

Keep warm

Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

It is important now more than ever to keep well by keeping warm. Here are some top tips for the months ahead:

- Heat your home to at least 18°C (65°F), if you can – you might prefer your main living room to be slightly warmer
- Stay hydrated – drink plenty of hot drinks and water throughout the day
- Eat well – fill up with warm, nutritious meals
- Stay active – keep moving to ensure you generate sufficient body warmth
- Layering is key – wearing several thin layers will keep you warmer than one thick layer of clothing, as the layers trap warm air.

You may be entitled to a grant from the government to help with your heating costs.

For more on the government schemes, visit simpleenergyadvice.org.uk and gov.uk/browse/benefits/heating

SHINE is an award winning service delivered by Islington Council. It is designed to maximise incomes and energy efficiency, preventing fuel poverty.



The team can provide support to access energy grants, discounts, and services for vulnerable people. They can also offer home visits for in person advice, where small measures like bulbs can also be installed. Help is further offered with complex cases to resolve billing errors and utility debts.

Any low-income resident can access the service by calling **0300 555 0195**, or emailing shine@islington.gov.uk.

Check your medicine cabinet

Be prepared this winter and restock your medicine cabinet. You can treat most common minor illnesses, such as coughs and sore throats, at home using over-the-counter remedies.

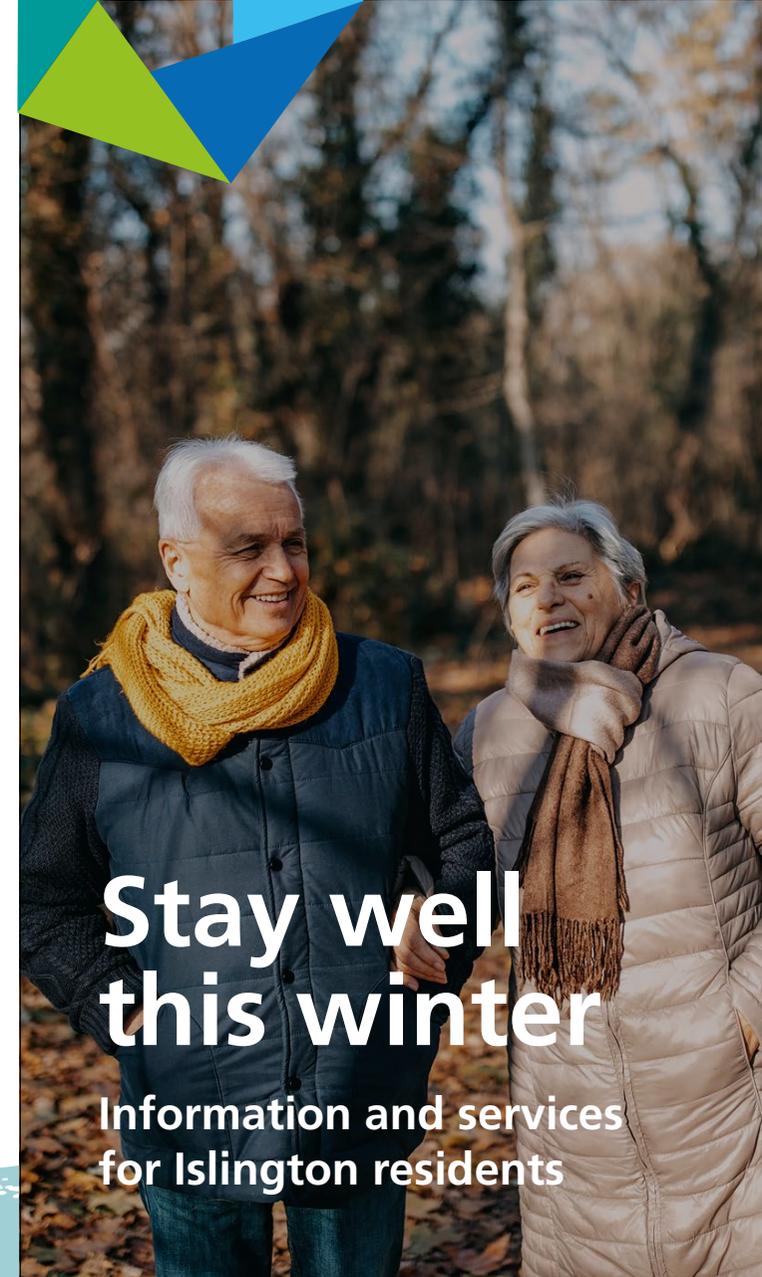
You can order your repeat prescriptions without needing to go to a GP surgery or pharmacy using the NHS App, nhs.uk/nhs-app or GP online services, nhs.uk/nhs-services/gps/using-online-services.

