

NHS

111 Clinical Decision Pathways

Complete decision tree documentation for all NHS 111 online triage pathways. Scraped from 111.nhs.uk. Each pathway shows the full branching logic — questions, clinical hints, answer options, and disposition outcomes.

99

Pathways

2679

Total States

362

Outcome Nodes

Contents

PW1512	Ankle or foot injury	14 states · 3 outcomes
PW1518	Ankle or foot injury with a cut or wound	14 states · 2 outcomes
PW1771	Any problem affecting the skin	77 states · 13 outcomes
PW894	Arm or shoulder injury	44 states · 7 outcomes
PW902	Arm or shoulder injury with a cut or wound	11 states · 1 outcomes
PW1575	Bites or stings	26 states · 5 outcomes
PW846	Bleeding from the bottom	29 states · 4 outcomes
PW910	Bleeding from the vagina	16 states · 2 outcomes
PW1625	Blisters	11 states · 3 outcomes
PW981	Blocked or stuffy nose	40 states · 4 outcomes
PW1091	Bottom pain, swelling lump or itch	19 states · 5 outcomes
PW1603	Breast and nipple problems	58 states · 6 outcomes
PW1114	Breastfeeding problems	20 states · 6 outcomes
PW556	Breathing problems	33 states · 1 outcomes
PW580	Burns from heat	22 states · 5 outcomes
PW1567	Catheter problems	16 states · 4 outcomes
PW564	Chemical burns	20 states · 5 outcomes
PW588	Chest or upper back injury	8 states · 1 outcomes
PW596	Chest or upper back injury with a cut or wound	9 states · 1 outcomes
PA21	Chest pain	18 states · 1 outcomes
PW1733	Cold arm or arm changing colour	37 states · 7 outcomes
PW1734	Cold leg or leg changing colour	55 states · 6 outcomes
PW1040	Cold or flu	14 states · 2 outcomes
PW1158	Constipation	33 states · 4 outcomes
PW975	Cough	41 states · 1 outcomes
PW1651	Coughing or vomiting up blood	39 states · 1 outcomes
PW1590	Cuts, scratches or grazes	27 states · 9 outcomes
PW620	Dental injuries	37 states · 4 outcomes
PW628	Diarrhoea	27 states · 1 outcomes
PW1553	Diarrhoea and vomiting	26 states · 1 outcomes
PW1496	Difficulty swallowing	26 states · 3 outcomes
PW915	Discharge from the vagina	25 states · 3 outcomes
PW636	Dizziness	30 states · 1 outcomes
PW655	Earache	24 states · 6 outcomes
PW660	Eye injury	22 states · 2 outcomes
PW668	Eye injury with a cut	12 states · 1 outcomes
PW1627	Eye or eyelid problems	41 states · 7 outcomes
PW700	Falling, fainting or passing out	16 states · 1 outcomes
PW1270	Finger or thumb injury	36 states · 5 outcomes
PW1264	Finger or thumb injury with a cut or wound	16 states · 2 outcomes
PW1570	Fingernail injury	35 states · 7 outcomes
PW1702	Fluid or wax coming from the ear with no loss of hearing	27 states · 7 outcomes
PW1116	Genital injury	21 states · 4 outcomes
PW1010	Genital injury with cut or wound	13 states · 1 outcomes
PW1301	Glue on the skin	8 states · 3 outcomes
PW728	Groin pain or swelling	32 states · 7 outcomes
PW1678	Hair falling out or thinning	23 states · 9 outcomes
PW1267	Hand or wrist injury	34 states · 5 outcomes
PW1260	Hand or wrist injury with a cut or wound	12 states · 1 outcomes
PW684	Head, face or neck injury	23 states · 2 outcomes
PW692	Head, face or neck injury with a cut or wound	11 states · 1 outcomes
PW752	Headache or migraine	26 states · 1 outcomes

PW1762	Hearing problems or blocked ear	25 states · 6 outcomes
PW1775	Hiccups	60 states · 5 outcomes
PW708	High temperature with no other symptoms	24 states · 4 outcomes
PW1559	Itchy vagina	26 states · 3 outcomes
PW1676	Late or missed period	30 states · 1 outcomes
PW1240	Leg injury	55 states · 6 outcomes
PW1234	Leg injury with a cut or wound	15 states · 2 outcomes
PW1712	Locked or aching jaw	8 states · 2 outcomes
PW1759	Loss of bowel control	39 states · 3 outcomes
PW1854	Loss or change to your sense of smell or taste	23 states · 3 outcomes
PW790	Lower back injury	22 states · 2 outcomes
PW798	Lower back injury with a cut or wound	14 states · 1 outcomes
PW782	Lower back pain	23 states · 1 outcomes
PW1323	Mouth ulcers	47 states · 6 outcomes
PW818	Nosebleed	10 states · 2 outcomes
PW1713	Nosebleed after an injury	30 states · 5 outcomes
PW716	Pain in the side of the body	26 states · 2 outcomes
PW1028	Palpitations	25 states · 2 outcomes
PW1865	Problems peeing	19 states · 4 outcomes
PW1140	Shoulder problems	29 states · 3 outcomes
PW1046	Sinusitis	48 states · 5 outcomes
PW1528	Something in the ear	18 states · 6 outcomes
PW1098	Something in the eye	17 states · 4 outcomes
PW1531	Something stuck in the bottom	10 states · 2 outcomes
PW1529	Something stuck in the nose	19 states · 6 outcomes
PW1532	Something stuck in the vagina	22 states · 5 outcomes
PW854	Sore throat	19 states · 3 outcomes
PW1259	Splinters or problems with piercings	22 states · 7 outcomes
PW1719	Stoma problems	28 states · 2 outcomes
PW516	Stomach ache or pain	28 states · 1 outcomes
PW500	Stomach or side injury	25 states · 4 outcomes
PW508	Stomach or side injury with a cut or wound	14 states · 1 outcomes
PW987	Sunburn	22 states · 5 outcomes
PW1034	Swallowed or breathed in an object	12 states · 2 outcomes
PW1164	Swollen or painful arm	36 states · 7 outcomes
PW1544	Swollen or painful face or neck	30 states · 2 outcomes
PW1614	Swollen or painful hand, finger or wrist	34 states · 7 outcomes
PW774	Swollen or painful legs, knees, ankles or feet	54 states · 6 outcomes
PW1282	Toe injury	20 states · 2 outcomes
PW1526	Toe injury with a cut or wound	15 states · 2 outcomes
PW1593	Toenail injury	16 states · 2 outcomes
PW1610	Toothache, swelling and other dental problems	53 states · 8 outcomes
PW1764	Trembling or shaking	74 states · 8 outcomes
PW1683	Unusual skin or body sensations	34 states · 3 outcomes
PW1102	Vaginal lump or swelling	25 states · 3 outcomes
PW936	Vomiting or nausea	28 states · 1 outcomes
PW1345	rule out the most serious conditions	52 states · 1 outcomes

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

► Yes

Do either of these apply to your injury?

► It looks a different shape or like it's come out of its socket

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I have swelling around the area

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↪ *Get help now*

► A doctor has told me I have a bleeding or clotting problem

↪ *Get help now*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↪ *Get help now*

► It was a serious assault

↪ *Get help now*

► It was a minor assault causing scratches or light bruising

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

► Yes

↪ *Get help now*

► I'm not sure

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► No

↔ Get help as soon as you can

► I'm not sure

↔ Is there something tight around your limb, like rings or a p

► No

↔ Is there something tight around your limb, like rings or a p

► No

↔ Was the problem caused by an assault?

► I'm not sure

↔ Was the problem caused by an assault?

► No

↔ Was the problem caused by an assault?

► I'm not sure

↔ Was the problem caused by an assault?

► No

↔ Was the problem caused by an assault?

► I'm not sure

↔ Do either of these apply to your injury?

► No

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

↔ Do either of these apply to your injury?

► I did not fall to the floor

↔ Do either of these apply to your injury?

► I am stuck on the floor

↔ Do either of these apply to your injury?

► No

↔ Are you able to walk 4 steps right now?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is the wound still bleeding without stopping or slowing down?

► Yes

Is there bone sticking out of the skin?

► Yes

↪ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↪ *Call 999 now*

► I'm not sure

Has your foot become, cold, pale, blue or grey?

This is a new problem where your foot looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↪ *Call 999 now*

► I'm not sure

Has your whole ankle or foot changed shape?

We're checking for a badly broken bone, or a bone that's in the wrong position. This is not just swelling from a sprain or injury.

► Yes

↪ *Call 999 now*

► I'm not sure, or I've just got some swelling

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Has either of the following happened to your toe?

► I've lost all or part of it



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► It's hanging off

↪ *Get help now*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↪ *Get help now*

- ▶ It was a serious assault
 - ↵ *Get help now*
- ▶ It was a minor assault causing scratches or light bruising
 - ↵ *Get help now*
- ▶ I'm not sure
 - ↵ *Get help now*
- ▶ No
 - ↵ *Get help now*
- ▶ No
 - ↵ *Was the problem caused by an assault?*
- ▶ I did not fall to the floor
 - ↵ *Has either of the following happened to your toe?*
- ▶ I am stuck on the floor
 - ↵ *Call 999 now*
- ▶ No
 - ↵ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ No
 - ↵ *Has your whole ankle or foot changed shape?*
- ▶ No
 - ↵ *Has your foot become, cold, pale, blue or grey?*
- ▶ No
 - ↵ *Is there anything large stuck deep inside or sticking out of the wound?*
- ▶ I'm not sure
 - ↵ *Is there bone sticking out of the skin?*
- ▶ No
 - ↵ *Is there bone sticking out of the skin?*
- ▶ No
 - ↵ *Is the wound still bleeding without stopping or slowing down?*
- ▶ I cannot check
 - ↵ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0122]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

What is the main problem?

You can only pick one answer.

► I have a rash

Is the skin blistered?

Blisters are small pockets of clear fluid under a layer of skin.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Does the rash look like blood spots or bruise marks under your skin?

We're checking for signs of meningitis or sepsis. The rash, spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↪ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↪ *Call 999 now*

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↔ Call 999 now

► I'm not sure

Was the problem caused by an assault?

Any type of injury to a child caused on purpose by an adult or an older child is classed as a serious assault.

