



Dr Laura Hill, Clinical Chair Crawley Clinical Commissioning Group, & Dr Minesh Patel, Clinical Chair Horsham and Mid-Sussex Clinical Commissioning Group

We have had a very busy January across the two organisations. We had our first Primary Care Commissioning Committee meeting of 2019 on 17 January and Governing Body of 2019 on 31 January. We also had an engagement event with Horsham Police Station on 17 January 2019, where we met with Police Officers and Police Special Constable Officers to hear their views on health and care services in the local area.

We are currently preparing for **Our Health and Care, Our Future** events, which are taking place across Sussex and East Surrey. These events will build on what we have already heard through our "Big Health and Care Conversation" and help us think about how we will use the available money for health and care in the best possible way: "***We can do anything, but not everything***". Dates can be found on page 2. We would greatly appreciate if you please could help raise awareness of these events. We look forward to seeing you at our Future of Health and Care events.

Adam Doyle has also been appointed as the new Chief Executive for the eight Clinical Commissioning Groups (CCGs) across Sussex and East Surrey. Adam has worked across the eight organisations including with Crawley CCG and Horsham and Mid-Sussex CCG as the Interim Accountable Officer for the last year and will begin the role with immediate effect. We are delighted Adam has agreed to take up the post.

We are still in cold flu and gastric flu season and there will be people who are affected so we have included a section on staying healthy, managing cold and flu symptoms.

With all good wishes,



Dr Laura Hill & Dr Minesh Patel

NHS Crawley CCG and NHS Horsham and Mid-Sussex CCG Updates

Our Health and Care, Our Future

Following on from Dr Laura Hill and Dr Minesh Patel's introduction above, we would again like to invite you to a discussion on the future for health and care services, and to help us prioritise changes and improvements that need to be made to ensure our populations continue to have the best possible care.



Our discussions will be focused on the **FUTURE** of health and care:

Facing up to our challenges

Understanding Need

Transforming services

Unwarranted variation – ensuring this does not happen

Resources and how we use them most effectively

Equality of access and care for our diverse population

We have a number of opportunities to join our discussions in person, and we will also be producing an online survey, in order to hear from as many people as we can.

To book a place at any of our discussions, please follow the links below:

- 5 February 2019, 2 – 4 pm - Clair Hall, Clair Court, Perrymount Road, Haywards Heath, RH16 3DN

<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-tickets-53990891209>

- 6 February 2019, 9.30 – 11.30 am – Brighthelm Church and Community Centre, Brighton
<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-brighton-tickets-53991052692>
- 13 February 2019, 9.30 – 11.30 am – Uckfield Civic Centre
<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-uckfield-tickets-53992110857>
- 14 February 2019, 2 – 4 pm – Baptist Church, Reigate
<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-reigate-tickets-53991129923>
- 20 February 2019, 10 – 12 pm - Charis Centre, West Green Drive, Crawley, RH11 7EL
<https://www.eventbrite.co.uk/e/the-future-of-health-and-care-crawley-tickets-53991388697>
- 13 March 2019, 2-4 pm – Manor Barn, Bexhill
https://www.eventbrite.co.uk/e/our-health-and-careour-future-tickets-54978483123?utm_term=eventurl_text
- 15 March, 10-12 pm – Hailsham Civic Centre, Hailsham
https://www.eventbrite.co.uk/e/our-health-and-careour-future-tickets-54977002695?utm_term=eventurl_text
- 19 March, 5-7 pm – The Barn, Worthing
<https://www.coastalwestsussexccg.nhs.uk/our-health-and-care-our-future>
- 20 March, 10-12 pm – Assembly Room, Chichester
<https://www.coastalwestsussexccg.nhs.uk/our-health-and-care-our-future>
- 27 March, 2-4 pm – The Grange, Midhurst
<https://www.coastalwestsussexccg.nhs.uk/our-health-and-care-our-future>

We encourage you to disseminate information about the Our Health and Care, Our Future events to your networks.

Governing Body Date

The next Governing Body will be on 25 April 2019. Venue and timings to be confirmed.

Get Involved!