Look out for other people

Older neighbours, friends and family members, may need a bit of extra help over the winter. Keep in touch and make sure they have enough supplies and prescription medicine, in case they can't go out for a few days.

If they need help over the holidays when the GP practice or pharmacy is closed or they're not sure what to do, NHS 111 can help.

Visit 111.nhs.uk or call 111.



Stay well this winter

Information and services
for Islington residents

NHS 111

When it's urgent but isn't a life-threatening illness or injury, visit 111.nhs.uk or call **111** free from mobiles and landlines. The service is available 24 hours a day, seven days a week.

Trained advisors will help you get the right medical attention when you urgently need it and can put you through to healthcare professionals or direct you to an urgent treatment centre, emergency dental service, GP, pharmacy or another more appropriate local service.

For life-threatening injuries or conditions such as a heart attack or stroke, go to A&E or call **999**.

Ask your pharmacist

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines for common conditions, such as diarrhoea, a runny nose, a painful cough or a headache, without the need for an appointment.

As well as dispensing prescriptions, pharmacists provide a range of services, including emergency contraception and incontinence supplies.

You may be eligible for help to cover the cost of some over-the-counter medicines through the Self-Care Pharmacy First scheme provided by some pharmacies in Islington.

For more information about the scheme visit northcentrallondonccg.nhs.uk/my-health/self-care

To find a pharmacist near you, visit nhs.uk/find-a-pharmacy

GP services

GP practices continue to offer face-to-face, video and telephone appointments. All appointments are assessed to keep you safe and make sure people with the greatest need are seen first.

Evening and weekend GP appointments are also available for adults and children at GP practices in Islington. Anyone who is registered with an Islington GP can request an appointment.

To make an appointment call your own GP practice during their normal opening hours and ask for an I:HUB appointment.

Urgent dental care

If you need urgent dental treatment, contact your usual dental practice. They may be able to see you or direct you to an urgent dental care service.

If you do not have a regular dentist, contact NHS 111 for advice on where you can get urgent care.

Mental health support

If you need help for a mental health crisis or emergency, you can speak to a qualified mental health professional and access information and advice about local services in Islington using the following helplines:

- Children and young people aged under 18 years, call **0800 151 0023**
- Adults and people aged over 18 years, call **0800 917 3333**

Our crisis phone lines are available 24 hours a day, seven days a week, 365 days a year.

Advice for parents and carers

If you are concerned about your child's physical or mental health this winter, you can find information on when and where to seek help from a healthcare professional on the NHS North Central London Clinical Commissioning Group website: northcentrallondonccg.nhs.uk/my-health/covid-19/staywellthiswinter

Boost your immunity

Getting fully vaccinated against COVID-19, and getting a flu jab will help protect you and those around you. Find the latest advice on vaccinations at northcentrallondonccg.nhs.uk/my-health/covid-19

Register with a GP

Being registered with a GP practice will help you get the right care when you need it. Anyone in England can register and receive care from a GP practice – you do not need proof of address or immigration status, ID or an NHS number.

To find out how to register, visit nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

