

PLEASE DO NOT IGNORE ANY NEW SYMPTOMS
MEDICAL SERVICES ARE OPEN

When should you call 999?

Cardiac arrest / collapse / unconsciousness
Chest pain / tightness / sudden shortness of breath
Palpitations with shortness of breath, chest pain, dizziness
Convulsions / fitting
Stroke symptoms
Traumatic / serious injury
Severe burns / scalds
Choking
Drowning
Severe allergic reactions

When should you call 111?

you need medical help fast but cannot wait to contact a GP
It is not an emergency

GP / Walk in Centre or Pharmacist

Other ongoing or new health issues
GP surgeries are open and taking appointments
Initial appointment may be taken over the phone
Be prepared by writing down what the problem is? when did it start?
how long does it last? what activates or exacerbates the problem?
have you been treated for this before? Any specific questions you may have
The Walk in Centre provides advice for illness, infection and injuries 24/7
Your pharmacist may help with medication enquiries

Hospitals are open for scans, x-rays, procedures
If you are awaiting a procedure that was postponed
please contact your hospital for updated appointments
MK Hospital website has a new patient portal called MyCARE
You can register at mkuh.nhs.uk under the "About You" tab
You will need your email address and NHS number to register.
PALS (patient advice and liaison service) can help with hospital queries