Seeking Patient Representatives for Online Consultations Working Group

NHSE have provided funding for each GP practice in the country to introduce Online Consultations by March 2020. An “online consultation” service could be as simple as the opportunity for patients to contact the practice using an online form or as advanced as a skype style consultation with your GP practice; there are many different services available.

The online consultation project team are working across Crawley CCG, Horsham Mid Sussex CCG, East Surrey CCG, Brighton and Hove CCG and High Weald Lewes Havens CCG to find the best possible service that will fit the needs of our patients and our practices. They have completed some in-depth engagement: <https://www.highwealdleweshavensccg.nhs.uk/our-programmes/consult-online/>

The online consultation project is about to enter the procurement phase and the team are forming a working group that will support the procurement and implementation of the new online consultation service. Included in the working group will be GPs, Practice Managers, IT, Finance, Information Governance and patient representatives. The group will meet for up to **2 hours** on a **monthly** basis for several months.

Patient representatives will not need any expertise in healthcare, but an interest in internet services is a must. Volunteers will be reimbursed for their time and travel. The team feel strongly that there should be representation from across the Alliance and would like to ask for any interested parties to contact the online consultation team via CSESCA.onlineconsultation@nhs.net for further information as soon as possible.

GP Patient Survey

There's still time to help us promote the 2019 GP Survey, which launched on 2 January 2019. The voluntary survey seeks to identify patient satisfaction with GP surgeries across the country.

The questionnaire is sent to a random selection of people who are registered with a GP in England; about 2.3 million patients registered with a GP in England have been

selected this year. People who have not been randomly selected for the survey will not be sent a questionnaire.

To encourage those patients selected to take part in the GP Patient Survey, we are asking for GP surgeries, PPGs and CPRG members to display posters in GP practices between January – March 2019. Promotional material can be downloaded from here: <http://gp-patient.co.uk/promote>

NHS England Consultations

There are currently 10 live consultations with NHS England. You can contribute to the consultations [here](http://bit.do/eCYrY) – <http://bit.do/eCYrY>

We would particularly like to draw your attention to the consultation on items which should not be routinely be prescribed in primary care, which closes on 29 February 2019. Further information can be found [here](https://www.engage.england.nhs.uk/consultation/items-routinely-prescribed-update/):
<https://www.engage.england.nhs.uk/consultation/items-routinely-prescribed-update/>

How are you?

Get a FREE personalised health score when you complete this 10 minute [quiz](https://www.nhs.uk/oneyou/how-are-you-quiz/)!
<https://www.nhs.uk/oneyou/how-are-you-quiz/>

Tampon Tax Community Fund

Sussex Prisoners' Families are thrilled to be one of nine local projects working with some of society's most vulnerable women and girls to receive a much-needed funding boost from Sussex Community Foundation and the Tampon Tax Community Fund. This grant will build on the success of the 'Hidden Voices' pilot of 2017, offering new opportunities for women of all ages to challenge the inequalities they face and provide a platform for their voices through an exciting programme of expressive arts workshops across Sussex throughout 2019 - 2020, including digital storytelling, poetry, music, photography and loads more.

Any women of any age who want to be involved can contact Danielle and we can chat through the project and keep you updated about workshops.



e) danielle@sussexprisonersfamilies.org.uk

t) 07707 507122 or 01273 458002

Financial Wellbeing Webinars for People affected by Cancer and other Illnesses

St Bernard Support (SBS), a charity that provides support and services to help people affected by illnesses such as cancer and other illnesses, are hosting online webinars on financial wellbeing matters for the people with the illnesses and their family and carers.

- Monday 28th January - 11am: *Insurances*; 12pm: *Pensions*; 1pm: *Wills, Trusts & Lasting Powers of Attorney*; 2pm: *Welfare Benefits*
- Friday 8th February - 11am: *Pensions*; 12pm: *Wills, Trusts & Lasting Powers of Attorney*; 1pm: *Welfare Benefits*; 2pm: *Insurances*
- Monday 25th February - 11am: *Pensions*; 12pm: *Wills, Trusts & Lasting Powers of Attorney*; 1pm: *Welfare Benefits*; 2pm: *Insurances*
- Friday 8th March - 11am: *Wills, Trusts & Lasting Powers of Attorney*; 12pm: *Welfare Benefits*; 1pm: *Insurances*; 2pm: *Pensions*
- Monday 25th March - 11am: *Wills, Trusts & Lasting Powers of Attorney*; 12pm: *Welfare Benefits*; 1pm: *Insurances*; 2pm: *Pensions*
- Friday 12th April - 11am: *Welfare Benefits*; 12pm: *Insurances*; 1pm: *Pensions*; 2pm: *Wills, Trusts & Lasting Powers of Attorney*
- Monday 29th April - 11am: *Welfare Benefits*; 12pm: *Insurances*; 1pm: *Pensions*; 2pm: *Wills, Trusts & Lasting Powers of Attorney*

Individuals who wish to participate in the webinars need to e-mail admin@s-b-s.org.uk to receive the instructions to access the webinars.

Heath Updates

Cold and Flu

Check if you have flu

Flu symptoms come on very quickly and can include:

- a sudden fever – a temperature of 38C or above
- aching body
- feeling tired or exhausted
- dry cough
- sore throat
- headache
- difficulty sleeping
- loss of appetite
- diarrhoea or tummy pain
- nausea and being sick

The symptoms are similar for children, but they can also get pain in their ear and appear less active.



Telling the difference between cold and flu

Cold and flu symptoms are similar, but flu tends to be more severe.

Flu	Cold
Appears quickly within a few hours	Appears gradually
Affects more than just your nose and throat	Affects mainly your nose and throat

Makes you feel exhausted and too unwell to carry on as normal

Makes you feel unwell, but you're OK to carry on as normal (for example, go to work)

How to treat flu yourself

To help you get better more quickly:

- rest and sleep
- keep warm
- take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- drink plenty of water to avoid dehydration (your pee should be light yellow or clear)

A pharmacist can help with flu

A pharmacist can give treatment advice and recommend flu remedies.

Be careful not to use flu remedies if you're taking paracetamol and ibuprofen tablets as it's easy to take more than the recommended dose.

Speak to a pharmacist before giving medicines to children.

[Find a pharmacy](#)

Call NHS 111 or see your GP if:

- you're worried about your baby's or child's symptoms
- you're 65 or over
- you're pregnant
- you have a long-term medical condition – for example, diabetes or a heart, lung, kidney or neurological disease
- you have a weakened immune system – for example, because of chemotherapy or HIV
- your symptoms don't improve after 7 days

Antibiotics

GPs don't recommend antibiotics for flu because they won't relieve your symptoms or speed up your recovery.

Call 999 or go to A&E if you:

- develop sudden chest pain
- have difficulty breathing
- start coughing up blood

How to avoid spreading the flu

Flu is very infectious and easily spread to other people. You're more likely to give it to others in the first 5 days. Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours. To reduce the risk of spreading flu:

- wash your hands often with warm water and soap
- use tissues to trap germs when you cough or sneeze
- bin used tissues as quickly as possible

How to prevent flu

The flu vaccine reduces the risk of catching flu, as well as spreading it to others. It's more effective to get the vaccine before the start of the flu season (December to March).

[Find out if you're eligible for the free NHS flu vaccine](#)

[Flu vaccination and side effects for adults](#)

[Flu vaccination and side effects for children](#)

Ask Your Pharmacist first!



Pharmacists are highly trained health professionals, training for six to eight years before they can practice, and can not only assist with managing common complaints such as coughs, colds, rashes and minor aches and pains, but they can also provide advice to people who are on medications for long term conditions such as blood pressure and asthma.

They can assist with information on side effects of medications and interactions between medications as well.

Many pharmacies are open until late and at weekends and you don't need an appointment – you can just walk in which is a real bonus at this time of year when the GP Practices are very busy.

Find your local pharmacy [here](https://beta.nhs.uk/find-a-pharmacy/): <https://beta.nhs.uk/find-a-pharmacy/>

How to stay well this winter?



With the recent flurry of snow, we wanted to remind you of the importance of staying well this winter!

Eat well: regular hot meals and drinks will keep you warm. Stock up on tinned or frozen foods. Get it delivered if you can, so you don't have to go out when it's cold or icy.