► It was a sexual assault

 **Self care / GP**
Get help now
[Dx94]

► It was a serious assault

 **Self care / GP**
Book a call with a 111 nurse
[Dx02]

► It was a minor assault causing scratches or light bruising

 **Call 111**
Contact your GP surgery now
[Dx11] What to do if it gets worse and self care

► I'm not sure

↔ Contact your GP surgery now

► No

↔ Contact your GP surgery now

► No

↔ Was the problem caused by an assault?

► I'm not sure

↔ Was the problem caused by an assault?

► No

↔ Was the problem caused by an assault?

► No

↔ Have you suddenly become confused, or much more confused than

► No

↔ Do you have either of these signs of meningitis?

► I feel ill, but can do some of my usual activities

↔ Was the problem caused by an assault?

► No - I feel well enough to do most of my usual daily activities

↔ Was the problem caused by an assault?

► I'm not sure

Has this appeared in the last 6 hours?

We're checking for signs of a serious allergic reaction.

► Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

 **Call 999 now**

► I'm not sure

↔ Call 999 now

► No

Have you got any breathing problems, breathlessness or a wheeze that is new or getting worse?

► Yes

↔ Call 999 now

► I'm not sure

Do you feel faint or like you will pass out right now?

This means you feel dizzy or light headed and that you may lose consciousness.

► Yes

↔ Call 999 now

► I'm not sure

- ↪ Is this problem stopping you from doing all of your simple e
 - ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
 - ▶ No
 - ↪ Do you feel faint or like you will pass out right now?
 - ▶ I'm not sure
 - ↪ Have you got any breathing problems, breathlessness or a whe
 - ▶ No
 - ↪ Have you got any breathing problems, breathlessness or a whe
 - ▶ I'm not sure
 - ↪ Is this problem stopping you from doing all of your simple e
 - ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
 - ▶ No
 - ↪ Has this appeared in the last 6 hours?
- ▶ I have an itch

Have you got a new rash as well as the itch?

We're trying to find out if you have a new rash in the itchy area.

- ▶ Yes
 - ↪ Is the skin blistered?
- ▶ I'm not sure
 - ↪ Do you have swelling of your eyes, mouth, lips, tongue or th
- ▶ No
 - ↪ Do you have swelling of your eyes, mouth, lips, tongue or th
- ▶ My skin is yellow

Are you also feeling very unwell?

- ▶ Yes

Have you come out in a rash in the last four hours?

Answer yes if you have a rash that has developed in the last 4 hours. Answer no if you have had your rash for longer than 4 hours.

- ▶ Yes
 - ↪ Does the rash look like blood spots or bruise marks under yo
- ▶ I'm not sure

Have you got any pain in your tummy?

- ▶ Yes

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

- ▶ Yes

Is the pain constant and so severe you want to keep completely still?

This means any movement involving your stomach, chest or back causes unbearable pain. If you are twisting or writhing in pain answer 'no'.

- ▶ Yes
 - ↪ Call 999 now
- ▶ No

Are you rolling or rocking backwards and forwards in pain?

We're checking for signs of intense pain. You may also be doubled up in pain.

- ▶ Yes
 - ↪ Call 999 now
- ▶ I'm not sure

Have you taken any paracetamol in the last 3 days?

- ▶ Yes

 **Self care / GP**
Book a call with a 111 nurse now
 [Dx35]

- ▶ I'm not sure
 - ↪ Book a call with a 111 nurse now
- ▶ No
 - ↪ Have you suddenly become confused, or much more confused tha
- ▶ No

↔ Have you taken any paracetamol in the last 3 days?

► I'm not sure

↔ Have you taken any paracetamol in the last 3 days?

► No

↔ Have you taken any paracetamol in the last 3 days?

► I'm not sure

↔ Have you taken any paracetamol in the last 3 days?

► No

↔ Have you taken any paracetamol in the last 3 days?

► No

↔ Have you got any pain in your tummy?

► I'm not sure

↔ Have you taken any paracetamol in the last 3 days?

► No

↔ Have you taken any paracetamol in the last 3 days?

► I have a boil or lumps on my skin

Is the lump somewhere on your head or neck?

This means a lump anywhere on your head, neck or face, including inside your mouth.

► Yes

Have you hurt your head in the last 7 days?

► Yes

Has your skin been broken?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↔ Do you feel breathless or more breathless than usual?

► A doctor has told me I have a bleeding or clotting problem

↔ Do you feel breathless or more breathless than usual?

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

► Yes

↔ Do you feel breathless or more breathless than usual?

► I'm not sure

↔ Do you feel breathless or more breathless than usual?

► No

↔ Do you feel breathless or more breathless than usual?

► No

↔ Do you take an antiplatelet medicine to stop blood clots?

► I'm not sure

↔ Do you take any blood thinning medicines or have a bleeding

► No

↔ Do you take any blood thinning medicines or have a bleeding

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Does the lump hurt?

► Yes

Has a doctor told you that getting an infection might be very serious?

This means you have a condition or take medicine that weakens your immune system. For example, having an organ transplant, chemotherapy, your spleen removed, a genetic condition like Down's syndrome or having HIV or AIDs.

► Yes

↔ Contact your GP surgery now

► I'm not sure

Have you got an area of hot and inflamed skin near an eye?

The skin around the eye feels hotter than skin around it. It may be swollen and sore to touch. The skin may be red or look a different colour than usual.

- ▶ Yes
 - ↔ *Contact your GP surgery now*
- ▶ I'm not sure

Is the skin around the area hot, red and inflamed?

We're checking for signs of an infection. You may notice red streaks spreading from the area.

- ▶ Yes

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] What to do if it gets worse and self care

- ▶ I'm not sure

Have you been very unwell or got much worse in the last 24 hours?

- ▶ Yes

 **Call 111**

Contact your GP surgery today

[Dx07] What to do if it gets worse and self care

- ▶ I'm not sure

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] What to do if it gets worse and self care

- ▶ No

↔ *Contact your GP surgery today or tomorrow*

- ▶ No

↔ *Have you been very unwell or got much worse in the last 24 h*

- ▶ No

↔ *Is the skin around the area hot, red and inflamed?*

- ▶ No

↔ *Have you got an area of hot and inflamed skin near an eye?*

- ▶ I'm not sure

Have you had the lump for less than 2 weeks?

- ▶ Yes (2 weeks or less)

Has your lump grown by more than 2.5 cms (1 inch) on any day since it first appeared?

- ▶ Yes

↔ *Contact your GP surgery now*

- ▶ I'm not sure

↔ *Contact your GP surgery now*

- ▶ No

Has your lump developed blisters on top?

- ▶ Yes

↔ *Contact your GP surgery now*

- ▶ I'm not sure

↔ *Contact your GP surgery now*

- ▶ No

Has your lump developed a sore on top which has turned into a scab?

- ▶ Yes

↔ *Contact your GP surgery now*

- ▶ I'm not sure

↔ *Contact your GP surgery now*

- ▶ No

↔ *Has a doctor told you that getting an infection might be ver*

- ▶ I'm not sure

Has the lump or swelling got bigger in the last 24 hours?

- ▶ Yes

↔ *Contact your GP surgery today*

- ▶ I'm not sure

↔ *Have you been very unwell or got much worse in the last 24 h*

- ▶ No

↔ *Have you been very unwell or got much worse in the last 24 h*

- ▶ No (more than 2 weeks)
 - ↔ Has the lump or swelling got bigger in the last 24 hours?
- ▶ No
 - ↔ Have you had the lump for less than 2 weeks?
- ▶ I have taken my temperature and it's high
 - ↔ Does the lump hurt?
- ▶ I'm not sure
 - ↔ Does the lump hurt?
- ▶ No
 - ↔ Does the lump hurt?
- ▶ No
 - ↔ Have you had a high temperature in the last 12 hours?
- ▶ I'm not sure
 - ↔ Have you had a high temperature in the last 12 hours?
- ▶ No
 - ↔ Have you had a high temperature in the last 12 hours?
- ▶ I bruise easily
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ Something else

Is the problem one of these?

- ▶ Head lice

Have you been in contact with somebody who has nits or head lice?

This could be in the last 3-4 weeks.

- ▶ Yes

Have you lost patches or clumps of hair over the last few weeks?

This doesn't mean normal amounts coming out when you shower or brush your hair. It means bald patches on your head, face or body.

- ▶ Yes



Call 111

Contact your GP surgery if you do not feel better in a few days

[Dx09] What to do if you feel worse

- ▶ I'm not sure

Is your scalp very flaky or scaly?

- ▶ Yes

Is the scaling much worse than normal dandruff?

- ▶ Yes

↔ Contact your GP surgery if you do not feel better in a few d

- ▶ I'm not sure



Call 111

Contact a pharmacist today or tomorrow

[] Things to look out for and self-care

- ▶ No

↔ Contact a pharmacist today or tomorrow

- ▶ I'm not sure

↔ Contact a pharmacist today or tomorrow

- ▶ No

↔ Contact a pharmacist today or tomorrow

- ▶ No

↔ Is your scalp very flaky or scaly?

- ▶ I'm not sure

Can you see nits or head lice in your hair?

Head lice are small grey-brown insects which you may see moving in the hair. Nits are small white blobs stuck to the base of the hair.

- ▶ Yes

↔ Have you lost patches or clumps of hair over the last few we

- ▶ I'm not sure

↔ Is your scalp very flaky or scaly?

- ▶ No

↔ Is your scalp very flaky or scaly?

- ▶ No

↔ Can you see nits or head lice in your hair?

► Crabs (pubic lice)

Have you been in close contact with someone who has crabs (pubic lice) in the last 3-4 weeks?

► Yes



Self care / GP

Where to get help

[Dx31] Things to look out for and self-care

► I'm not sure

Can you see anything that might be a pubic louse or crab louse in your pubic hair?

► Yes

↪ *Where to get help*

► I'm not sure

↪ *Book a call with a 111 nurse now*

► No

↪ *Book a call with a 111 nurse now*

► No

↪ *Can you see anything that might be a pubic louse or crab louse in your pubic hair?*

► Scabies

Have you had scabies before?

► Yes

Are your symptoms similar to a previous episode of scabies?

► Yes

↪ *Contact a pharmacist today or tomorrow*

► I'm not sure

Have you been in contact with somebody with scabies?

This could have been any time in the last 2 to 6 weeks.

