



Health Advice and Information
24hrs a day, every day

0845 46 47

www.nhsdirect.wales.nhs.uk

Galw **IECHYD** **Cymru** **NHS Direct** **Wales**



we can help

Health problems and queries can occur at any time. Traditionally, minor accidents may have meant a trip to the local A&E department and a health or medication query may have troubled you until you were able to speak to your GP.

NHS Direct Wales' bilingual telephone based service can help and support you 7 days a week, 365 days a year. We give confidential health advice and information about health and illness when you need it so that you are better able to care for yourself and your family, day or night.

0845 46 47



what we do

What is NHS Direct Wales

NHS Direct Wales is a confidential, bilingual telephone service. You can ring for nurse advice if you are feeling ill and are unsure what to do, or for health information on particular conditions such as diabetes and allergies.

NHS Direct Wales can give you advice and information about health, illness or local health services. However small or difficult the enquiry, our service is here to support you so that you are better able to care for yourself and your family, day or night.

NHS Direct Wales can also tell you where to find your nearest doctor, pharmacist, dentist or support group.

You can call NHS Direct Wales at any time of the day or night on 0845 46 47.

0845 46 47



your call

What happens when you call?

Your call will be answered by a call handler who will ask you for some details (your name, address and telephone number for example) and your reason for calling. You don't have to give these details if you don't want to.

Depending on your reason for calling, you will be put through to a Nurse, Dental Nurse Advisor or Health Information Advisor. Call handlers can also give you contact details for your local health services.

0845 46 47

NHS Direct Wales Nurses

It is important that we have all the information about you before giving health advice. The nurse will ask you about

- How you are feeling
- What have you done to make yourself feel better
- What medicines you are currently taking
- If you have any existing illnesses

If you are calling on behalf of another adult, it will not be possible for the nurse to provide accurate advice unless that person is present and able to give information. The information you give will help the nurse assess what treatment and care you need.

The nurse may tell you how you can look after yourself at home, or recommend seeing a pharmacist (chemist). If the problem is more serious, you may be advised to see your local doctor or go to the hospital. If the problem is very serious, the nurse can call out an ambulance on your behalf.

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Dental Health Adviser

A Call Handler will refer you to a Dental Health Adviser if you have dental concerns. Dental Health Advisers will offer you an assessment, give advice on pain relief as well as oral hygiene and provide information on emergency dental sessions, local access centres and dental practices accepting new patients.

Need health information?

NHS Direct Wales Health Information Advisers can provide information on a range of health topics, from basic enquiries about your nearest pharmacy or local dental services, to information about conditions, vaccinations and treatments.

There are many ways that we offer health advice and information. As well as by phone and post, we provide health information and searchable databases of local health services such as dentists on the internet at www.nhsdirect.wales.nhs.uk.

0845 46 47

For deaf people and those of hard of hearing a Minicom service is available on **0845 6064647**

If English or Welsh is not your preferred language, you can use our confidential translation service by calling us on **0845 46 47** and stating in English your required language.

Need more information?

If you would like more copies of this leaflet or further information on our service visit our website - www.nhsdirect.wales.nhs.uk. or call us on **0845 46 47**

NHS Direct Wales is a confidential, bilingual service that is here to help you – day or night on **0845 46 47**.

For patients safety all calls are recorded. Calls are charged at the same rate as local calls. NHS Direct Wales is hosted by Swansea NHS Trust.

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