

Dear parents, carers and guardians,

'Aggie the Alien' is back! Aggie is an animated character created by NHS North West London to help children better understand and look after their health.

This autumn, she is here to let people know about the NHS services that are available, and when it's the right time to use them. The worksheet you'll receive with this letter includes three exercises to help children learn about all the different ways the NHS can help when people are unwell or hurt. This includes an exciting poster competition where pupils can share their design with their teacher for the chance for it to be displayed in north west London hospitals!

The NHS can get particularly busy in winter so it's important to know about some of the different ways you can use the NHS to look after your child's health this winter:

Your local pharmacy:

Visiting the pharmacy is a quick and convenient way to get clinical advice on minor health concerns such as hay fever and colds. Pharmacists are qualified healthcare professionals who can help you manage minor illnesses and offer confidential discussions - no appointment needed.

Your GP:

Your GP can help you over the phone, online or in-person. The practice you register at can access your medical records and provide help with most common illnesses such as a fever or barking/wheezing cough. If you need prescription medication, your GP can arrange for it to be collected at your nearest pharmacy. Anyone in England can register with a GP surgery. It is free and you do not need proof of address, immigration status, ID or an NHS number to register.

Mental health services

The NHS provides talking therapies for people who feel anxious and worried or down and depressed. If you need help you can contact your GP or refer yourself. If you need help for a mental health emergency, you can get immediate help on our free phone lines from our trained mental health advisers and clinicians 24/7.

When you think you need A&E, think NHS 111 first

NHS 111 can advise what to do with your urgent medical problem such as vomiting that lasts more than 24 hours or rapid breathing. This service is available all day, every day online or over the phone. Fully trained health professionals will ensure you receive the right care. They can:

- Find out what local service can help you or give self-care advice
- Connect you to a nurse, emergency dentist, pharmacist or GP
- Get you a face-to-face appointment if you need one
- Give you an arrival time if you need to go to A&E
- Tell you how to get any medicine you may need

You can contact NHS 111 at 111.nhs.uk or by calling 111.

Going to A&E:

You should call 999 or attend an A&E if you or someone you know is experiencing a life-threatening medical emergency.

For more information, scan the QR code or visit:

www.nwlondonics.nhs.uk/winter



Tell us what you think: bit.ly/Winter-Worksheet-Feedback