► Yes

↪ *Contact a pharmacist today or tomorrow*

► I'm not sure

↪ *Book a call with a 111 nurse now*

► No

↪ *Book a call with a 111 nurse now*

► No

↪ *Have you been in contact with somebody with scabies?*

► I'm not sure

↪ *Have you been in contact with somebody with scabies?*

► No

↪ *Have you been in contact with somebody with scabies?*

► Athlete's foot (sore, itchy skin between the toes)

Is the itching from a single lump, mole or skin mark?

► Yes

↪ *Is the lump somewhere on your head or neck?*

► I'm not sure

↪ *Is the skin around the area hot, red and inflamed?*

► No

↪ *Is the skin around the area hot, red and inflamed?*

► Acne, spots or pimples

What is the worst problem with your acne?

► Blackheads or whiteheads

Have you had your problem for 3 months or has it been getting worse for 3 months?

► Yes



Self care / GP

Get help if you do not feel better in a few days

[Dx09] Things to look out for and self-care

► I'm not sure

↪ *Contact a pharmacist today or tomorrow*

► No

↪ *Contact a pharmacist today or tomorrow*

► Pus filled spots

↪ *Have you had your problem for 3 months or has it been getting worse for 3 months?*

- ▶ Pits or scars
 - ↪ Have you had your problem for 3 months or has it been getting worse?
- ▶ Something else
 - ↪ Have you had your problem for 3 months or has it been getting worse?
- ▶ I'm not sure
 - ↪ Have you had your problem for 3 months or has it been getting worse?
- ▶ None of these

Is it one of the following?

- ▶ A mole, birthmark or tattoo

Is your skin problem about either of these?

- ▶ A tattoo

Have you had the tattoo for more than one week?

- ▶ Yes

Has the area of skin started to itch, hurt or bleed?

We need to find out if there are new features that require investigation

- ▶ Yes



Call 111
Contact your GP surgery within the next few days
 [Dx75] What to do if you feel worse

- ▶ I'm not sure

Do you need advice about covering up or removing the mark?

- ▶ Yes

Have you already seen a doctor about this problem?

- ▶ Yes

↪ Contact your GP surgery if you do not feel better in a few days

- ▶ I'm not sure

↪ Contact your GP surgery if you do not feel better in a few days

- ▶ No

↪ Contact your GP surgery if you do not feel better in a few days

- ▶ I'm not sure

↪ Have you already seen a doctor about this problem?

- ▶ No

↪ Have you already seen a doctor about this problem?

- ▶ No

↪ Do you need advice about covering up or removing the mark?

- ▶ I'm not sure

↪ Have you had a high temperature in the last 12 hours?

- ▶ No

↪ Have you had a high temperature in the last 12 hours?

- ▶ A birthmark

Has it changed shape, size or colour?

- ▶ Yes

↪ Contact your GP surgery within the next few days

- ▶ I'm not sure

↪ Has the area of skin started to itch, hurt or bleed?

- ▶ No

↪ Has the area of skin started to itch, hurt or bleed?

- ▶ A mole

↪ Has it changed shape, size or colour?

- ▶ I'm not sure

↪ Has it changed shape, size or colour?

- ▶ Something else

↪ Is the skin blistered?

- ▶ No

↪ What is the main problem?

- ▶ I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have your symptoms definitely been caused by an injury?

► Yes

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

↔ *Call 999 now*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↔ *Call 999 now*

► I'm not sure

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Do either of these apply to your injury?

► It looks a different shape or like it's come out of its socket

Is your limb cold, pale, blue or grey?

This is not because of bruising or cold weather. On brown or black skin, check the colour of your nails.

► Yes

Can somebody take you to hospital?

► Yes

 *Before you continue, here's some advice*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I'm not sure

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► No

↔ *Get help now*

► I have swelling around the area

↔ *Is your limb cold, pale, blue or grey?*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault
 - ↪ [Get help now](#)
- ▶ It was a serious assault
 - ↪ [Get help now](#)
- ▶ It was a minor assault causing scratches or light bruising
 - ↪ [Get help now](#)
- ▶ I'm not sure
 - ↪ [Get help now](#)
- ▶ No
 - ↪ [Get help now](#)

▶ No

↪ *Was the problem caused by an assault?*

- ▶ I did not fall to the floor
 - ↪ *Do either of these apply to your injury?*
- ▶ I am stuck on the floor
 - ↪ *Do either of these apply to your injury?*

▶ No

↪ *If you fell or fainted because of the injury, are you able to?*

▶ I'm not sure

↪ *If you fell or fainted because of the injury, are you able to?*

▶ No

↪ *If you fell or fainted because of the injury, are you able to?*

▶ I'm not sure

↪ *Do you feel breathless or more breathless than usual?*

▶ No

↪ *If you fell or fainted because of the injury, are you able to?*

▶ I'm not sure

Is the problem only affecting your wrist, hand or fingers?

▶ Yes

Is the problem only affecting your nail area?

This means only the nail, or the skin around the nails.

▶ Yes

Do you have a sore, inflamed or swollen area of skin next to your nail?

We're checking for signs of an infection. Your skin may be red, or your usual skin colour is darker than usual. Sometimes there is pus.

▶ Yes



Self care / GP

Get help today or tomorrow

[Dx08] Things to look out for and self-care

▶ I'm not sure



Self care / GP

Get help if you do not feel better in a few days

[Dx09] Things to look out for and self-care

▶ No

↪ *Get help if you do not feel better in a few days*

▶ I'm not sure

What is the main problem?

▶ Pain

Does moving or touching the area bring on the pain or make it worse?

▶ Yes

Has a doctor ever diagnosed you with a heart attack?

▶ Yes

Are these symptoms the same as your previous heart attack?

▶ Yes

Have you had the pain at any time in the last 12 hours?

▶ Yes

↩ Call 999 now

► I'm not sure

↩ Call 999 now

► No

↩ Call 999 now

► I'm not sure

↩ Have you had the pain at any time in the last 12 hours?

► No

Has your whole hand suddenly become cold, pale, blue or grey?

This means your hand looks paler or feels colder than normal, it's not just cold from the weather. On brown or black skin, check your fingernails for colour changes.

► Yes

↩ Get help now

► I'm not sure

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

► Yes



Self care / GP

Book a call with a 111 nurse

[Dx02]

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you got severe pain coming from deep inside the area?

The pain will be so bad it stops you doing or thinking about anything else. It's there even if you're completely still.

► Yes



Call 111

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↩ Contact your GP surgery now

► A doctor has told me I have a bleeding or clotting problem

↩ Contact your GP surgery now

► I'm not sure

Are there any new ulcers, open sores or black dead-looking areas of skin?

We're checking for a problem with the blood supply to an area of your skin. Open sores means you can see inside the wound. We do not mean spots or blisters from an injury.

► Yes

↩ Contact your GP surgery now

► I'm not sure

Is the skin around the area hot, red and inflamed?

We're checking for signs of an infection. You may notice red streaks spreading from the area.

► Yes



Self care / GP

Get help as soon as you can, today

[Dx06] Things to look out for and self-care

- ▶ I'm not sure
 - ↪ Get help today or tomorrow
- ▶ No
 - ↪ Get help today or tomorrow
- ▶ No
 - ↪ Is the skin around the area hot, red and inflamed?
- ▶ No
 - ↪ Are there any new ulcers, open sores or black dead-looking a
- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ I have taken my temperature and it's high
 - ↪ Have you got severe pain coming from deep inside the area?
- ▶ I'm not sure
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ No
 - ↪ Have you had a high temperature in the last 12 hours?
- ▶ No
 - ↪ Is there something tight around your limb, like rings or a p
- ▶ No
 - ↪ Has your whole hand suddenly become cold, pale, blue or grey
- ▶ I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

- ▶ A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ Chest pain that spreads to my arm, neck or jaw
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Have you had any heart trouble in the past?

This means a diagnosis made by doctor, not that you just suspect you have a heart condition.

- ▶ Yes

Have you been diagnosed with any of the following heart problems?

We're only looking for conditions that have been diagnosed by a doctor.

- ▶ Angina

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Do you also feel unwell or frightened with the pain?

We're checking if the pain may be due to a heart problem.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Did this pain start or get worse after exercise, being upset, stressed or excited?

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Did this pain start or get worse after exercise, being upset
- ▶ No
 - ↪ Do you also feel unwell or frightened with the pain?
- ▶ Heart attack
 - ↪ Have you got palpitations?
- ▶ Heart valve problems

↔ Have you got palpitations?

► I've had a defibrillator implanted (not a pacemaker)

↔ Have you got palpitations?

► I'm not sure

Have you also got an aching pain in your neck, jaw or upper back?

We're checking for signs of a problem with your heart. This does not mean pain related to movement or body position, or any other type of pain like stabbing or stinging pain.

► Yes

↔ Have you got palpitations?

► I'm not sure

↔ Have you got palpitations?

► No

↔ Have you got palpitations?

► No

↔ Have you also got an aching pain in your neck, jaw or upper

► I'm not sure

↔ Have you also got an aching pain in your neck, jaw or upper

► No

↔ Have you also got an aching pain in your neck, jaw or upper

► No

↔ Have you had any heart trouble in the past?

► No

↔ Have you had pain like any of these in the last 24 hours?

► Pain and swelling

↔ Has your whole hand suddenly become cold, pale, blue or grey

► Swelling

↔ Is there something tight around your limb, like rings or a p

► No

↔ What is the main problem?

► I'm not sure

What area is affected?

If you have more than one problem, select the one bothering you most today.

► All or most of my arm

↔ What is the main problem?

► My shoulder

↔ Does moving or touching the area bring on the pain or make i

► My upper arm

↔ What is the main problem?

► My elbow

↔ What is the main problem?

► My lower arm

↔ What is the main problem?

► I'm not sure

↔ What is the main problem?

► No

↔ What area is affected?

► No

↔ Is the problem only affecting your wrist, hand or fingers?

► No

↔ Have your symptoms definitely been caused by an injury?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

Is there bone sticking out of the skin?

► Yes

↔ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► No

↔ *Is there anything large stuck deep inside or sticking out of*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↔ *Is there bone sticking out of the skin?*

► I'm not sure

↔ *Is there bone sticking out of the skin?*

► No

↔ *Is there bone sticking out of the skin?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↔ *Is there bone sticking out of the skin?*

► I'm not sure

↔ *Is there bone sticking out of the skin?*

► No

↔ *Is there bone sticking out of the skin?*

► No

↔ *Is the wound still bleeding without stopping or slowing down*

► I'm not sure

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Is the wound still bleeding without stopping or slowing down*

► No

↔ *Is the injury to your shoulder, upper arm or elbow?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

What were you stung or bitten by?

► A person

Has your skin been broken?

► Yes

Is the wound still bleeding without stopping or slowing down?

► Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

Have you been bitten in one of these areas?

► Anywhere on my head, face or neck

↔ *Get help now*

► My hand, fingers, foot or toes

↔ *Get help now*

► My genitals

↔ *Get help now*

► I'm not sure

Has any part of your body been bitten off?

► Yes

↔ *Get help now*

► I'm not sure

What does the wound look like?

If you have a small scratch or graze answer 'none of these'.

► It's bigger than 2.5cm long or 1cm deep

↔ *Get help now*

► I can see tissue under the skin, that looks like meat or gristle

↔ *Get help now*

► It's star shaped or has jagged edges

↔ *Get help now*

► It's missing a whole large piece of skin (not a graze)

↔ *Get help now*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↔ *Get help now*

► It was a serious assault

[↩ Get help now](#)

- It was a minor assault causing scratches or light bruising

When did the problem start?

- 6 hours or more ago

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- I'm hot and sweaty or cold and shivery or both

Is there a rapidly spreading redness or change in skin colour around the wound?

This means an area of red skin near the wound has got bigger in the last 4 to 6 hours. It can also look like red streaks spreading out or up from the wound. This can be harder to see on brown or black skin where the skin may appear darker than normal.

- Yes

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

- I'm not sure

 **Call 111**

Contact your GP surgery today

[Dx07] Things to look out for and self-care

- No

[↩ Contact your GP surgery today](#)

- I have taken my temperature and it's high

[↩ Is there a rapidly spreading redness or change in skin colour](#)

- I'm not sure

[↩ Contact your GP surgery today](#)

- No

[↩ Contact your GP surgery today](#)

- I'm not sure

[↩ Contact your GP surgery today](#)

- Less than 6 hours ago

[↩ Contact your GP surgery today](#)

- I'm not sure

[↩ When did the problem start?](#)

- No

[↩ When did the problem start?](#)

- None of these

[↩ Was the problem caused by an assault?](#)

- No

[↩ What does the wound look like?](#)

- No

[↩ Has any part of your body been bitten off?](#)

- No

[↩ Have you been bitten in one of these areas?](#)

- I'm not sure

[↩ Is the wound still bleeding without stopping or slowing down](#)

- No

[↩ Was the problem caused by an assault?](#)

- An animal, bird or reptile

[↩ Has your skin been broken?](#)

- A snake

Were you bitten or stung in the last 6 hours?

Most severe reactions will happen within 6 hours of being bitten or stung.

- Yes

Have you had either of these things since the bite or sting?

- Rapid swelling of my lips, face, throat or tongue

[↩ Call 999 now](#)

- Wheezing or breathlessness

[↩ Call 999 now](#)

- I'm not sure

Have you had either of these since the bite or sting?

- ▶ A fast spreading rash
↔ *Call 999 now*
- ▶ A tingling feeling all over my body
↔ *Call 999 now*
- ▶ I'm not sure

Have you had either of these since the bite or sting?

- ▶ Blurred or altered vision
↔ *Call 999 now*
- ▶ Feeling faint or dizzy
↔ *Call 999 now*
- ▶ I'm not sure

Have you had any new problems with weakness, co-ordination or your balance since the bite?

- ▶ I've had weakness or co-ordination problems in my arms or legs
↔ *Call 999 now*
- ▶ I've been losing my balance or staggering when walking
↔ *Call 999 now*
- ▶ I'm not sure

Have you got one or more new spots or marks, like bruising or bleeding under your skin, since the snake bite?

The rash, spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches or blood blisters. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin.

- ▶ Yes
↔ *Call 999 now*
- ▶ I'm not sure

Were you bitten by a poisonous snake?

- ▶ Yes
↔ *Call 999 now*
- ▶ I'm not sure
↔ *Call 999 now*
- ▶ No



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- ▶ No
↔ *Were you bitten by a poisonous snake?*

- ▶ No
↔ *Have you got one or more new spots or marks, like bruising o*

- ▶ No
↔ *Have you had any new problems with weakness, co-ordination o*

- ▶ No
↔ *Have you had either of these since the bite or sting?*

- ▶ No
↔ *Have you had either of these since the bite or sting?*

- ▶ I'm not sure
↔ *Have you had either of these things since the bite or sting?*

- ▶ No
↔ *Have you had any new problems with weakness, co-ordination o*

- ▶ An insect or spider
↔ *Were you bitten or stung in the last 6 hours?*

- ▶ A sting from a water creature (including stingray, jellyfish, weever fish, sea urchins)
↔ *Were you bitten or stung in the last 6 hours?*

- ▶ A bite from a fish or water creature (including shellfish and eels)
↔ *Has your skin been broken?*

- ▶ I'm not sure
↔ *Were you bitten or stung in the last 6 hours?*

- ▶ No
↔ *What were you stung or bitten by?*

- ▶ I cannot check
↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↔ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↔ *Call 999 now*

► My contractions are coming more often

↔ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Has a doctor said you have Marfan's syndrome?

► Yes

↔ *Call 999 now*

► No

↩ Call 999 now

► A pain that spreads to my arm, neck or jaw

↩ Has a doctor said you have Marfan's syndrome?

► A pain that spreads to my shoulder

↩ Has a doctor said you have Marfan's syndrome?

► I'm not sure

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ Call 999 now

► I'm not sure

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↩ Call 999 now

► I'm not sure

↩ Call 999 now

► No

↩ Call 999 now

► No

↩ Have you got a new pain that is there non-stop?

► No

↩ Do you have one or more new spots or marks like bruises or b

► I'm not sure

↩ Have you got pain like this?

► No

↩ Have you got pain like this?

► I feel ill, but can do some of my usual activities

↩ Is the pain so severe you cannot focus on the TV, read a boo

► No - I feel well enough to do most of my usual daily activities

↩ Have you got pain like this?

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Are you in labour?

► Less than 20 weeks

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

Have you had a black, sticky poo that looks like tar?

Iron tablets can make your poo look darker than normal, but it won't be sticky or like tar.

► Yes

Have you vomited up either of the following?

► Red blood

↩ Call 999 now

► Dark brown or black blood that looks like soil or coffee grounds

↩ Call 999 now

► I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

↩ Call 999 now

► I'm not sure

 **Call 111**

Contact your GP surgery now

[Dx11] What to do if you feel worse

► No

↪ Contact your GP surgery now

► No

↪ Are you feeling faint or dizzy?

► I'm not sure

Are you bleeding from your bottom most of the time?

This means bleeding from your rectum most of the time, not just after having a poo.

► Yes

↪ Have you vomited up either of the following?

► I'm not sure

Have you had a red poo or blood mixed in with your poo?

► Yes

↪ Have you vomited up either of the following?

► I'm not sure or I've just seen spots or streaks of blood

Have you seen splashes of blood in the toilet after you've had a poo?

► Yes

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

► Yes

 **Self care / GP**
Get help now
[Dx94]

► I'm not sure

Is there anything stuck inside your back passage?

► Yes

 **Self care / GP**
Book a call with a 111 nurse
[Dx02]

► I'm not sure

↪ Are you feeling faint or dizzy?

► No

↪ Are you feeling faint or dizzy?

► No

↪ Is there anything stuck inside your back passage?

► I'm not sure

Have you seen blood on the toilet paper after having a poo?

► Yes

↪ Is it possible you have been sexually assaulted?

► I'm not sure

↪ Is it possible you have been sexually assaulted?

► No

↪ Is it possible you have been sexually assaulted?

► No

↪ Have you seen blood on the toilet paper after having a poo?

► No

↪ Have you seen splashes of blood in the toilet after you've h

► No

↪ Have you had a red poo or blood mixed in with your poo?

► No

↪ Are you bleeding from your bottom most of the time?

► No

↪ Have you had a black, sticky poo that looks like tar?

► No

↪ Have you also got tummy pain?

► I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**
Call 999 now
[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you also got tummy or lower back pain?

► Yes

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↩ *Call 999 now*

► My contractions are coming more often

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I'm not sure

Have you got any vaginal bleeding?

► I have more than a few spots

Is the blood coming out in a steady flow?

We're checking for signs of non-stop vaginal bleeding.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I have a few spots

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

► Yes

 **Self care / GP**
Get help now
[Dx94]

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► No

↔ Is it possible you have been sexually assaulted?

► No

↔ Have you got any vaginal bleeding?

► I'm not sure

↔ Have you also got tummy or lower back pain?

► Less than 20 weeks

↔ Have you also got tummy or lower back pain?

► I'm not sure

Have you had a baby in the last 7 days?

If you've had a miscarriage or termination under 20 weeks of pregnancy, you should answer no.

► Yes

↔ Have you also got tummy or lower back pain?

► I'm not sure

↔ Have you also got tummy or lower back pain?

► No

↔ Have you also got tummy or lower back pain?

► No

↔ Have you had a baby in the last 7 days?

► No

↔ Is there a chance you're pregnant?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Was the blistering caused by a burn?

For example, a burn caused by heat, chemicals, electricity or the sun.

► Yes

 **Call 111 to speak to a health adviser now**

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Has the hot, red area of skin got bigger in the last 4 to 6 hours?

Also answer 'yes' if it hasn't got bigger but there are red streaks spreading from the area.

► Yes

 **Self care / GP**

Get help as soon as you can, today

[Dx06] Things to look out for and self-care

► I'm not sure

 **Self care / GP**

Get help today

[Dx07] Things to look out for and self-care

► No

↪ *Get help today*

► I have taken my temperature and it's high

↪ *Has the hot, red area of skin got bigger in the last 4 to 6*

► I'm not sure

↪ *Has the hot, red area of skin got bigger in the last 4 to 6*

► No

↪ *Has the hot, red area of skin got bigger in the last 4 to 6*

► No

↪ *Have you had a high temperature in the last 12 hours?*

► No

↪ *Was the blistering caused by a burn?*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**
Call 999 now
[Dx0114]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ Call 999 now

► No

Have you got any other breathing problems, apart from your blocked or stuffy nose?

► Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

 **Call 999 now**

► I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

► Yes

↩ Call 999 now

► I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

► Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↩ Call 999 now

► 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↩ Call 999 now

► I'm not sure

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ Call 999 now

► I'm not sure

Are you feeling confused, drowsy or agitated (unusually restless or anxious)?

You may feel that something is very seriously wrong.

► Yes

↔ Call 999 now

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► No

↔ Have you had pain like any of these in the last 24 hours?

► No

↔ Are you feeling confused, drowsy or agitated (unusually rest)

► I feel ill, but can do some of my usual activities

↔ Have you had pain like any of these in the last 24 hours?

► No - I feel well enough to do most of my usual daily activities

↔ Have you had pain like any of these in the last 24 hours?

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ Call 999 now

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ Call 999 now

► I'm not sure

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

► Normal, warm or hot

↔ Call 999 now

► I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Colder than normal

↔ Does your skin look extremely pale, or is starting to turn g

► I cannot check

↔ Does your skin look extremely pale, or is starting to turn g

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↔ How does the skin on your chest, tummy or back feel when tou

► No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos, Loeys-Dietz or Turners syndrome.

► Yes

↔ How does the skin on your chest, tummy or back feel when you

► No

↔ How does the skin on your chest, tummy or back feel when you

► No

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Have you had an operation or procedure to unblock the arteries?

► No

↔ Have you had an operation or procedure to unblock the arteries?

► No

↔ Has a doctor said you have an aortic aneurysm?

► I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

↔ Has a doctor told you that you have a heart problem or a condition?

► I'm not sure

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Have you had any pain in your chest or upper back in the last 24 hours?

► No

↔ Do you have any pain in your chest or upper back right now?

► I'm not sure

↔ Do you have any pain in your chest or upper back right now?

► No

↔ Do you have any pain in your chest or upper back right now?

► No

↔ Do you think you're having an asthma attack?

► 93 or 94

↔ Do you think you're having an asthma attack?

► 95 to 100 - this is normal

↔ Do you think you're having an asthma attack?

► No

↔ Do you think you're having an asthma attack?

► No

↔ Do you think you're having an asthma attack?

► No

↔ Has a doctor told you to monitor your blood oxygen levels?

► No

↔ Have you got rapid swelling of your lips?

► I'm not sure

↔ Do you have any rapid swelling of your tongue, throat or inside of your mouth?

► No

↔ *Has a doctor told you to monitor your blood oxygen levels?*

► I'm not sure

↔ *Has a doctor told you to monitor your blood oxygen levels?*

► No

↔ *Has a doctor told you to monitor your blood oxygen levels?*

► I'm not sure

Have you been sniffing drugs or solvents?

This means drugs like cocaine or speed. Solvents are things like glue, thinners, petrol or lighter fluid. We do not need to know about medicines your doctor has told you take, or those from a shop, such as paracetamol.

► Yes

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both



Self care / GP

Book a call with a 111 nurse

[Dx02]

► I have taken my temperature and it's high

↔ *Book a call with a 111 nurse*

► I'm not sure



Call 111

Contact your GP surgery now

[Dx11] What to do if you feel worse

► No

↔ *Contact your GP surgery now*

► I'm not sure

Is anything stuck up your nose?

► Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

↔ *Have you had a high temperature in the last 12 hours?*

► No

↔ *Have you had a high temperature in the last 12 hours?*

► No

↔ *Is anything stuck up your nose?*

► No

↔ *Have you been sniffing drugs or solvents?*

► No

↔ *Have you got any other breathing problems, apart from your b*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is there a lump like a red sausage coming out of your bottom?

It's there all the time and doesn't look round like grapes (piles).

► Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

► I'm not sure

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

► Yes

 **Self care / GP**

Get help now

[Dx94]

► I'm not sure

Is there anything stuck inside your back passage?

► Yes

↔ *Book a call with a 111 nurse*

► I'm not sure

Is there any pain inside or around your bottom?

This is any pain around your anus from an injury or inflammation. It could be worse when you have a poo.

► Yes

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

How bad is the pain around your bottom?

► So bad that I can't think or do anything else

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► It's bad enough to affect my daily life

Are you also constipated?

This means you're having problems having a poo.

► Yes

Have you had an operation or procedure in the last 7 days?

This includes keyhole surgery or examinations, where a tube has been put in your mouth or bottom.

► Yes

Was it on your tummy, groin or genitals?

Your groin is between your waist and upper thighs.

► Yes

↪ *Contact your GP surgery as soon as you can, today*

► I'm not sure



Contact your GP surgery today

[Dx07] Things to look out for and self-care

► No

↪ *Contact your GP surgery today*

► I'm not sure

↪ *Contact your GP surgery today*

► No

↪ *Contact your GP surgery today*

► I'm not sure

↪ *Contact your GP surgery today*

► No

↪ *Contact your GP surgery today*

► I feel it, but carry on as usual

↪ *Are you also constipated?*

► I'm not sure

↪ *Are you also constipated?*

► I have taken my temperature and it's high

↪ *How bad is the pain around your bottom?*

► I'm not sure

Have you got a new lump, sore or swelling inside or near your back passage (anus)?

► Yes

↪ *How bad is the pain around your bottom?*

► I'm not sure

↪ *How bad is the pain around your bottom?*

► No

↪ *How bad is the pain around your bottom?*

► No

↪ *Have you got a new lump, sore or swelling inside or near you*

► I'm not sure

↪ *Have you got a new lump, sore or swelling inside or near you*

► No

↪ *Have you got a new lump, sore or swelling inside or near you*

► No

↪ *Is there any pain inside or around your bottom?*

► No

↪ *Is there anything stuck inside your back passage?*

► No

↪ *Is it possible you have been sexually assaulted?*

► No

↪ *Is there a lump like a red sausage coming out of your bottom*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you got any breast pain?

Answer "yes" even if the pain comes and goes.

► Yes

Is your breast sore when you touch it?

We're looking for pain anywhere around the breast when touched.

► Yes

Are there any lumps in your breast?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you had a baby in the last 2 years?

► Yes

Are you breastfeeding or expressing milk?

► Yes

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I'm not sure

↪ *Contact your GP surgery as soon as you can, today*

► No

↪ *Contact your GP surgery as soon as you can, today*

► I'm not sure

↪ *Contact your GP surgery as soon as you can, today*

► No

↪ *Contact your GP surgery as soon as you can, today*

► I have taken my temperature and it's high

↪ *Have you had a baby in the last 2 years?*

► I'm not sure

↪ *Have you had a baby in the last 2 years?*

► No

↪ *Have you had a baby in the last 2 years?*

► I'm not sure

↔ Have you had a high temperature in the last 12 hours?

► No

↔ Have you had a high temperature in the last 12 hours?

► I'm not sure

Have you got any discharge coming from your nipple?

Answer "yes" even if it's a small amount.

► Yes

↔ Is there a chance you're pregnant?

► No

Have you had either in the last 7 days?

► A breast operation

Is the pain unbearable?

This means you can't do anything you'd normally do, like watch TV, or get dressed. If it's bad but you can still do some things answer 'no'.

► Yes

Where is the wound?

► My tummy (abdomen)

Has the wound completely burst open after being glued, stitched or stapled together?

► Yes

Can you see guts (intestines) coming out of wound?

► Yes

↔ Call 999 now

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► I'm not sure

Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► No

↔ Get help now

► I'm not sure

↔ Get help now

► No

↔ Get help now

► I feel ill, but can do some of my usual activities

↔ Get help now

► No - I feel well enough to do most of my usual daily activities

↩ Get help now

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

Is the blood flowing or dripping from the wound?

► Yes

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is the blood flowing or dripping from the wound?

► My arm, hand, wrist or fingers

Has your arm suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your arm. This is a new problem where your arm looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your fingernails for colour changes.

► Yes

↩ Call 999 now

► I'm not sure

↩ Has the wound completely burst open after being glued, stitc

► No

↩ Has the wound completely burst open after being glued, stitc

► My leg, feet or toes

Has one of your legs suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your leg. It means your whole leg or everything beneath the knee is affected. It's not just cold toes from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↩ Call 999 now

► I'm not sure

↩ Has the wound completely burst open after being glued, stitc

► No

↩ Has the wound completely burst open after being glued, stitc

► Somewhere else

↩ Has the wound completely burst open after being glued, stitc

► I'm not sure

↩ Where is the wound?

► No

↩ Where is the wound?

► A nipple piercing

Has it been ripped out or become stuck in your skin?

► Ripped out

↩ Is the blood flowing or dripping from the wound?

► Stuck in my skin

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

When did the problem start?

► 6 hours or more ago

↩ Have you had a high temperature in the last 12 hours?

► I'm not sure

Were you trying to harm yourself?

► Yes

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

 **Self care / GP**

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead.

► No

↩ *It's safe to look after yourself*

► Less than 6 hours ago

↩ *Were you trying to harm yourself?*

► No

↩ *When did the problem start?*

► I'm not sure

Have you been bitten on the breast?

This does not mean a bite received from breastfeeding.

► Yes

What were you stung or bitten by?

► A person

Has your skin been broken?

► Yes

Is the wound still bleeding without stopping or slowing down?

► Yes

↩ *Get help now*

► I'm not sure

Have you been bitten in one of these areas?

► Anywhere on my head, face or neck

↩ *Get help now*

► My hand, fingers, foot or toes

↩ *Get help now*

► My genitals

↩ *Get help now*

► I'm not sure

Has any part of your body been bitten off?

► Yes

↩ *Get help now*

► I'm not sure

What does the wound look like?

If you have a small scratch or graze answer 'none of these'.

► It's bigger than 2.5cm long or 1cm deep

↩ *Get help now*

► I can see tissue under the skin, that looks like meat or gristle

↩ *Get help now*

► It's star shaped or has jagged edges

↩ *Get help now*

► It's missing a whole large piece of skin (not a graze)

↩ *Get help now*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↩ *Get help now*

► It was a serious assault

↩ *Get help now*

► It was a minor assault causing scratches or light bruising

↩ *When did the problem start?*

► I'm not sure

↩ *When did the problem start?*

► No

↩ *When did the problem start?*

► None of these

↩ *Was the problem caused by an assault?*

- ▶ No
 - ↔ *What does the wound look like?*
- ▶ No
 - ↔ *Has any part of your body been bitten off?*
- ▶ No
 - ↔ *Have you been bitten in one of these areas?*
- ▶ I'm not sure
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Was the problem caused by an assault?*
- ▶ An animal, bird or reptile
 - ↔ *Has your skin been broken?*
- ▶ A snake

Were you bitten or stung in the last 6 hours?

Most severe reactions will happen within 6 hours of being bitten or stung.

- ▶ Yes

Have you had either of these things since the bite or sting?

- ▶ Rapid swelling of my lips, face, throat or tongue
 - ↔ *Call 999 now*
- ▶ Wheezing or breathlessness
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you had either of these since the bite or sting?

- ▶ A fast spreading rash
 - ↔ *Call 999 now*
- ▶ A tingling feeling all over my body
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you had either of these since the bite or sting?

- ▶ Blurred or altered vision
 - ↔ *Call 999 now*
- ▶ Feeling faint or dizzy
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you had any new problems with weakness, co-ordination or your balance since the bite?

- ▶ I've had weakness or co-ordination problems in my arms or legs
 - ↔ *Call 999 now*
- ▶ I've been losing my balance or staggering when walking
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you got one or more new spots or marks, like bruising or bleeding under your skin, since the snake bite?

The rash, spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches or blood blisters. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Were you bitten by a poisonous snake?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *Get help as soon as you can*

- ▶ No
 - ↔ *Were you bitten by a poisonous snake?*

- ▶ No
 - ↔ *Have you got one or more new spots or marks, like bruising or*

- ▶ No

↔ Have you had any new problems with weakness, co-ordination or

► No

↔ Have you had either of these since the bite or sting?

► No

↔ Have you had either of these since the bite or sting?

► I'm not sure

↔ Have you had either of these things since the bite or sting?

► No

↔ Have you had any new problems with weakness, co-ordination or

► An insect or spider

↔ Were you bitten or stung in the last 6 hours?

► A sting from a water creature (including stingray, jellyfish, weever fish, sea urchins)

↔ Were you bitten or stung in the last 6 hours?

► A bite from a fish or water creature (including shellfish and eels)

↔ Has your skin been broken?

► I'm not sure

↔ Were you bitten or stung in the last 6 hours?

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ Is there a chance you're pregnant?

► No

↔ Have you been bitten on the breast?

► No

↔ Have you got any discharge coming from your nipple?

► No

Do you have a swelling anywhere on your breast?

We mean any swelling that you can see or feel.

► Yes

↔ Are there any lumps in your breast?

► No

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Have you had any heart trouble in the past?

This means a diagnosis made by doctor, not that you just suspect you have a heart condition.

► Yes

Have you been diagnosed with any of the following heart problems?

We're only looking for conditions that have been diagnosed by a doctor.

► Angina

Have you felt sick or been sick (vomited) at the same time as having the pain in the last 24 hours?

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Have you been sweaty or clammy with the pain in the last 24 hours?

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► No

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

↔ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

Did this pain start or get worse after exercise, being upset, stressed or excited?

► Yes

↔ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Did this pain start or get worse after exercise, being upset*

► No

↔ *Have you been sweaty or clammy with the pain in the last 24*

► Heart attack

↔ *Have you felt sick or been sick (vomited) at the same time a*

► Heart valve problems

↔ *Have you felt sick or been sick (vomited) at the same time a*

► I've had a defibrillator implanted (not a pacemaker)

↔ *Have you felt sick or been sick (vomited) at the same time a*

► I'm not sure

Have you also got an aching pain in your neck, jaw or upper back?

We're checking for signs of a problem with your heart. This does not mean pain related to movement or body position, or any other type of pain like stabbing or stinging pain.

► Yes

↔ *Have you felt sick or been sick (vomited) at the same time a*

► I'm not sure

↔ *Have you got palpitations?*

► No

↔ *Have you got palpitations?*

► No

↔ *Have you also got an aching pain in your neck, jaw or upper*

► I'm not sure

↔ *Have you also got an aching pain in your neck, jaw or upper*

► No

↔ *Have you also got an aching pain in your neck, jaw or upper*

► No

↔ *Have you had any heart trouble in the past?*

► No

↔ *Have you got any discharge coming from your nipple?*

► No

↔ *Have you got any breast pain?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Does your baby seem unwell?

Your baby may not be able to breastfeed properly if they are unwell.

► Yes

 **Call 111 to speak to a health adviser now**

► I'm not sure

Was your baby born in the last 28 days?

► Yes

 **Call 111**

Contact your GP surgery now

[Dx11] Things to look out for and self-care

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I have taken my temperature and it's high

↔ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Is the skin around the area hot, red and inflamed?

We're checking for signs of an infection. You may notice red streaks spreading from the area.

► Yes

 **Call 111**

Contact your GP surgery today

[Dx07] Things to look out for and self-care

► I'm not sure

Are there any lumps in your breast?

► Yes

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Have you got a cracked nipple?

We need to find out if your nipple is cracked. This is a common breastfeeding problem, causing soreness and bleeding.

► Yes

Have you got any bloodstained discharge coming from your nipple?

► Yes

↪ Contact your GP surgery today or tomorrow

► I'm not sure

Self care / GP

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead. Breastfeeding problems Continue to breastfeed on both breasts, even if they are uncomfortable, until the problem has been checked. It will not harm the baby. Apply a warm fac

► No

↪ It's safe to look after yourself

► I'm not sure

Is the problem tight, swollen and uncomfortable breasts?

We want to find out if you have breast engorgement. This occurs when the breasts are over-full with milk.

► Yes

↪ Have you got any bloodstained discharge coming from your nip

► I'm not sure

Have you got any breast pain?

Answer "yes" even if the pain comes and goes.

► Yes

↪ Have you got any bloodstained discharge coming from your nip

► No

↪ Have you got any bloodstained discharge coming from your nip

► No

↪ Have you got any breast pain?

► No

↪ Is the problem tight, swollen and uncomfortable breasts?

► No

↪ Have you got a cracked nipple?

► No

↪ Are there any lumps in your breast?

► No

↪ Is the skin around the area hot, red and inflamed?

► No

↪ Have you had a high temperature in the last 12 hours?

► No

↪ Was your baby born in the last 28 days?

► No

↪ Does your baby seem unwell?

► I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**
Call 999 now
[Dx0114]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

 *Call 999 now*

► I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

► Yes

↔ *Call 999 now*

► I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

► Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↔ *Call 999 now*

► 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ *Call 999 now*

► I'm not sure

Are you feeling confused, drowsy or agitated (unusually restless or anxious)?

You may feel that something is very seriously wrong.

► Yes

↪ *Call 999 now*

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► Chest pain that spreads to my arm, neck or jaw

↪ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Have you had pain like any of these in the last 24 hours?*

► No

↪ *Are you feeling confused, drowsy or agitated (unusually rest*

► I feel ill, but can do some of my usual activities

↪ *Have you had pain like any of these in the last 24 hours?*

► No - I feel well enough to do most of my usual daily activities

↪ *Have you had pain like any of these in the last 24 hours?*

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ *Call 999 now*

► I'm not sure

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

► Normal, warm or hot

↔ *Call 999 now*

► I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► Colder than normal

↔ *Does your skin look extremely pale, or is starting to turn g*

► I cannot check

↔ *Does your skin look extremely pale, or is starting to turn g*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↔ *How does the skin on your chest, tummy or back feel when tou*

► No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos, Loeys-Dietz or Turners syndrome.

► Yes

↵ How does the skin on your chest, tummy or back feel when you touch it?

► No

↵ How does the skin on your chest, tummy or back feel when you touch it?

► No

↵ Has a doctor said you have an aortic aneurysm?

► No

↵ Has a doctor said you have an aortic aneurysm?

► No

↵ Have you had an operation or procedure to unblock the arteries?

► No

↵ Have you had an operation or procedure to unblock the arteries?

► No

↵ Has a doctor said you have an aortic aneurysm?

► I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

↵ Has a doctor told you that you have a heart problem or a condition that affects your chest or upper back?

► I'm not sure

↵ Is this problem stopping you from doing all of your simple everyday activities?

► No

↵ Is this problem stopping you from doing all of your simple everyday activities?

► No

↵ Have you had any pain in your chest or upper back in the last 24 hours?

► No

↵ Do you have any pain in your chest or upper back right now?

► I'm not sure

↵ Do you have any pain in your chest or upper back right now?

► No

↵ Do you have any pain in your chest or upper back right now?

► No

↵ Do you think you're having an asthma attack?

► 93 or 94

↵ Do you think you're having an asthma attack?

► 95 to 100 - this is normal

↵ Do you think you're having an asthma attack?

► No

↵ Do you think you're having an asthma attack?

► No

↵ Do you think you're having an asthma attack?

► No

↵ Has a doctor told you to monitor your blood oxygen levels?

► No

↵ Have you got rapid swelling of your lips?

► I'm not sure

↵ Do you have any rapid swelling of your tongue, throat or inside of your mouth?

► No

↵ Has a doctor told you to monitor your blood oxygen levels?

► I'm not sure

↵ Has a doctor told you to monitor your blood oxygen levels?

► No

↵ Has a doctor told you to monitor your blood oxygen levels?

► No

↵ Do you have swelling of your eyes, mouth, lips, tongue or throat?

► I cannot check

↵ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is this a major burn?

This means it covers a large area, such as most of your front or back. A burn that goes right round your body. All of your arm or leg, or a large part of your body and a limb. Soot or swelling around your nose or mouth. Breathing in hot fumes, smoke or a radiation burn.

► Yes

Have you got any of these?

► Burns inside or around my nose or mouth

↔ *Call 999 now*

► A hoarse or croaky voice or difficulty talking

↔ *Call 999 now*

► Difficulty swallowing

↔ *Call 999 now*

► Several large injuries or multiple burns

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I'm not sure

Have you breathed in anything hot, toxic or poisonous in the last 24 hours?

We mean smoke from a fire, hot gases or chemical fumes (not smoke from cigarettes, e-cigarettes or vapes).

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↔ *Call 999 now*

► I'm not sure



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► No

↔ *Get help now*

► I'm not sure

When did the burn happen?

We're checking for the risk of an infection after a burn.

► 6 or more hours ago

Since the burn have you felt weak, lightheaded, unwell or like you want to be sick (vomit)?

► Yes

↔ *Get help now*

- I'm not sure

What does the burned skin look like?

- Charred and black like burnt toast

How big is the burn?

As a guide use the palm size (but not the fingers) of the person who had the burn.

- More than 1 palm print
[↶ Get help now](#)
- Between 1 thumbprint and 1 palm
[↶ Get help now](#)
- A thumbprint or smaller

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- It was a sexual assault
[↶ Get help now](#)
- It was a serious assault
[↶ Get help now](#)
- It was a minor assault causing scratches or light bruising

Is the burn on any of these areas?

- My face, eye, head or neck



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- My genitals
[↶ Get help as soon as you can](#)
- Around my knee, ankle, elbow or shoulder (a large joint)
[↶ Get help as soon as you can](#)
- My hand or foot
[↶ Get help as soon as you can](#)
- I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- I'm hot and sweaty or cold and shivery or both



Call 111

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

- I have taken my temperature and it's high
[↶ Contact your GP surgery as soon as you can, today](#)
- I'm not sure



Call 111

Contact your GP surgery today

[Dx07] Things to look out for and self-care

- No
[↶ Contact your GP surgery today](#)
- No
[↶ Have you had a high temperature in the last 12 hours?](#)
- I'm not sure
[↶ Is the burn on any of these areas?](#)
- No
[↶ Is the burn on any of these areas?](#)
- I'm not sure
[↶ Was the problem caused by an assault?](#)
- Waxy and white
[↶ How big is the burn?](#)
- Blistered or burst blisters
[↶ Was the problem caused by an assault?](#)
- I'm not sure
[↶ Was the problem caused by an assault?](#)
- None of these
[↶ Was the problem caused by an assault?](#)

► No

↔ *What does the burned skin look like?*

► I'm not sure

↔ *Since the burn have you felt weak, lightheaded, unwell or li*

► Less than 6 hours ago

Does the burn involve an eye or eyelid?

► Yes

i *Before you continue, here's some advice*

► I'm not sure

↔ *Before you continue, here's some advice*

► No

↔ *Before you continue, here's some advice*

► No

↔ *When did the burn happen?*

► No

↔ *Have you breathed in anything hot, toxic or poisonous in the*

► No

↔ *Is this a major burn?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is the problem either of these?

► I can't put the catheter in

What sort of catheter is it?

► A suprapubic catheter

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

► A catheter inserted into the urethra

 **Call 111**

Contact your GP surgery now

[Dx11] What to do if you feel worse

► I'm not sure

↔ *Book a call with a 111 nurse*

► The catheter has been pulled out or has come out

↔ *What sort of catheter is it?*

► The catheter is blocked

Have you got pain that's getting worse?

► Yes

↔ *Contact your GP surgery now*

► I'm not sure

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] What to do if you feel worse

► No

↔ *Contact your GP surgery as soon as you can, today*

► Pee is leaking around the outside of the catheter

↔ *Have you got pain that's getting worse?*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ Call 999 now

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↪ Call 999 now

► I'm not sure

↪ Call 999 now

► No

↪ Call 999 now

► I'm not sure

↪ Contact your GP surgery now

► No

↪ Contact your GP surgery now

► I'm not sure

↪ Do you feel breathless or more breathless than usual?

► No

↪ Do you feel breathless or more breathless than usual?

► No

↪ Have you suddenly become confused, or much more confused than usual?

► I feel ill, but can do some of my usual activities

↪ Have you suddenly become confused, or much more confused than usual?

► No - I feel well enough to do most of my usual daily activities

↪ Have you suddenly become confused, or much more confused than usual?

► No

↪ Is this problem stopping you from doing all of your simple everyday activities?

► No

↪ Is the problem either of these?

► I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Was the burn caused by any of these chemicals?

For example, chemicals found in fertilisers, rust removers, strong cleaning products such as drain cleaner or caustic soda.

► Hydrofluoric acid

↪ *Call 999 now*

► Phenol (carbolic acid)

 *Before you continue, here's some advice*

► White phosphorus

↪ *Before you continue, here's some advice*

► Wet cement or sodium hydroxide

↪ *Before you continue, here's some advice*

► I'm not sure

Have you breathed in anything hot, toxic or poisonous in the last 24 hours?

We mean smoke from a fire, hot gases or chemical fumes (not smoke from cigarettes, e-cigarettes or vapes).

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Before you continue, here's some advice*

► No

↪ *Before you continue, here's some advice*

► I'm not sure

When did the burn happen?

We're checking for the risk of an infection after a burn.

► 6 or more hours ago

Have you felt weak, lightheaded, unwell or been sick (vomited) since the burn?

► Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

What does the burned skin look like?

► Charred and black like burnt toast

How big is the burn?

As a guide use the palm size (but not the fingers) of the person who had the burn.

► More than 1 palm print

↩ Get help now

- Between 1 thumbprint and 1 palm

↩ Get help now

- A thumbprint or smaller

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- It was a sexual assault

↩ Get help now

- It was a serious assault

↩ Get help now

- It was a minor assault causing scratches or light bruising

Is the burn on any of these areas?

- My face, eye, head or neck



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- My genitals

↩ Get help as soon as you can

- Around my knee, ankle, elbow or shoulder (a large joint)

↩ Get help as soon as you can

- My hand or foot

↩ Get help as soon as you can

- I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- I'm hot and sweaty or cold and shivery or both



Call 111

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

- I have taken my temperature and it's high

↩ Contact your GP surgery as soon as you can, today

- I'm not sure



Call 111

Contact your GP surgery today

[Dx07] Things to look out for and self-care

- No

↩ Contact your GP surgery today

- No

↩ Have you had a high temperature in the last 12 hours?

- I'm not sure

↩ Is the burn on any of these areas?

- No

↩ Is the burn on any of these areas?

- I'm not sure

↩ Was the problem caused by an assault?

- Waxy and white

↩ How big is the burn?

- Blistered or burst blisters

↩ Was the problem caused by an assault?

- I'm not sure

↩ Was the problem caused by an assault?

- None of these

↩ Was the problem caused by an assault?

- No

↩ What does the burned skin look like?

- I'm not sure

↩ Have you felt weak, lightheaded, unwell or been sick (vomited)

- Less than 6 hours ago

↩ Before you continue, here's some advice

- No

↩ When did the burn happen?

► No

↔ *Have you breathed in anything hot, toxic or poisonous in the*

► No

↔ *Was the burn caused by any of these chemicals?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

↪ *Do you feel breathless or more breathless than usual?*

► No

↪ *Do you feel breathless or more breathless than usual?*

► A doctor has told me I have a bleeding or clotting problem

↪ *Have you got palpitations?*

► I'm not sure

↪ *Have you got palpitations?*

► No

↪ *Have you got palpitations?*

► No

↪ *Do you take any blood thinning medicines or have a bleeding*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx01120]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Do you feel breathless or more breathless than usual?*

► No

↪ *Do you feel breathless or more breathless than usual?*

► A doctor has told me I have a bleeding or clotting problem

↪ *Have you got palpitations?*

► I'm not sure

↪ *Have you got palpitations?*

► No

↪ *Have you got palpitations?*

► No

↪ *Do you take any blood thinning medicines or have a bleeding*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0114]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you got the pain right now?

You might feel tightness or discomfort.

► Yes

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

► Normal, warm or hot

↔ *Call 999 now*

► I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► Colder than normal

↔ *Does your skin look extremely pale, or is starting to turn g*

► I cannot check

↵ Does your skin look extremely pale, or is starting to turn g

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↵ How does the skin on your chest, tummy or back feel when tou

► No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos, Loeys-Dietz or Turners syndrome.

► Yes

↵ How does the skin on your chest, tummy or back feel when tou

► No

↵ How does the skin on your chest, tummy or back feel when tou

► No

Have you had the pain at any time in the last 24 hours?

You might feel tightness or discomfort.

► Yes

Have you had the pain at any time in the last 12 hours?

You might feel tightness or discomfort.

► Yes

↵ Has a doctor said you have an aortic aneurysm?

► No

↵ Has a doctor said you have an aortic aneurysm?

► No

↵ How does the skin on your chest, tummy or back feel when tou

► No

↵ Have you got the pain right now?

► No

↵ Have you got the pain right now?

► No

↵ Have you had an operation or procedure to unblock the arteri

► No

↵ Have you had an operation or procedure to unblock the arteri

► No

↵ Have you got the pain right now?

► No

↵ Has a doctor told you that you have a heart problem or a con

► I cannot check

↵ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Do you have any new pain or swelling in your arm?

► Yes

Is the problem only affecting your wrist, hand or fingers?

► Yes

Is the problem only affecting your nail area?

This means only the nail, or the skin around the nails.

► Yes

Do you have a sore, inflamed or swollen area of skin next to your nail?

We're checking for signs of an infection. Your skin may be red, or your usual skin colour is darker than usual. Sometimes there is pus.

► Yes



Self care / GP

Get help today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure



Self care / GP

Get help if you do not feel better in a few days

[Dx09] What to do if you feel worse

► No

↪ *Get help if you do not feel better in a few days*

► I'm not sure

What is the main problem?

► Pain

Does moving or touching the area bring on the pain or make it worse?

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

- I'm not sure

↔ Have you had the pain at any time in the last 12 hours?

- No

Has your whole hand suddenly become cold, pale, blue or grey?

This means your hand looks paler or feels colder than normal, it's not just cold from the weather. On brown or black skin, check your fingernails for colour changes.

- Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

- I'm not sure

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

- Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

- I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- I'm hot and sweaty or cold and shivery or both

Have you got severe pain coming from deep inside the area?

The pain will be so bad it stops you doing or thinking about anything else. It's there even if you're completely still.

- Yes

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

- I'm not sure

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

- I take a blood thinning medicine

↔ Contact your GP surgery now

- A doctor has told me I have a bleeding or clotting problem

↔ Contact your GP surgery now

- I'm not sure

Are there any new ulcers, open sores or black dead-looking areas of skin?

We're checking for a problem with the blood supply to an area of your skin. Open sores means you can see inside the wound. We do not mean spots or blisters from an injury.

- Yes

↔ Contact your GP surgery now

- I'm not sure

Is the skin around the area hot, red and inflamed?

We're checking for signs of an infection. You may notice red streaks spreading from the area.

- Yes

 **Self care / GP**

Get help as soon as you can, today

[Dx06] Things to look out for and self-care

- I'm not sure

↔ Get help today or tomorrow

- ▶ No
 - ↪ Get help today or tomorrow
- ▶ No
 - ↪ Is the skin around the area hot, red and inflamed?
- ▶ No
 - ↪ Are there any new ulcers, open sores or black dead-looking a
- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ I have taken my temperature and it's high
 - ↪ Have you got severe pain coming from deep inside the area?
- ▶ I'm not sure
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ No
 - ↪ Have you had a high temperature in the last 12 hours?
- ▶ No
 - ↪ Is there something tight around your limb, like rings or a p
- ▶ No
 - ↪ Has your whole hand suddenly become cold, pale, blue or grey
- ▶ I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

- ▶ A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ Chest pain that spreads to my arm, neck or jaw
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Have you had any heart trouble in the past?

This means a diagnosis made by doctor, not that you just suspect you have a heart condition.

- ▶ Yes

Have you been diagnosed with any of the following heart problems?

We're only looking for conditions that have been diagnosed by a doctor.

- ▶ Angina

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Do you also feel unwell or frightened with the pain?

We're checking if the pain may be due to a heart problem.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Did this pain start or get worse after exercise, being upset, stressed or excited?

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Has your arm suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your arm. This is a new problem where your arm looks paler or feels colder than normal. It's not just cold from bad

weather. On brown or black skin, check your fingernails for colour changes.

- ▶ Yes
 - ↪ Get help now
- ▶ I'm not sure
 - ↪ Is there something tight around your limb, like rings or a p
- ▶ No
 - ↪ Is there something tight around your limb, like rings or a p
- ▶ No
 - ↪ Has your arm suddenly become cold, pale, blue or grey?
- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Did this pain start or get worse after exercise, being upset
- ▶ No
 - ↪ Do you also feel unwell or frightened with the pain?

- ▶ Heart attack
 - ↪ Have you got palpitations?
- ▶ Heart valve problems
 - ↪ Have you got palpitations?
- ▶ I've had a defibrillator implanted (not a pacemaker)
 - ↪ Have you got palpitations?
- ▶ I'm not sure

Have you also got an aching pain in your neck, jaw or upper back?

We're checking for signs of a problem with your heart. This does not mean pain related to movement or body position, or any other type of pain like stabbing or stinging pain.

- ▶ Yes
 - ↪ Have you got palpitations?
- ▶ I'm not sure
 - ↪ Have you got palpitations?
- ▶ No
 - ↪ Have you got palpitations?
- ▶ No
 - ↪ Have you also got an aching pain in your neck, jaw or upper
- ▶ I'm not sure
 - ↪ Have you also got an aching pain in your neck, jaw or upper
- ▶ No
 - ↪ Have you also got an aching pain in your neck, jaw or upper
- ▶ No
 - ↪ Have you had any heart trouble in the past?
- ▶ No
 - ↪ Have you had pain like any of these in the last 24 hours?
- ▶ Pain and swelling
 - ↪ Has your whole hand suddenly become cold, pale, blue or grey
- ▶ Swelling
 - ↪ Is there something tight around your limb, like rings or a p
- ▶ No
 - ↪ What is the main problem?
- ▶ I'm not sure

What area is affected?

If you have more than one problem, select the one bothering you most today.

- ▶ All or most of my arm
 - ↪ What is the main problem?
- ▶ My shoulder
 - ↪ Does moving or touching the area bring on the pain or make i
- ▶ My upper arm
 - ↪ What is the main problem?
- ▶ My elbow
 - ↪ What is the main problem?
- ▶ My lower arm
 - ↪ What is the main problem?
- ▶ I'm not sure
 - ↪ What is the main problem?
- ▶ No
 - ↪ What area is affected?
- ▶ I'm not sure

↩ *Has your arm suddenly become cold, pale, blue or grey?*

► **No**

↩ *Has your arm suddenly become cold, pale, blue or grey?*

► **No**

↩ *Do you have any new pain or swelling in your arm?*

► **I cannot check**

↩ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is there any new pain or swelling in your leg?

This is any new problem in your leg, hip, calf or ankle (even cramp). We're looking for signs of deep vein thrombosis (DVT)

► Yes

Do you have pain or swelling anywhere above your knee?

This includes your hips and thighs.

► Yes

Have you got any lower back pain?

► Yes

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

► Yes

Is there any new pain or swelling in your leg?

► Pain and swelling

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↪ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↪ *Call 999 now*

► My contractions are coming more often

↪ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Has a doctor said you have Marfan's syndrome?

► Yes

Did the pain start in your chest, upper back or upper tummy in the last 24 hours?

► Yes

Did the pain start suddenly in just a few seconds, without any warning?

This means the pain started without warning, like a thunder clap, or it was so severe it woke you up.

► Yes

What was the pain like in the first few seconds that it started?

We are checking for a problem with the main artery from the heart (aorta).

► Unbearable - I could not do anything at all

↪ *Call 999 now*

► Moderate to severe - I could still do some things I normally would

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↪ *Call 999 now*

► I'm not sure

Have you got any vaginal bleeding?

► I have more than a few spots

↪ *Call 999 now*

► I have a few spots

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Have you got any vaginal bleeding?*

► Mild - I was able to do my normal daily activities

↪ *Have you got a new pain that is there non-stop?*

► I'm not sure

↪ *Have you got a new pain that is there non-stop?*

► No

↪ *Have you got a new pain that is there non-stop?*

► I'm not sure

↪ *Have you got a new pain that is there non-stop?*

► No

↪ *Have you got a new pain that is there non-stop?*

► No

↪ *Have you got a new pain that is there non-stop?*

► I'm not sure

↪ *Has a doctor said you have Marfan's syndrome?*

► No

↔ Has a doctor said you have Marfan's syndrome?

► I feel ill, but can do some of my usual activities

↔ Is the pain so severe you cannot focus on the TV, read a book

► No - I feel well enough to do most of my usual daily activities

↔ Is the pain so severe you cannot focus on the TV, read a book

► No

↔ Is this problem stopping you from doing all of your simple e

► I'm not sure

↔ Are you in labour?

► Less than 20 weeks

↔ Is this problem stopping you from doing all of your simple e

► I'm not sure

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Is this problem stopping you from doing all of your simple e

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ Is there a chance you're pregnant?

► Pain only

↔ Have you also got tummy pain?

► Swelling only

↔ Have you also got tummy pain?

► I'm not sure

↔ Have you also got tummy pain?

► No

↔ Have you also got tummy pain?

► I'm not sure

Have you previously had lower back pain or stiffness when you move?

► Yes

Are these lower back pain symptoms similar to ones you've had before?

► Yes

↔ Is there any new pain or swelling in your leg?

► I'm not sure

↔ Is there any new pain or swelling in your leg?

► No

↔ Is there any new pain or swelling in your leg?

► I'm not sure

↔ Is there any new pain or swelling in your leg?

► No

↔ Is there any new pain or swelling in your leg?

► No

↔ Have you previously had lower back pain or stiffness when yo

► I'm not sure

Have you got any pain or swelling in your groin?

Your groin is where your leg meets the front of your body.

► Yes

↔ Have you also got tummy pain?

► I'm not sure

Have you had any of these symptoms start or get worse in the last 2 weeks?

We're checking for signs of Cauda equina syndrome. If you have it, you're likely to have more than one of these symptoms. Pick the one bothering you most today. What is Cauda equina syndrome?

► I have pins and needles or feel numb around my bottom (anus) or my penis or vagina (genitals)

Can somebody take you to hospital?

► Yes

 Self care / GP

Book a call with a 111 nurse

[Dx02]

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► I cannot pee or control the flow of my pee

↔ *Can somebody take you to hospital?*

► I cannot move my legs

↔ *Can somebody take you to hospital?*

► I cannot control or feel when I need to poo

↔ *Can somebody take you to hospital?*

► I'm not sure

Have you suddenly become breathless?

► Yes

↔ *Call 999 now*

► I'm not sure or this is usual for me

Do you get a sharp, stabbing pain in your chest or upper back when you breathe deeply?

► Yes

Have you coughed up any blood since the problem began?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Book a call with a 111 nurse*

► No

↔ *Book a call with a 111 nurse*

► I'm not sure

↔ *Have you coughed up any blood since the problem began?*

► No

↔ *Have you coughed up any blood since the problem began?*

► No

↔ *Do you get a sharp, stabbing pain in your chest or upper bac*

► No

↔ *Have you suddenly become breathless?*

► No

↔ *Have you had any of these symptoms start or get worse in the*

► No

↔ *Have you got any pain or swelling in your groin?*

► I'm not sure

Which part of your leg is affected?

You can only select one answer. Pick the one bothering you most.

► My knee, calf or shin

Was the problem caused by a twist, sprain or strain?

► Yes

Did this happen in the last 7 days?

► Yes

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

► Yes

Do either of these apply to your injury?

► It looks a different shape or like it's come out of its socket

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I have swelling around the area

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↩ Get help now

- ▶ A doctor has told me I have a bleeding or clotting problem

↩ Get help now

- ▶ I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault

↩ Get help now

- ▶ It was a serious assault

↩ Get help now

- ▶ It was a minor assault causing scratches or light bruising

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

- ▶ Yes

↩ Get help now

- ▶ I'm not sure



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- ▶ No

↩ Get help as soon as you can

- ▶ I'm not sure

↩ Is there something tight around your limb, like rings or a p

- ▶ No

↩ Is there something tight around your limb, like rings or a p

- ▶ No

↩ Was the problem caused by an assault?

- ▶ I'm not sure

↩ Was the problem caused by an assault?

- ▶ No

↩ Was the problem caused by an assault?

- ▶ I'm not sure

↩ Was the problem caused by an assault?

- ▶ No

↩ Was the problem caused by an assault?

- ▶ I'm not sure

↩ Do either of these apply to your injury?

- ▶ No

If you fell or fainted because of the injury, are you able to get up off the floor?

- ▶ I can get up off the floor

Is the injury above your knee?

For example, anywhere on the front or back of your thigh, hip or bottom.

- ