

Quick NHS Service Guide

What should I do if my child is ill?

MINOR



Minor ailments,
everyday health
issues and mild
illnesses



- Self-care at home
- Pharmacy
- Health Visitor advice
- Guidance from
www.nhs.uk/conditions

MODERATE



Moderate illness
or injury that is
not going away, or
symptoms are
getting worse



Can it wait for a GP
appointment?

YES

GP (weekdays) or I:Hub (GP
evenings/weekends)

NO

Call 111 free of charge, 24
hours a day

SEVERE



Severe illness,
serious injury or
life-threatening
emergency



A&E or 999

Find more detailed information and advice in the next pages.

Who can help when my child is ill?

FOR THINGS LIKE:

- Minor cuts, bumps and bruises
- Coughs, colds, sore throats and mild fever
- Insect bites and stings, minor skin irritation
- Fever up to 48 hours after immunisations with no other worrying symptoms
- Mild headache
- Mild tummy ache/upset stomach



SELF-CARE/PHARMACIST

Self-care at home is often the best choice for everyday problems. You can get medicine and free advice from your local pharmacy. For more advice on safely treating common ailments, visit: www.nhs.uk/conditions



FOR THINGS LIKE:

- Teething and feeding problems
- Immunisation advice
- Vomiting or gagging
- Mild skin irritations like nappy rash
- Mild fever and other common ailments
- Constipation
- Oral health
- Sticky eyes & conjunctivitis



HEALTH VISITOR

Health Visitors are specialist public health nurses for children aged 0-5. They can advise on your child's health and development. If you know your health visitor, call the number given to you in your red book. If not, ring 020 3316 8008 between 9am-5pm (or leave a voicemail). Child Health Clinics also run in Bright Start Centres. To find yours, visit www.islington.gov.uk/children-and-families/childrens-centres-and-under-5s



FOR THINGS LIKE:

- Babies of 3 to 6 months old with a temperature of 39°C or above
- Babies and children with a fever of 38°C or above for more than 5 days
- Dehydration (sunken eyes, drowsy, no wee for 12 hours)
- Hard to breathe (but without RED signs described below)
- Being very sick, or tummy pain getting worse
- Much thirstier and weeing more than normal
- Blood in the poo or wee
- Injured arms or legs, causing pain or problems moving
- Head injury causing constant crying or drowsiness, but no unconsciousness
- Shivering a lot, or unexplained muscle pain
- **Your child is getting worse or you are worried**



GP (FAMILY DOCTOR)

Everyone can register with a GP. You do not need ID or a proof of address. Interpreters (incl. British Sign Language) are available.



Find your local GP at

www.nhs.uk/service-search

I:Hub provides GP appointments on weekday evenings, at the weekend and on bank holidays. Simply phone your usual GP surgery number.

NHS 111

If you need help fast but cannot see a GP, call 111. You can call any time, free of charge, for medical help and advice. You do not need to be registered.



You can ask for a translator if you need one. If you are deaf or have hearing loss, you can call 18001 111 on your textphone or use the InterpreterNow app:

www.signvideo.co.uk/nhs111

FOR THINGS LIKE:

- Pale, blotchy skin that feels unusually cold
- A rash that does not disappear when you press a glass to it (may be harder to see on darker skin so check carefully over the whole body)
- The soft spot (fontanelle) on your baby's head is firm or bulging
- Severe trouble breathing – uneven breathing, going blue, or too breathless to talk/eat/drink
- A fit/seizure (unless these are expected)
- Extreme distress for a long time and can't be distracted
- Confused, floppy, always sleepy, difficult to wake up or not responding even when awake
- Under 3 months old with fever of 38°C or above (unless they have had vaccinations within the last 48 hours and have no other worrying symptoms)
- Severe testicle or tummy pain
- Serious injury
- **If you are frightened because your child looks very unwell.**



A&E OR 999

Hospital A&E (Accident and Emergency) departments deal with serious or life-threatening emergencies.

