

# Media Release

26 August 2020

## Choose the right service for your needs over Summer Bank Holiday

Doctors in Devon are providing essential advice to people across the county on how to choose the right service for them if they feel unwell this August Bank Holiday weekend.

GP practices will not be offering same-day appointments on Monday 31 August for the bank holiday, but other services are available for local people and visitors with urgent health needs over the holiday period:

- **NHS 111** – click on [111.nhs.uk](https://111.nhs.uk) (for people aged over five only) or call **111** if you're feeling unwell, unsure or if you need health advice and guidance in non-life-threatening emergencies - available 24 hours a day, 7 days a week.
- **Self-care** is the best choice to treat minor illnesses and injuries like a coughs, colds, grazes, small cuts or a sore throat. They can be treated at home or in holiday accommodation with over-the-counter medicines and plenty of rest.
- **Pharmacists** advise and treat illnesses like hay fever, diarrhoea, earache, painful cough, sticky eye, teething and rashes – and by visiting your pharmacy you can avoid an unnecessary trip to your GP or A&E and save time. Find your nearest pharmacy here: [www.nhs.uk/service-search/find-a-pharmacy/](https://www.nhs.uk/service-search/find-a-pharmacy/)
- **Minor Injury Services** – like Minor Injury Units and Walk-in Centres, always check local arrangements.
- **NHS website** – [www.nhs.uk](https://www.nhs.uk) – always available for advice and guidance.
- **Urgent Mental Health Support** – If you are an adult and need urgent mental health support, call: **Devon and Torbay** 0300 555 5000; **Plymouth** 01752 434922 (24 hours), Children and young people under 18, parents and carers in **Plymouth** can call 01752 435122
- **A&E/999** are for emergencies or serious or life-threatening conditions like severe bleeding, breathing difficulties, severe chest pain and loss of consciousness. A&E departments are **not** an alternative to a GP appointment.
- **GP practices** will resume normal services on Tuesday 1 September. For non-urgent requests, submit an **online form**, also known as an **eConsult**, on your GP practice website and they will be picked up after the bank holiday. Limited appointments continue at practices during the bank holiday weekend through the **extended access programme**, but these are only bookable in advance.
- The **HANDI paediatric app** is [available for parents to use](#) when their children are ill

Dr Shelagh McCormick, a Plymouth-based GP and member of Devon Clinical Commissioning Group's Governing Body, said: "Access to some services might be slightly different due to the range of measures in place to keep people safe but we need people to choose the right service for their needs."

"The NHS in Devon is very busy at the moment and demand is forecast to increase over the bank holiday weekend. By choosing the right service for their needs, people in Devon are making best use of local services, which in turn helps patients with the highest levels of need to get the medical attention they need."

ENDS

### Notes to editors

For more information, call 01392 674801 or email [D-CCG.Communications@nhs.net](mailto:D-CCG.Communications@nhs.net)

Devon CCG, acts as the headquarters for the NHS in the county and has a budget of more than £1.9 billion.

It brings together experienced healthcare professionals to decide what services are needed in the local area and ensure that they are provided to the 1.2 million patients across the county. The process of planning, buying and monitoring healthcare is known as commissioning.

Devon CCG commissions other organisations – including NHS trusts, NHS foundation trusts, independent organisations, social enterprises and charities – to provide services such as:

- Urgent and emergency care, such as NHS 111, A&E and ambulance services
- Planned (elective) hospital care, such as operations and treatments
- Mental health services
- Community health services, including community nursing and physiotherapy
- Rehabilitation for people recovering from operations and certain conditions
- Maternity and new-born services (excluding neonatal intensive care)
- Health services for children and young people
- Infertility services
- Continuing health care for people with on-going health needs

Devon CCG was formed on 1 April 2019 from the merger of South Devon and Torbay CCG and Northern, Eastern and Western Devon CCG. From 1 April 2019, Devon CCG took on responsibility for commissioning primary care (mainly GP) services in Devon, Plymouth and Torbay, a role which formerly belonged to NHS England.

For further information on NHS Devon CCG, visit [www.DevonCCG.nhs.uk](http://www.DevonCCG.nhs.uk)

