the most appropriate service when you fall ill or get injured so that our accident and emergency departments are able to deal with the most seriously unwell people. We are counting on your support to choose the right service when you do not need emergency care.



We have created this simple guide for you.



We know at times, when faced with a situation where you or a loved one is unwell it is not always easy to understand how to get help. We have tried to keep this advice as easy as possible so you can make the right choice.

# NHS 111

If you need medical help quickly but you know it is not a life threatening emergency make NHS 111 your first port of call.

Where possible we would ask you to go online to [www.111.nhs.uk](http://www.111.nhs.uk), if you do not have access to the internet or do not feel confident using websites then please dial 111 and a fully trained advisor will help you.



## 111 online

By using NHS 111 online ([www.111.nhs.uk](http://www.111.nhs.uk)) we can keep our telephone lines available for those who may find it difficult to use online services.

# Accessing your GP practice

Your GP practice has remained open throughout the pandemic. To keep everyone safe, your initial appointment will be over the telephone or by video call. If your GP needs to see you face-to-face, you will be invited in. When arriving for an appointment, please follow all the instructions provided such as arriving on time, wearing a face covering and keeping a safe distance from others.



**It's important to be aware of any unexplained changes to your body. You should contact your GP practice if you have any cancer symptoms. This could be a lump in your breast, changes in bowel habits, blood in your pee or poo, unexplained weight loss, moles that appear to change or cough that you've had for three weeks or more. These symptoms are often caused by other, non-cancerous illnesses, but it's important to speak to your GP so they can investigate.**



# Accidents and emergencies

You should call 999 or go straight to your local accident and emergency department if you or a loved one has a life threatening or serious illness or injury.

## When to call 999 and/or attend A&E:

- Choking
- Chest pain or breathing difficulties
- Blackout, unconscious or fitting
- Severe bleeding
- Severe burns or scalds
- A serious injury
- If you think you're having a stroke



**Please help other people by avoiding calling 999 or visiting accident and emergency departments unless it really is necessary. By doing this, we can make sure people who need emergency care can get it as quickly as possible.**

# Useful services

Other services that can help you are listed below. Access to some services has changed as we try to keep everyone safe. **You may need to call ahead or be booked in for an appointment** at the walk-in centre or urgent treatment centres by another service such as NHS 111.

## Pharmacy

Pharmacists are trained medical professionals that can advise you on the best treatment for common health conditions such as colds, sore throats or tummy trouble. There's lots of pharmacies across Leeds and many have private consulting rooms.

## Urgent treatment centres

There are two urgent treatment centres in Leeds located at Wharfedale Hospital in Otley and St George's Urgent Treatment Centre in Middleton. They can treat a range of conditions including sprains and strains; broken bones; minor burns and scalds; head injuries; insect and animal bites and stings; minor eye injuries; and cuts, bruising and grazes.

## Walk-in centres

We have a walk-in centre (Burmantofts, LS9) that can help you with common conditions or injuries such as bites, stings or sprains.

Due to coronavirus, people need to be screened before accessing urgent treatment centres or the walk-in centre. The most convenient way of accessing this service is by phoning NHS 111 first or going online **www.111.nhs.uk**. They will advise you what to do and ask questions to see if you have any symptoms of coronavirus. By doing this, we can help reduce the spread of coronavirus and provide services in a safe, low risk environment.

# Supporting your NHS so we can support you

- ✓ Make sure you have your **flu jab** if you are eligible for one. If you have been invited to have one by your NHS please protect yourself and others.
- ✓ **Keeping an eye on each other** means we can keep everyone safe and healthy as possible. Look out for anyone living nearby who might need some extra help, while ensuring you follow any guidance to reduce the risk of coronavirus spreading.
- ✓ Try to **stay active** as much as possible. If you find it difficult to leave home there are exercises you can do at home.
- ✓ **Stay connected**. While we might not be able to see as many people as we would like, face-to-face, it's important we stay in touch with each other. This could be by text, FaceTime or even sending a letter or 'thinking of you' card.
- ✓ **Get involved** in volunteering from your own home through a community care hub or neighbourhood network. You could help by making befriending/welfare calls.

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If you're worried about a family member, friend or neighbour you can access support for them. If you think they need welfare support please call Leeds City Council on **0113 376 0330** (Monday to Friday, 9am to 5pm). You can find out more about other council services that are here to help you or anyone you know, such as accessing food and medicines or befriending services, by visiting [www.leeds.gov.uk/coronavirus](http://www.leeds.gov.uk/coronavirus)

# Covid-19 symptoms and testing

If you start to display symptoms:



Temperature



A new  
prolonged  
cough



Loss/changes  
in sense of  
smell or taste

you should book a test: call **119** or visit [www.gov.uk/get-coronavirus-test](http://www.gov.uk/get-coronavirus-test). Remember you need to self-isolate while you are waiting for your test results.

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## If you test positive you should follow the steps below.

- You should isolate in your current address, rather than moving households. Please inform your university/employer.
- If you test positive, you will be contacted by text, email or phone and will be asked to provide information about the people you have been close to recently.
- After 10 days, if you still have a high temperature, you must stay home and away from people until you feel better.
- After 10 days, if you only have a cough and/or loss of sense of taste or smell, you don't have to stay home and away from people any more.
- Everyone else you share your house with must still stay home because they might have caught the virus but not be showing symptoms yet. They must stay at home for 14 days from the first day you felt poorly, even if they feel well.
- Seek help if existing symptoms get worse (eg difficulty breathing) by calling NHS 111 or in an emergency call 999.



# Mental wellbeing

Looking after your mind is as important as looking after your body. It's important that you get support if you're feeling stressed, anxious, depressed or lonely. Sometimes it could be a case of just reaching out to someone you know and having a chat. We know that this doesn't always work for everyone, so if you do feel like you need help, remember there are services here to help you.

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## Mental health support in Leeds for adults

- For general advice and support you can call the West Yorkshire 24 hour support line **0800 183 0558**.
- If you are in distress and need to talk to someone, you can call either the West Yorkshire 24 hour support line on **0800 183 0558**. Or call the Connect helpline on **0808 800 1212** (6pm - 2am 7 days a week).
- If you are in a crisis and need urgent help with your mental health, call the 24 hour Leeds and York Partnership NHS Foundation Trust Single Point of Access (SPA) on **0300 300 1485**.
- For information, appointments and self-care resources visit **[leedsmentalwellbeingservice.co.uk](http://leedsmentalwellbeingservice.co.uk)**

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Visit [www.mindwell-leeds.org.uk](http://www.mindwell-leeds.org.uk) for information about services and self-help resources.

# Support for children and young people across Leeds to help with their mental wellbeing



## Daytime support

- Kooth – free online counselling for 10-18 year olds at **[www.kooth.com](http://www.kooth.com)**
- Mindmate Single Point of Access – support with emotional wellbeing and mental health for children and young people. Self-referral: young people 13-17 and parents/carers of 5-17 year olds, **0300 555 0324**.



## Evening support

- Teen Connect – phone/text support for 11-18 year olds from Monday-Friday 3.30pm-2am, Saturday and Sunday 6pm-2am. Phone **0808 800 1212**, Text **0771 566 1559**
- Safe Zone – crisis support for 11-17 year olds, Monday, Thursday, Sunday 6-9pm. Phone **0113 819 8189**
- The Market Place – phone support for 11-25 year olds. Same day appointments every day 11.30am-5.30pm. Call **0113 246 1659**. Next day appointments book online **[www.themarketplaceleeds.org.uk/phonesupport](http://www.themarketplaceleeds.org.uk/phonesupport)**.

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Visit [www.mindmate.org.uk](http://www.mindmate.org.uk) for more information and services for children and young people.

## Leeds Adult Social Care

The number to ring during core office hours is **0113 222 4401**. The Emergency Duty Team can be contacted on **0113 378 0644**, Monday-Thursday 5pm-8am and Friday-Monday 4.30pm-8am.

## Carers Leeds (support for carers aged 18 and over)

Carers Leeds continues to offer support, advice and information for unpaid carers in Leeds offering one-to-one support by telephone, email and video calls. Contact the Carers Advice Line on **0113 380 4300**, email **advice@carersleeds.org.uk** or visit **www.carersleeds.org.uk**

Voluntary and community health and care services are still here for you. For general updates please visit: **forumcentral.org.uk**

## #TogetherLeeds

Your NHS is counting on your support and we know that people in Leeds will help us and look out for each other. **Together we will get through this.**



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For the latest health information on coronavirus please visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

For the latest updates on Leeds City Council services and support available to people and businesses please visit [www.leeds.gov.uk/coronavirus](http://www.leeds.gov.uk/coronavirus)

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**We can provide this information in large print, braille, audio or other languages on request. Please contact [Leedsccg.comms@nhs.net](mailto:Leedsccg.comms@nhs.net) or call 0113 843 5740**

Produced by Leeds City Council, Healthwatch Leeds and your local NHS – Leeds and York Partnership NHS Foundation Trust, Leeds Community Healthcare NHS Trust, Leeds Teaching Hospitals NHS Trust and NHS Leeds Clinical Commissioning Group