You do not need to be registered. They are open all day, every day. You do not need an appointment. Find your nearest A&E at www.nhs.uk/service-search

In a serious emergency, call **999** for an ambulance.



Unsure? Confused? Anxious? Need advice?

Call 111 any time, free of charge. You can ask for a translator if you need one. You will talk to an adviser, be given advice and directed to the local service that can help you best.

In a serious emergency, call 999.



Fever/high temperature in children: when do I need medical help?

LOOK AFTER A FEVER AT HOME

A high temperature is very common in young children. It is the body's response to infections like coughs, colds and chickenpox. The temperature usually returns to normal within 3 or 4 days. For guidance on how to look after a fever at home, you can visit www.nhs.uk/conditions/fever-in-children, or ask your Pharmacist or Health Visitor.



CALL YOUR GP NOW FOR AN URGENT APPOINTMENT IF:

- Your baby is 3-6 months old and has a temperature of 39°C or above
- Your baby or child has a fever of 38°C or above for 5 days or more
- Your child also has other symptoms from the AMBER list in this leaflet
- Your baby seems dehydrated – nappies not very wet, sunken eyes, no tears when crying
- Your baby/ child is getting worse or you are worried

If you cannot get an urgent GP appointment with your GP or the I:Hub, call 111.



GO TO A&E OR CALL 999 FOR EMERGENCY CARE IF:

- Your baby is under 3 months of age with a temperature of 38°C or above (unless after vaccinations, with no other illness)
- Your child also has other symptoms from the RED list in this leaflet
- You are frightened because your child looks very unwell



Useful Local Contacts

My Pharmacy:

Health Visiting Service: 020 3316 8008, 9.00am-5.00pm

My Health Visitor:

My Bright Start Centre:

My GP/ Family Doctor:

If you need to see a GP urgently at the evening or weekend, ring your usual GP phone number to be connected to I:Hub.

South Islington I:Hub: Ritchie Street Health Centre, 34 Ritchie Street, N1 0DG.

Mon-Fri: 6.30-8pm, Sat: 10am-4pm

North Islington I:Hub: Andover Medical Centre, 270-282 Hornsey Rd, N7 7QZ.

Mon-Fri: 6.30-8pm, Sat: 8am-2pm

Central Islington I:Hub: Islington Medical Centre, 28 Laycock Street, N1 1SW.

Mon: 6.30-9pm, Tue-Fri: 6.30-8pm, Sat & Sun: 8am-8pm

NHS 111 (phone assessment and advice, free of charge, all day every day). If you need help quickly and it's not a 999 emergency, call 111

You can ask for a translator if you need one.

If you are deaf or have hearing loss, you can call 18001 111 on your textphone or use the InterpreterNow app: www.signvideo.co.uk/nhs111

Emergency Services

A&E, The Whittington Hospital, Magdala Avenue, London N19 5NF

A&E, UCLH, 235 Euston Road, London NW1 2BU

Emergency ambulance: call **999**

Other useful sources of information



Whittington Health Visitors

www.whittington.nhs.uk

(search for Bright Start)

How to access Health Visiting, Children's Centres and other specialist services for children aged 0-5

Islington Breastfeeding Support Network

For support or advice about breastfeeding call 020 3316 8439 (weekdays 9am-5pm)

NHS Choices

www.nhs.uk

Find your nearest NHS services, get advice about illnesses and find the latest COVID guidance

NHS Conditions

www.nhs.uk/conditions

Advice on treating illnesses at home, and knowing when to call a doctor

Best Beginnings Baby Buddy 2.0 App

(free from App stores)

Knowledge and practical skills to look after yourself and your baby as they develop

Baby and Child First Aid App

www.redcross.org.uk/first-aid/first-aid-apps

Free first aid advice and skills for adults with a baby or young child

Meningitis Now

Recognise the symptoms of meningitis and sepsis

www.meningitisnow.org/meningitis-explained/signs-and-symptoms

BASIS

www.basisonline.org.uk

For information on infant sleep and night-time care

The information in this booklet is based on NHS North Central London Commissioning Group (2021), 'Health Advice for Parents and Carers'