

Signposting your health and social care options on the Isle of Man

self-care



community-based
care

urgent care



Getting the level of help that's right for you

It can sometimes be overwhelming trying to decide which healthcare provider is best-placed to help you with your needs. This guide will signpost you to the most appropriate service or clinician depending on the level of support you need.

Please consider whether you need to go straight to the Emergency Department (A&E) at Noble's Hospital, or whether you can get the help you need elsewhere.

Please also remember that the Emergency Department (A&E) is there to help you if you need urgent or emergency care, so please don't delay getting the treatment or support you need.

You should always dial 999 in the event someone is seriously ill or injured, their life is at risk, or for any other life-threatening emergency.

Feeling safe in our care

It's safe to attend a health or social care setting for a planned or emergency appointment. There are lots of precautions in place to mitigate the risk of infection and make our facilities as safe as possible. Measures may include the use of personal protective equipment such as fluid-resistant facemasks, hand hygiene, cough hygiene and social distancing.

You can wait outside in your car for your appointment if it makes you feel safer, but you must remember to notify the team of your arrival first. Reception teams can call you in when they're ready for you.

HELP US STOP INFECTIONS SPREADING

PLEASE DO NOT VISIT IF YOU HAVE THE FOLLOWING:



VOMITING



DIARRHOEA



COUGH






TEMPERATURE



FLU

If you've got...

...then you should visit...

urgent care 	<ul style="list-style-type: none"> Serious injury or trauma Broken limbs Major blood loss Chest pain Choking Severe headaches Blackouts 	<p>...the Emergency Department (A&E) at Noble's Hospital. In the event you need immediate emergency treatment, please call 999 to speak to the Emergency Services Joint Control Room.</p>
 community-based care	<ul style="list-style-type: none"> Severe sunburn or another type of burn/scald A dislocation or break Sprains A need for emergency contraception Muscular pain A bite or rash A bad cut that you can't treat yourself at home A minor head injury (with no loss of consciousness or vomiting) A minor illness, such as urine infections, ear/eye/throat infections, skin infections (abscesses/boils etc.), abdominal pain 	<p>The MIU can provide treatment for a wide range of minor illnesses and injuries that you need medical help with, but where you don't need support from the Emergency Department (A&E) at Noble's. You should go to the Minor Injuries Unit for the treatment of all minor injuries and illnesses before you go to Noble's Hospital.</p> <p>...the Minor Injuries Unit at Ramsey Cottage Hospital. It's open from 08:00 – 20:00, Monday-Friday. There is X-ray provision on weekdays between 09:00 and 17:00.</p>
	<ul style="list-style-type: none"> Persistent low mood Anxiety Concerns over your mental health/feeling like you're overwhelmed and struggling 	<p>...some online resources designed to help you.</p> <ul style="list-style-type: none"> Community Wellbeing Service - covid19.gov.im/health-wellbeing/are-you-ok/ QWELL – adult counselling - qwell.io KOOTH – counselling for 11-17 year olds - kooth.com
	<ul style="list-style-type: none"> Persistent toothache or urgent dental issues Eye problems such as eye pain, visual disturbance or something in your eye Concerns over management of your optical and dental health 	<p>...your Dentist. If you don't have a dentist, you can contact the Community Dental Service (642785) and you will receive an appointment for urgent or emergency care either at the Community Dental Service or at another dental practice that delivers NHS care. On bank holidays and weekends an emergency dental service operates between the hours of 9:00 and 11:00 and you can see which dental practice is operating the service via the rota available on www.gov.im/dentists.</p> <p>... your Optician. Any Optician can now see you for any problems that occur including minor eye conditions such as blurred vision, pain or lumps around the eye.</p>
	<ul style="list-style-type: none"> Feeling under the weather for a few days Concerns about your chronic disease i.e. Diabetes Sexual or reproductive health concerns Concerns over lumps or bumps More acute mental health concerns 	<p>...your GP (or MEDS, if out of hours). Isle of Man GPs are conducting both phone and face-to-face appointments right now. You may not be able to see your usual GP – you may be offered an appointment with another GP instead, or perhaps one of the Advanced Nurse Practitioners (ANPs). It's important you accept an appointment if you're offered one, even if it isn't always with the person you'd usually see.</p>
 self-care	<ul style="list-style-type: none"> A bad headache A need for emergency contraception Head lice Diarrhoea Indigestion A red or irritated eye 	<p>...your Community Pharmacist. They're open six days a week across the Island, with a rota system in place on a Sunday.</p> <p>The also operate the Island's Minor Ailments Scheme, where they may be able to provide medication for a range of common complaints.</p>
	<ul style="list-style-type: none"> A bruise A small cut or graze A hangover A coldsore A cough or cold 	<p>...your medicine cabinet, because you might have some medication at home that can alleviate your symptoms quickly. If not, a trip to your local Community Pharmacy will help you get the support you need.</p>

Community Pharmacists – how can they support you?

You can visit your local Community Pharmacist instead of your GP for advice on how best to keep you and your family healthy and well. All Pharmacists train for five years in the use of medicines, and are trained in managing minor illnesses too – so they're a great resource to help you. They can offer clinical advice and provide medication for a range of minor ailments and common conditions.

Heading to see your local Community Pharmacist is a great alternative to booking an appointment with your GP. They'll advise you to book a GP appointment if they can't help you.



What do Community Pharmacies offer?

Community Pharmacies offer a wide range of services and advice, including:

- Stop smoking advice
- Blood pressure tests
- Flu vaccinations
- Advice on weight management, healthy eating, leading a more active lifestyle and taking part in exercise that's right for you
- Medication for things like:
 - Coughs, colds and the flu
 - Aches and pains, including tummy ache
 - Skin rashes
 - Hayfever and other allergies
 - Earache
- Access to emergency contraception and pregnancy tests
- Helping you to manage repeat prescriptions, including offering a Medicines Use Review where necessary

They also operate the **Minor Ailments Scheme** where they can provide medication for a range of common conditions.

Are Community Pharmacies confidential?

Yes – what you discuss with your Community Pharmacist is confidential. Many of them have a private consulting room to talk confidentially in.

Self-care – are you prepared?

Being proactive about your self-care can often help you manage some minor conditions at home, and avoid the need to seek medical help. It's always a good idea to carry a small supply of essential medical items at home – just in case. This includes:

- Paracetamol or Ibuprofen, or another suitable painkiller
- Indigestion tablets
- Lozenges
- Diarrhoea medication
- Rehydration sachets
- Plasters
- Antiseptic cream
- A thermometer
- Antihistamine tablets
- Creams for bites and stings

Your local **Community Pharmacist** can support you with this.

<https://www.gov.im/categories/health-and-wellbeing/pharmacy-services/community-pharmacies/>

Minor Ailments Scheme (MAS)

You may be able to receive treatment under the Minor Ailments Scheme operated through Community Pharmacies. They may be able to offer treatment for a number of conditions including:

- Bacterial Conjunctivitis
- Inflammatory Skin Disorders
- Impetigo
- Shingles
- Vaginal Thrush
- Oral Thrush
- Hay Fever
- Cough
- Gout
- Exercise-related Injury
- Constipation
- Nappy Rash
- Urinary Tract Infections (UTIs)

You may wish to phone ahead to your local Community Pharmacy first to make sure that they offer the Minor Ailments Scheme, and that they're able to provide medication for you under the scheme. Some people may not be eligible to be treated under the scheme. Prescriptions are free of charge if you usually receive free prescriptions.

Other Primary Care services

Community Dental Service



The Community Dental Service is available for anyone who doesn't have a Dentist in the Isle of Man – we'll never leave anyone in a dental emergency. This is operated from the Central Community Health Centre on Westmoreland Road in Douglas. You can call the team on **(01624) 642785**.

Anyone who needs urgent treatment over the weekend period or on a Bank Holiday should visit www.gov.im/dentists where they will find the Emergency Dental Clinic Rota within the downloadable documents on the webpage – the rota lets you know which NHS dental provider is covering emergency provision and their contact details.

If you don't have a Dentist, you can join the allocation list by emailing Dental@gov.im. You need to include your name, date of birth, address, contact email and phone number on your email, and specify if there's a particular area or practice you'd prefer to be allocated to. You should also include details of any family members you wish to be added to the list at the same time. Once practices are able to take on further NHS patients, you'll be contacted with details of your allocation.

Minor Eye Conditions



You can receive access to treatment at your local Optician, instead of having to seek treatment at the Emergency Department at Noble's Hospital. Opticians can treat a range of conditions including gradual loss of vision or sudden onset of blurred vision, eye pain, flashes/floaters, eye infections and emergency contact lens or other foreign object removal. You can find a list of opticians via our webpage www.gov.im/opticians. Each Optician Practice is listed on our webpage with a link to take you to their individual web pages, where you will find operating hours and contact details.

For serious eye complaints including severe pain requiring immediate attention, suspected retinal detachment and sudden loss of vision, or a dramatic reduction in vision in one eye, please attend the Emergency Department (A&E) at Noble's Hospital.

Mental health and emotional wellbeing

There are many ways to support your mental health and emotional wellbeing concerns.

If you have concerns over your mental health, for example you're feeling overwhelmed and struggling, or you have low-level depression and anxiety, you can access a range of immediate online resources to support you.

- The Community Wellbeing Service provides information around a variety of resources where people can seek support for common mental health difficulties. Their resource booklet can be downloaded here: <https://www.gov.im/categories/caring-and-support/mental-health-service/community-wellbeing-service/>
- **QWELL** is an online counselling service for adults (qwell.io) and **KOOTH** is an online counselling service for 11-17 year olds (www.kooth.com). These resources give you immediate access to professional emotional wellbeing and mental health support – you can speak to a counsellor online, in confidence. They're an immediate source of support, and so great if you need to speak to someone quickly.

If you don't feel that self-help options are benefitting you and you need some extra support, you can self-refer to the Community Wellbeing Service which offers a range of psychological approaches.

If a stronger intervention is needed – for example for more acute mental health concerns – you should refer to your GP or the **Crisis Team** (642860).

You can also reach the Samaritans on 0330 094 5717 (local call charges apply), or 116 123 (free from any phone). A range of wellbeing support resources can be found at: <https://www.gov.im/wellbeingsupport>



**For further information on
any of the services provided
by Manx Care...**

Manx Care: www.manxcare.im

Manx Care Advice and Liaison Service:
www.gov.im/MCALS



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