

Know your options

Health Information for Young Adults

If you move to a new location

When moving to a new area for work or Higher Education, it is a good idea to register with a local GP Practice so you can access healthcare quickly. If there are several Practices in your area, you can find their contact details at <https://www.nhs.uk/service-search/find-a-gp>

Once you have chosen a surgery you will be asked to fill in a registration form. Information on how to do this can be found on each Practice website or phone the reception team if you need more help. <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

You can register as a temporary resident with a new surgery for up to 3 months. This can be helpful if you're living away from home but do not want to change your home GP surgery. To register, you'll need to fill out a temporary services form (GMS3), available from GP surgeries. After 3 months, you'll have to reapply to register as a temporary resident or become a permanent patient. If your application is refused, you can still receive any treatment you need immediately for up to 14 days. Please note, you cannot be a temporary resident in the same town as where you are permanently registered with a GP.

To find a local dentist, go to <https://www.nhs.uk/service-search/find-a-dentist>

If you are feeling unwell outside of practice hours but is not an emergency, call 111 for advice 24/7 or online at: <https://111.nhs.uk/>

Taking advantage of the NHS

You have the right to choose a GP practice that suits your needs within your local area. The practice must accept you as a patient unless there are reasonable grounds to refuse your registration. A GP Practice must not refuse your registration regarding race, gender, social class, age, religion, sexual orientation, appearance, disability, or a medical condition.

Reasons a GP Practice may refuse your registration:

- Being outside the catchment area
- No capacity to take on new patients.
- Suitable to register at a GP practice more local to your area.

Your parents/guardians had access to your online record up until your 13th birthday. After your 13th birthday you will need to phone or come into the surgery and speak to our Patient Services Team to set up your own account. They will give you your new username and password. Once you have access to this, you will be able to view your

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clinical records held at the surgery, for example, your blood results. You will also be able to book and cancel appointments and order repeat prescriptions. If you would still like your parents have access, you can fill out a proxy access form – we can email this to you



When logging in, you will be prompted to change the password that was given to you by Patient Services. If you were ever to forget your log in details, please contact Patient Services who will be able to reset this for you.

Once you have registered at the Practice, you will also have access to NHS services, order repeat prescriptions check your records which include results and your health conditions by downloading the NHS App. **You must be aged 13 or over** to use the NHS App. This can be downloaded on IOS and Android. More information regarding this can be found at <https://www.nhs.uk/nhs-app/about-the-nhs-app/> To keep your access secure, you will receive a security code to your phone each time you log in.

How to book an appointment

Most Practices have comprehensive websites with clear instructions and links on how to make an appointment. This might be by requesting an appointment through 'triage' (medical professionals will assess your request and match you with the right clinician or service), using Systmonline (electronic booking service), the NHS app, the Airmid app or by phoning the Practice directly. Make sure you know how to book an appointment in advance – any issues, please phone the Practice.

If for any reason you feel like you are unable to sit in the waiting room or have concerns about attending the Practice, please let the Patient Services Team know and they will try and accommodate you the best they can.

Confidentiality

All information that is recorded on your medical records are protected. This includes details from your appointments, treatments, and diagnoses. You have the right to view your records; these can be viewed on your NHS app, or you can contact the Practice and request this.

General Health

Most Practice websites have a section for health conditions A to Z which can provide you with information. You can also visit the NHS website for comprehensive information. [Health A to Z - NHS](#)



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Who Should I see?

If you have a minor condition that does not require any medical attention, you can treat this at home. This can include resting until the illness has gone away or taking over the counter medicines, such as paracetamol or cough remedy.

Pharmacy

You may be able to self-refer to a local pharmacy for common medical problems such as:

- Earache – inflammation of middle ear (1 to 17 years)
- Impetigo (1 year and over)
- Infected Insect bites (1 year and over)
- Shingles (18 years and over)
- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Uncomplicated urinary tract infections (UTI) (Women between 16 and 64 years – not men)

Pharmacists can also offer advice on medications that you may be taking, such as any worries about side effects and how to use your medication.

Emergency contraception is offered at certain Pharmacies for free. Please visit <https://www.nhs.uk/contraception/emergency-contraception/> for more information.

To find your local Pharmacy please visit: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>



Minor Injuries

You can visit your local Minor Injuries Unit (MIU) or be referred via NHS 111. You can google which MUI is closest to you.

Examples of minor injuries might be:

- Injuries to upper and lower limbs
- Broken bones, sprains, bruises and wounds to shoulder, upper limbs, and lower leg.
- Bites – human, animal and insect
- Burns and scalds
- Wound infections
- Minor head injuries
- Foreign bodies in eyes, nose, and ear

Use the Right Service

	Minor cuts and grazes Bruises and minor sprains Coughs and colds	Self Care Stock your medicine cabinet Visit www.NHS.uk
	Minor illnesses Headache Stomach upsets Bites and stings	Pharmacy
	Feeling unwell? Unsure? Anxious? Need help?	NHS 111
	Persistent symptoms Chronic pain Long term conditions	GP Advice Out of Hours call 111
	Choking Chest pain Blacking out Serious blood loss	A&E or 999 Emergencies only

Please note! If you turn up unannounced at an MIU during its opening hours, you will be assessed but could be directed elsewhere or given an appointment later that day or the next. Phone NHS 111 if you're not sure what support you need.

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Dentist

If you are experiencing tooth pain, you need to see a dentist. If you do not have a regular dentist and you have an urgent dental problem, call NHS 111 who can advise you further.

GP

If you are suffering from persistent symptoms, chronic pain, long term conditions or need a new prescription, please call your GP surgery.

Sherborne area Practices: The Grove Medical Centre 01935 810900, The Apples Medical Centre 01935 812633 or Yetminster Health Centre 01935 872530.

Out of hours

If you are feeling unwell outside of GP practice hours but is not an emergency, call 111 for advice 24/7 or online at: <https://111.nhs.uk/> If it's an emergency, call 999.

A and E

If you are experiencing any of the below, you need to visit your local A&E Department:

- Loss of consciousness
- Acute confusion and fits that are not stopping
- Severe bleeding or major trauma
- Severe allergic reactions
- Severe burns or scalds
- Stroke
- Chest pain
- Breathing difficulties

Practice Nursing Teams

Practice Nurse Teams are available by appointment. They can help with things like:

- Removal of sutures and dressings
- Taking blood tests
- Infant and Adult immunisations – please visit <https://www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them/> to see the current vaccination schedule for all immunisations from babies through to adults
- Cervical Screening (Smear test) is for woman between 25-65. Invitations are sent by the Health Authority to make an appointment
- Travel and Vaccination Advice – we offer a range of foreign travel immunisations including yellow fever and up-to-date advice for travelling aboard. You will most likely need time to have the necessary course of vaccinations, so we advise you get in touch at least 8 weeks before travelling. If these vaccinations are non-NHS there will be a charge; this would be advised during your appointment.
- ECG (Heart Tracings)
- Spirometry (Lung Function Testing)
- Chronic Disease Management
- Asthma
- Diabetes – you can also visit <https://www.diabetes.org.uk/guide-to-diabetes> for information regarding Diabetes
- Contraception and Sexual Health Advice
- NHS Health Checks

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Minor Operations such as removal of skin lesions, joint injections and freezing therapy can be performed by your GP. Please book an appointment with your GP if you feel you have a condition that may benefit from minor surgery.

Hospital Referrals are offered for a consultant opinion. You will be given a choice as to where you can attend. We use the Electronic Choose and Book Service where appropriate. You can request a copy of your referral letter; please ask your GP at the time of referral.

Non-NHS Services such as Private Medical examinations, Health Insurance Claim forms and reports are carried out at the surgery, however there may be a charge depending on the service. You will be advised by the surgery if there is a fee.

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Where to find support

Mental Health

There may be times when you feel more comfortable talking to a particular GP or member of staff. You can request to speak or have an appointment with your preferred staff member or clinician.

If you are struggling with your mental health, there are numerous services you can contact. **If you ever have any suicidal thoughts, please call the surgery on 01935 810900 or 01935 813438 to speak to a clinician. Alternatively, you can call the [Samaritans](#) on 116 123. This service is available 24 hours a day, 7 days a week.**

[Connection](#) is a 24/7 helpline that is open to all ages. Dorset residents or people visiting Dorset can call **0800 652 0190** or **NHS 111** for free.

Steps2Wellbeing (OVER 18s ONLY) offers counselling or Cognitive Behavioural Therapy (CBT). You can self-refer via their website: <https://gateway.mayden.co.uk/referral-v2/468cc192-7135-4079-a023-d0d10c7ec60c> If you live in Dorset, please call **0800 484 0500**. We would encourage you do this as soon as possible whilst you are motivated to seek help.

Samaritans provides confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, or write a letter. Call 24/7 on **116 123** or email: jo@samaritans.org. Sometimes writing down your thoughts can help you better understand them. To write a letter the address is: **Freepost SAMARITANS LETTERS**. For more information, please visit: <https://www.samaritans.org/>

Chathealth this is a text services that is run by school nurses for ages 11-19. Text: **07312 263093**. The service is open on Mondays to Fridays from 9am-5pm, excluding bank holidays. It is available during term times and school holidays.

Kooth is the UK's leading mental health & wellbeing platform for children and young people. It is available for ages 11-19 and provides regulated online forums, online counselling/chat, and lots of information. <https://www.kooth.com/>

Young Minds Crisis Messenger if you are a young person experiencing a mental health crisis you can text YoungMinds Crisis Messenger for free, 24/7 support. Text **85258**. All texts are answered by trained volunteers with support from experienced clinical supervisors. Texts are **free** from EE, O2, Vodafone, 3 Virgin Mobile, BT Mobile, Giff Gaff, Tesco Mobile and Telcom Plus. [YoungMinds Crisis Messenger](#)

Childline is a free, private and confidential service for children and young people under 19 to talk about to. Visit their website: <https://www.childline.org.uk/> or call **0800 1111**.

Papyrus is for people under the age of 25 and is the national UK charity dedicated to the prevention of young suicide. You can contact them via their website: <https://www.papyrus-uk.org/> or call **0800 0684141** Mon-Fri 10:00-22:00, Weekends 14:00-22:00 and Bank Holidays 14:00-17:00. You can also text on **88247** or email: pat@papyrus-uk.org If you are worried about someone you know you can also contact Papyrus.

National Bullying helpline is run by volunteers between Mon-Fri 9:00-17:00. For more information please visit: <https://www.nationalbullyinghelpline.co.uk/> or you can call **0845 225 5787**, Freephone **0300 323 0169** or email help@nationalbullyinghelpline.co.uk



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For information/support regarding alcohol abuse please visit: <https://www.nhs.uk/live-well/alcohol-advice/alcohol-support/> or <https://www.nhs.uk/live-well/alcohol-advice/>

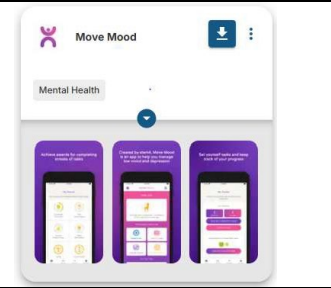
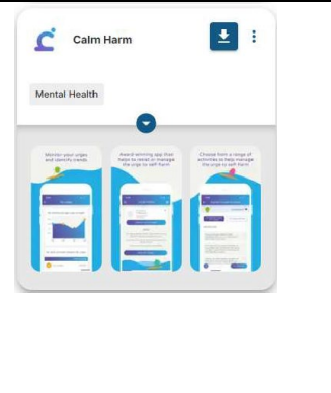
For information regarding addiction which includes drug and gambling please visit: <https://www.nhs.uk/live-well/addiction-support/>

You can also visit <https://www.talktofrank.com/> which offers help and advice regarding illegal substances. You can also call on **0300 123 6600** or text **82111**.

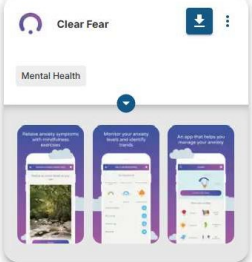
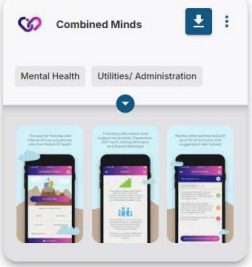
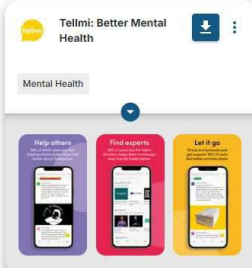
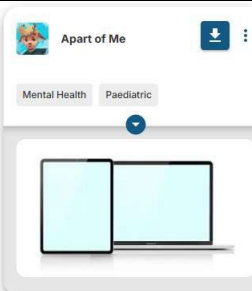
OCDUK is a website to help people who have been diagnosed with Obsessive-Compulsive Disorder understand their diagnosis. For more information, please visit: <https://www.ocduk.org/> You can also call their Helpline on **01332 588112**.

Self care apps you can trust


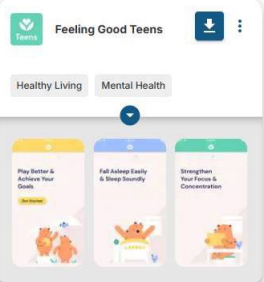
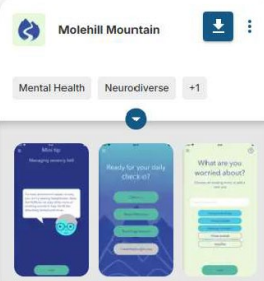
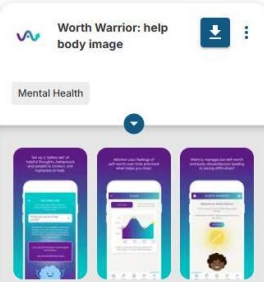
These self-care and well-being apps have been carefully selected to support the mental and emotional health of young people.

	<p>Move Mood</p> <p>Move Mood is designed to help young people manage the things they might find difficult when experiencing low mood. Created for Stem4 (teenage mental health charity) Move Mood supports users to define goals and set activity schedules. The app motivates users by providing a 'companion' to help them accomplish tasks they commit to and earn 'awards' for completing them. There is the opportunity for monitoring progress and a section for resources. Intended age range: 13+</p>
	<p>Calm Harm</p> <p>Created by Stem4 (teenage mental health charity), Calm Harm provides techniques to help break the cycle of self-harm. Users can learn to 'surf the wave' by doing five-minute or fifteen-minute activities in these categories:</p> <ul style="list-style-type: none">• Distract: helps to combat the urge by learning self-control• Comfort: helps to care rather than harm• Express Yourself: gets those feelings out in a different way• Release: provides safe alternatives to self-injury• Random: selects a random activity from the categories above <p>There is also a breathing technique to help reduce symptoms of stress and anxiety. Intended age range: 13+</p> <p>The app has been developed for self-guided use by individuals who experience non suicidal self-injury. If you self-harm with suicidal intent, please talk to a responsible adult and see a health professional urgently.</p>

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	<p>Clear Fear Created by Stem4 (teenage mental health charity), Clear Fear uses a Cognitive Behavioural framework to help change anxious thoughts and emotions, alter anxious behaviours and calm fear responses. It also has descriptions of the different ways in which anxiety can manifest, and information and resources to help manage this. Intended age range: 11-19</p>
	<p>Combined Minds Created by Stem4 (teenage mental charity), Combined Minds helps families and friends support young people with their mental health. When a child or young person has a diagnosed mental health condition, families and friends want to support them in the best way but also know when to step back.</p>
	<p>Tellmi Tellmi is a peer-support app, where users can post questions or concerns and receive replies from a community of people their own age, whether they are struggling with stress, anxiety or depression, or having problems with relationships. All posts are checked by a trained worker before being published. Age range: 11+</p>
	<p>Apart of Me Apart of Me was co-created by experts in child psychology and bereaved young people and translates bereavement counselling techniques into a 3D world. A guide supports the user along their journey. The in-app journey is designed to help users explore, accept, understand, and articulate your experience of grief and the wide range of emotions connected to it. Intended age range: 12 - 18 (core 13 -16)</p>

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	<p>distrACT</p> <p>The distrACT app provides easy, quick and discreet access to general health information and advice for people who self-harm and may feel suicidal, and people supporting them.</p> <p>Intended age range: 13+</p>
	<p>Feeling Good Teens</p> <p>Feeling Good Teens is designed to help build self-esteem and motivation. It features 11 tracks of varying length, from 3 minutes to 11 minutes, that guide mindful relaxation, muscle relaxation, calming the mind, building self-confidence, coping with exam stress, and sleeping well. It can help you with:</p> <ul style="list-style-type: none">• Feeling calmer and more relaxed• Feeling less stressed• Having better concentration• Having more confidence <p>Intended age range: 10–15 years olds</p>
	<p>Molehill Mountain</p> <p>Molehill Mountain is designed to help people with autism to understand and self-manage their anxiety.</p> <p>Molehill Mountain allows you to track your worries and identify the situations that trigger your anxiety. Your daily check-ins are plotted on a chart which allows you to identify pattern and trends – and you can also display a previous check-in to help you identify recurring triggers for your anxiety. Over time, tips are unlocked that will help you to understand your anxiety and learn ways to manage it.</p> <p>Intended age range: 16+</p>
	<p>Worth Warrior</p> <p>Created by Stem4 (teenage mental health charity), Worth Warrior aims to help young people manage negative thoughts, feelings and behaviours that can lead to low self-worth, body dissatisfaction and possible eating disorders.</p> <p>Recommended age 12+</p> <p>It is recommended a GP should be consulted in the first instance to ensure physical health is not at risk. If you have been diagnosed with an eating disorder, please talk to a responsible adult, and see a health professional first to find out if the app is suitable for you. If you are under the supervision of a mental health team, you may use the app under their guidance.</p>

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Domestic, Physical or Sexual Abuse

Domestic abuse can affect anyone and takes many forms.

Does your partner, ex-partner, or someone you live with:

- Cut you off from your family and friends and intentionally isolate you?
- Bully, threaten or control you?
- Take control of your finances?
- Monitor or limit your use of technology?
- Physically and/or sexually abuse you?

Domestic abuse is not always physical violence. It can also include:

- Coercive control and 'gaslighting'
- Economic abuse
- Online abuse
- Threats and intimidation
- Emotional abuse
- Sexual abuse

Anyone can be a victim of domestic abuse regardless of gender, age, ethnicity, religion, socio-economic status, sexuality, or background.

All forms of domestic abuse are not acceptable in any situation.

If you are experiencing domestic abuse and feel frightened of, or controlled by a partner, ex-partner, or family member, it is important to remember that it is not your fault and there is no shame in seeking help. It may seem like a difficult step to take but there is support available.

Sexual abuse support offers confidential free support for young people who have or are experiencing a form of sexual abuse or sexual violence. For more information please visit: <https://www.starsdorset.org/> or you can call **01202 308855**.

Faceup2it offers advice regarding sexual abuse for under 18s, for more information please visit <https://faceup2it.org/> or contact **116 000** for free 24/7.

NHS Live-Well details signs of abuse including: Emotional abuse, Threats and intimidation, Physical Abuse, and sexual abuse. For more information, please visit <https://www.nhs.uk/live-well/getting-help-for-domestic-violence/>

Dorset Police details what domestic abuse is and how you can report it if you have been affected. Please visit <https://www.dorset.police.uk/advice/advice-and-information/daa/domestic-abuse/what-is-domestic-abuse/>

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Diet, weight, fitness, sleep, and well-being

A body mass index (BMI) above the healthy weight range or too much fat around your waist can increase your risk of serious health problems, like heart disease, type 2 diabetes, stroke, and certain cancers. To calculate your BMI please visit: <https://www.nhs.uk/health-assessment-tools/calculate-your-body-mass-index/>
If you are under the age of 18, the BMI calculator considers your age and gender as well as your height and weight.

Your BMI result explained.

Underweight (on the 2nd centile or below) could be a sign that you're not eating enough or that you may be ill. If you are underweight, your GP can help. For more information, please visit: <https://www.nhs.uk/live-well/healthy-weight/managing-your-weight/healthy-ways-to-gain-weight/>

Healthy weight (between the 2nd centile and 91st centiles) For more information for maintaining a healthy weight, please visit the food and diet sections on the NHS website: <https://www.nhs.uk/live-well/>

Overweight (91st centile or above) The best way to lose weight is through a combination of diet and exercise. The BMI calculator will give you a personal calorie allowance to help you achieve a healthy weight safely.

Obese (98th centile or above) the best way to lose weight is through a combination of diet and exercise and in some cases, medication. Contact your GP for help and advice.

If you are looking for ways to get active, please visit: <https://www.nhs.uk/better-health/get-active/> which lists various ways to keep active. Keeping active can also boost your mood and make activities easier.

BEAT provides information and help regarding eating disorders, for more information please visit: <https://www.beateatingdisorders.org.uk/> or please contact **0808 801 0677** 3pm to 8pm Monday to Friday. If you need urgent help, please call 999 or Samaritans. If you need medical advice, please contact your GP.

You can refer yourself to Physiotherapy without needing a GP appointment by visiting: <https://www.mskdorset.nhs.uk/patient-self-referral-form/>

If you are suffering from sleep problems please visit: <https://www.nhs.uk/live-well/sleep-and-tiredness/> and <https://www.nhs.uk/every-mind-matters/mental-health-issues/sleep/> which provides information regarding sleep and sleep tips.

No matter how long you have smoked, quitting improves your health. If you would like more information regarding quitting smoking, please visit: <https://www.nhs.uk/better-health/quit-smoking/>

If you need help with your alcohol intake, please visit: <https://www.nhs.uk/better-health/drink-less/> which offers tips on how to cut down on your alcohol intake.

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ChatHealth consists of NHS staff who offer confidential help and advice for children and young people between the age of 11-19. This service allows you to submit a message anonymously. For more information, please visit <https://www.dorsethealthcare.nhs.uk/school-nursing/chathealth>

Sexual and reproductive health

Across the surgeries, all GPs and several practice nurses offer Contraceptive advice.

Our Nursing teams offer Oral contraception and injectable progesterone conception, advice, and regular reviews.

We also have a dedicated team of healthcare professionals who fit, remove, and change Intrauterine devices (Copper Coils & Hormonal Coils) and Implants (Progesterone - Nexplanon).

All these services are on an appointment only basis, which is initially offered over the phone and followed up with a face-to-face appointment if required.

If you have any queries regarding this, please contact your surgery.

Further information regarding contraception can be found at: <https://www.nhs.uk/contraception/>

If you believe you have a Sexually transmitted disease (STI) your surgery can advise and perform simple test (e.g., Chlamydia Testing). A self-testing kit can also be ordered for free by visiting: <https://sexualhealthdorset.org/online-services/order-online-sti-test/>

Pregnancy - if you believe you may be experiencing signs of pregnancy, need advice on what to do, are worried about pregnancy or want to know your options, contact your GP or a school nurse. You can also visit: <https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/physical-health/sexual-health>

Brook offers a range of information and advice regarding sexual health. Please visit: <https://www.brook.org.uk/>

Survivors in transition offers support to anyone over 18 who has experienced any form of sexual abuse in their childhood. For more information, please visit: <https://survivorsintransition.co.uk/sit-overview/>

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Sexuality and gender identity

Gender dysphoria is a term that describes a sense of unease that a person may have because of a mismatch between their biological sex and their gender identity.

This sense of unease or dissatisfaction may be so intense it can lead to depression and anxiety and have a harmful impact on daily life.

If you believe you may have Gender Dysphoria, please contact your GP. You can also visit: <https://www.nhs.uk/conditions/gender-dysphoria/> for more information.

There are numerous websites you can refer to regarding your sexuality.

Diversity Role Models promotes understanding and acceptance. For more information, please visit: <https://www.diversityrolemodels.org/>

It Gets Better is a charity that enables LGBTQ+ young to know their worthiness and offers information on how to help support individuals. For more information, please visit: <https://itgetsbetter.org/>

Young Stonewall Futures offers support and advice for young people thinking about their next steps regarding their sexuality. For more information, please visit: <https://www.stonewall.org.uk/young-futures>