



Finding the right  
health information  
can be difficult

Let us help you  
solve the puzzle



## NHS Direct Wales - Health Information You Can Rely On

Searching for reliable health information can sometimes be like finding the last piece of a jigsaw puzzle. It is reassuring to know that the NHS Direct Wales Health Information Service can help you find the right information when you need it.

We can provide you with information in a number of ways – by telephone, Email, SMS text (limited to local services information) or we can send information to you by post.

You can call us and speak to one of our Health Information Advisers on **0845 4647** (7am – 8pm Mon – Fri and 8am – 3pm on weekends).

You can also visit our website and search our health encyclopaedia or you can use our vast range of online resources at: [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

At NHS Direct Wales, we monitor health and wellbeing developments and continually update our service to ensure we provide you with the most relevant and up to date health information available.



## NHS Direct Wales Health Information Services - We can provide you with:

- ✓ Answers to commonly asked health questions
- ✓ General information on medical conditions
- ✓ Information on health and wellbeing topics
- ✓ Travel information
- ✓ Patients rights
- ✓ Information on how to help you improve your lifestyle e.g. stopping smoking
- ✓ Current health related topics and NHS news
- ✓ Links to NHS services in your area
- ✓ Self help and support groups
- ✓ An online enquiry service
- ✓ A range of online symptom checkers

We provide access to reliable information that can help you in many ways. We can give you information on medical conditions, answer common health related questions and keep you up to date with developments within the National Health Service.

We hold a range of health and welfare specific information from living with long term conditions such as diabetes or asthma, to finding out how to register with a GP and patient rights.

We hold details of local service information across Wales and can help you to find a dentist, pharmacy, or other services e.g. self help and support groups, counselling and befriending services.

If you can't find what you're looking for on our website, call us on **0845 4647** and one of our Health Information Advisers will be able to help answer your questions. If we can't answer your question, we may need to direct you to other groups or organisations that will be able to provide a more appropriate answer to your question.

**Telephone:** **0845 4647\***  
Monday to Friday - 7am – 8pm  
Weekends - 8am – 3pm  
(\*charged at local rate)

**Text Phone** **0845 606 4647**  
**BT Type Talk** **1 8001 0845 4647**

We can provide interpreters through Language Line within minutes of taking your call if you wish to speak in another language.