



## Your guide to

# Health services over Easter in mid and south Essex

Need urgent help  
but unsure where  
to go?



If you need urgent help, visit [111.nhs.uk](https://111.nhs.uk). You will be directed to the service to best meet your needs or call 111 available 24/7.

In a mental health  
crisis and need urgent  
support?



If you're aged 18 or over and experiencing a mental health crisis, dial 111 and select the option for mental health. Under 18s call 0800 995 1000.

For emergency mental or physical care dial 999.

Need to see a GP on a  
weekday evening or  
on a Saturday?



GP practices are closed on bank holidays, but you can see a GP on Saturdays and weekday evenings through the extended access offer. Call your regular GP practice during surgery hours. Outside of surgery hours, please call 111.

Need medical  
advice? Try your  
pharmacy.



Pharmacies offer advice on many common conditions like colds, coughs, aches and pains; no appointment needed. Local opening times are detailed here: [nhs.uk/service-search/pharmacy/find-a-pharmacy](https://nhs.uk/service-search/pharmacy/find-a-pharmacy)

# Just think NHS 111 first

For urgent help, visit [111.nhs.uk](https://111.nhs.uk). You will be directed to the service to best meet your needs or call 111 **available 24/7**.

Depending on the situation you will:

- find out what **local service** can help you;
- **talk** to a nurse, dentist, pharmacist or GP;
- if you need one, arrange a **face-to-face appointment**;
- be told how to get any **medicine you need**;
- get **self-care** advice;
- arrange an **ambulance** if you need one;
- book and **A&E appointment**.



## Mental health support

If you, a family member or friend aged 18 or over are experiencing a mental health crisis, **dial 111** and select the option for mental health.

You will be connected to a contact centre where **trained staff** will provide timely and appropriate support and advice **24/7**.

**Under 18s** call 0800 995 1000.

Anyone in mental health crisis who requires **serious or life threatening emergency** mental or physical care should dial 999 immediately.



## Urgent dentist appointments

You can **call your regular dentist** for urgent dental treatment. If you cannot reach your dentist or you do not have one, **call 111**. If an appointment is needed, it can be arranged at an urgent dental care centre.

# Pharmacy services over the Easter weekend

Your pharmacy can offer **medical advice** on a range of conditions, all **without the need** for an appointment.

## Order your medications as early as possible

Many GP practices and pharmacies will have **limited opening hours** over the bank holiday weekend, making it more challenging for patients to access medicines at short notice.

Please remember to **order any repeat prescription** medication that you need ahead of the bank holiday weekend.

Many GP surgeries will need **48 hours' notice** to issue a repeat prescription, so please order as early as possible. If you are expecting visitors this Easter, please remind them to bring their medication with them.

## Opening times

Your regular pharmacy **may be shut or have different opening times** over the bank holiday weekend. For details of local pharmacies open on Good Friday, Easter Sunday and Easter Monday, visit [nhs.uk/service-search/pharmacy/find-a-pharmacy](https://nhs.uk/service-search/pharmacy/find-a-pharmacy)