If you feel unwell: act quickly and don't wait for it to get worse. Winter can make existing health problems worse. Speak to your pharmacist, as they are fully qualified to advise you on the best course of action.

Safe and Well Visits: are a free service offered by West Sussex Fire and Rescue Service to those aged over 65 or those living with disabilities. It involves a prearranged visit to your home on how to make it safer. If you would like to request a visit please call 0345 8729 719.

Want to know how to Stay Warm, Stay Thrifty, Stay in Touch & Stay Roadwise as well? Further information can be found:

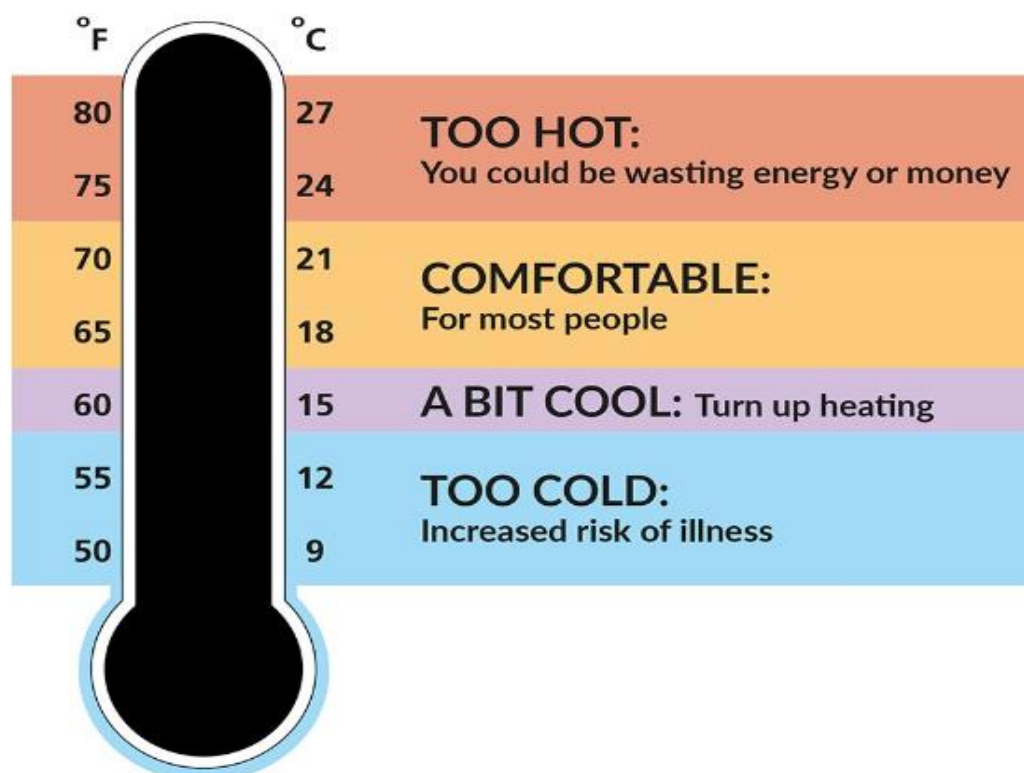
<https://www.westsussex.gov.uk/campaigns/safer-seasons-winter/>

More information on staying well can be found here:

<https://www.england.nhs.uk/publication/a-practical-guide-to-healthy-caring/>

<https://www.england.nhs.uk/wp-content/uploads/2015/09/hlthy-ageing-brochr.pdf>

Keeping Warm and Well



Now we are in winter, **keeping your home warm is essential to staying well** – especially if you have young children, are over 65, have reduced mobility or live with a long term health condition.

Public Health England advises that you should heat your home to at least 18°C (65°F) in winter, while rooms in which infants sleep should be heated to between 16-20°C.

Energy bills can be a worry during winter, but there are a few things you can do to heat your home more efficiently and keep those bills down:

- **Make sure you are on the best energy tariff** – if you haven't switched recently, then there is a good chance you are paying more than you need to.
- **Check if you are entitled** to receive the Warm Home Discount and other financial help to install insulation or a more efficient heating system.

- If you use heating oil, LPG, propane, coal or wood to heat your home, **make sure you have enough** to avoid running out and having to pay more for an urgent delivery.

More detail and further advice is available from www.westsussexenergy.co.uk .

In addition, your local council has **home energy advisors** on hand to help eligible households to stay well and warm. They can provide free-tailored advice on switching, reducing your bills and getting home energy improvements, such as insulation and a new boiler, installed. You may be eligible for a visit if you live on a low income or have a long-term health condition or disability.

If you live in Crawley, Horsham or Mid Sussex District's area, get in touch with the **Local Energy Advice Partnership (LEAP)** by calling 0800 060 7567 or visiting www.applyforleap.org.uk

NHS England recently announced that flash glucose monitors will be available by prescription for every patient who qualifies for them

On World Diabetes Day on 14 November 2018, Simon Stevens, Chief Executive of NHS England, announced that flash glucose monitors will be available on prescription for every patient who qualifies for them, in line with NHS clinical guidelines.

A flash glucose monitor is a wearable sensor which relays glucose levels to a smart phone or e-reader, allowing patients with Type 1 diabetes to better manage their condition.

This action will end the current variation some patients with Type 1 diabetes are facing to access the device and it will be funded from 1 April 2019, from next year's funding growth for local health groups.

Currently, it is estimated that around 3-5% of patients with Type 1 diabetes in England have access to Flash Glucose Monitors but this new action means it will be funded for 20-25% of patients with Type 1 diabetes, from next year's funding growth for clinical commissioning groups (CCGs).

Implementation is being led by NHS England's Innovation, Research and Life Sciences team who are working closely with the NHS England Diabetes team.

Details of the implementation process will be published on the NHS England website, with guidelines and criteria for eligibility.

NHS England will share this guidance ahead of these new arrangements starting from 1 April 2019.

West Sussex

Reaching Families – Training Roadshow

Workshops aimed at Parents and Carers of Children and Young People with additional needs and/or disabilities. There is no charge for our workshops, however we welcome donations of £3. Workshops are outlined below:

- Making Sense of Challenging Behaviour (age 2-11 years) – Wednesday 6 February, 9.45 am – 12.30 pm at Thomas A' Becket Infant School, Worthing
- Making Sense of Disability Living Allowance and Other Benefits – Monday 11 February 9.45 am – 12.30 pm at Chichester Baptist Church
- Making Sense of Anxiety (Primary Aged Children) – Monday 11th March 9.45 am – 12.30 pm at Broadfield Community Centre, Crawley
- Making Sense of Educational Health Care Needs Assessment and Plans – Monday 18th March 9.45 am – 12 pm at Billingshurst Community Centre
- Making Sense of Support at School – Wednesday 27 March 9.45 am – 12 pm at Trafalgar Baptist Church
- Making Sense of Sensory Processing Difficulties – Monday 1st April 9.45 am – 12 pm at Easebourne Primary School, Midhurst

Booking: Please visit Eventbrite <https://www.eventbrite.co.uk/> and search for Reaching Families or look at our Events Page on Facebook

<https://www.facebook.com/groups/132463616830248/>

Any queries, please email admin@reachingfamilies.org.uk or call our office: 01903 366360, Rebecca: 07305 053237 or Michele: 07470 005734

Sussex Partnership NHS Armed Forces Community

The organisation works together in support of Armed Forces Community. If you want to join the community, why not attend one of the upcoming events:

8 February Drop-in 10 am – 12.30 pm

8 March Drop-in 10 am – 12.30 pm

For more information contact carriecarri.ew@hotmail.com

Carers Support West Sussex are hosting a FREE Activism and Campaigning Workshop



The workshop will be delivered by Carers Trust and will take place on Wednesday 13th February 2019, from 10am-2pm at the Charis Centre, Crawley, RH11 7EL.

Carers Trust will also cover reasonable expenses for the cost of any care cover that carers need to put in place to attend the workshop as long as a receipt is provided.

For more information, or to book a place, please click [HERE](#) or contact network@carerssupport.org.uk

Expert Patients Programme

A free self-management course for adults living with a long-term health condition. The Living Well course can help you learn new skills to better manage your health condition and symptoms.

HORSHAM

Dates: Every Thursday from 14th February – 21st March 2019

Time: 1.30pm – 4pm

Venue: Trafalgar Road Baptist Church, Horsham, RH12 2QL

HENFIELD

Dates: Every Wednesday from 6th March – 10th April 2019

Time: 2pm – 4.30pm

Venue: Henfield Hall, Coopers Way, Henfield, BN5 9DB

CRAWLEY

Dates: Every Thursday from 17th January – 21st February 2019

Time: 10am – 12.30pm

Venue: Charis Centre, West Green Drive, Crawley, RH11 7EL

More information can be found here –

<https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16306>

Relate

relate
the relationship people

Relate North and South West Sussex provides relationship counselling in Crawley, Horsham, East Grinstead and Chichester. Our services include counselling for individuals, couples, family counselling and psychosexual therapy, for those who may be experiencing sexual problems. We also provide counselling for young people aged 10 – 19.

Self-referrals form 70% of our service users. We also receive referrals from GPs, Prescription Plus and Young Crawley.

Our charges are on a sliding scale and no-one is excluded from receiving the support that we can provide. For more information, please contact us on 01293 657055 or email reception.crawley@relatesussex.org or click [here](#)

Carers UK Free Digital offer



Are you caring for someone? Do you want to know more about break respite services, group support and carer self-assessment? [Click here](#) to access a free digital resource service where you can find resources to help you in your caring role.

Horsham and Mid-Sussex Community

Horsham District Gears Up for More Healthy Bike Rides This Year!



Horsham District Council's Sports Development team together with local volunteer ride leaders are set to organise more healthy bikes rides this year following last year's successful 'Horsham District Health Rides' pilot programme.

'Horsham District Health Rides' are free social bike rides for starter-level cyclists. They are a great way to improve cycling ability, socialise with others and develop new skills. All participants need is a working bicycle and the ability to ride.

A hybrid bike is suitable for all rides but road bikes can be used for 'on road' rides.

The rides are free of charge and are supported by leaders who are trained and experienced to adapt to individual rider needs with aspects such as pacing, helping groups gel together appropriately and keeping people safe.

Following last year's pilot programme of health rides, rides for 2019 are being offered over a longer period, from February to November, and new rides have been added to the Programme.

Routes around Warnham, via Pedlar's Way to Southwater and to Sumner's Pond in Barns Green will be available in addition to the established 6K Shelley ride route and longer two and three hour rides. There will be more emphasis on road riding during winter months and more off-road rides during the summer, spring and autumn.

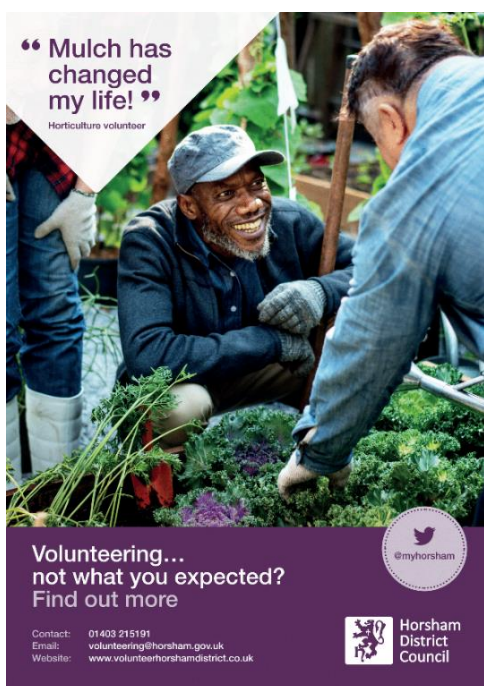
See more at: https://www.horsham.gov.uk/latest-news/news/january-2019/horsham-district-gears-up-for-more-healthy-bike-rides-this-year?utm_medium=email&utm_source=govdelivery#sthash.4EY0gywq.dpuf

Mid Sussex Older People's Council (MSOPC)



MSOPC is an independent local charity, run by older people, for the benefit of Mid Sussex older people. MSOPC is managed and run by a Board of six volunteer Trustees and a Management Committee of ten volunteers. They work with voluntary and statutory organisations to ensure that the interests of older people across Mid Sussex are well served. For more information <http://www.msopc.org.uk/> or leave a message on our answer phone helpline 01444242760 or email: chairman@msopc.org.uk

Voluntary Sector Support Horsham District



Within the Horsham District there are over 700 active voluntary and community groups making a positive difference to local people.

The Voluntary Sector Support team, based at Horsham District Council, are committed to come alongside, support and provide information to any voluntary organisation working within the district. From a new project starting out, to a well-established group looking at how to sustain their local project, the Voluntary Sector Support team can help. Or, if you are thinking about volunteering, they can help you find the right role for you.

The team have created a dedicated online portal for voluntary organisations and community groups. The portal offers free information, such as, topical fact sheets (e.g. safeguarding, volunteering, gift aid etc.),

funding advice, training, e-learning modules and much more. If your organisation has a volunteer vacancy you can list that vacancy with them; these are then accessible to prospective volunteers registered with them. All for free!

To register a voluntary organisation on the portal:

<http://www.volunteerhorshamdistrict.co.uk>

To keep up to date with information for voluntary organisations, sign up to their free fortnightly newsletter: <https://bit.ly/2QFRplo>

Get in touch with the Voluntary Sector Support team on: 01403 215191 or email volunteering@horsham.gov.uk

Mid Sussex Voluntary Action (MSVA)



MSVA is an independent charity established to work across Mid Sussex supporting local voluntary organisations and community groups. They offer advice, information and support; and facilitate the sharing of news, knowledge and ideas across the district. They champion the role of local voluntary and community groups and ensure that their voice is heard. For further information <https://www.msva.org.uk/about>

Crawley Community

Crawley Community & Voluntary Services (CCVS) – Prescription Plus



Did you know you could volunteer with Prescription Plus to combat loneliness and isolation in Crawley? Prescription Plus, working with local GP surgeries, is looking for compassionate and open minded volunteers to support their clients to access non-medical services and activities as well as helping clients to make friends. To find out more about volunteering with Prescription Plus, contact Kate Valentine on 01293 657157 or at kate.valentine@crawleycvcs.org

Parkrun Practice Initiative

As part of the Royal College of General Practitioners (RCGP) initiative to promote health and wellbeing, GP surgeries are developing closer links with local Parkruns to become Parkrun Practices. Leacroft and Southgate Medical Group has a Parkrun Practice every Saturday at 9 am. Why not join the Leacroft and Southgate Medical Practices on their 5K Parkrun? For more information:
<http://www.parkrun.org.uk/tilgate/>

Crawley Older People's Directory

Crawley wellbeing team are distributing copies around Crawley to surgeries, pharmacies' libraries & community locations. If teams have not received copies please contact wellbeing@crawley.gov.uk

What should you do if you have urgent but not life-threatening symptoms? Dial 111

You should call 111 if:

- You need medical help fast, but it's not a 999 emergency.
- You don't know who to call for medical help
- You think you need to go to A&E or another NHS urgent care service; or
- You require health information or reassurance about what to do next.

If you have urgent but not life-threatening symptoms, dial 111.

Minor Injuries Unit (Adults and Children) - Horsham Hospital, Horsham, RH12 2DR. Open Monday to Friday, 09:00 am – 5:00 pm. Phone 01403 227000

Minor Injuries Unit (Over 1 years and Adults) - Queen Victoria Hospital, East Grinstead, RH19 3DZ. Open every day, 8:00 am – 8:00 pm. Phone 01342 414141

Minor Injury Unit (Over 18's only) - Caterham Dene Hospital. Open every day, 9:00 am – 8:00 pm. Phone 01883 837500

Urgent Treatment Centre, Crawley Hospital, Crawley RH11 7DH. Open every day, 24 hours. Phone 01293 600300 ext. 4141 or 4142

Find a local dentist <https://www.nhs.uk/Service-Search/Dentists/LocationSearch/3>
If you have a **dental emergency** call **NHS 111**

Don't forget your pharmacy services - find a local pharmacy
<https://beta.nhs.uk/find-a-pharmacy/>

In the event of a life threatening emergency dial 999 and ask for 'AMBULANCE'

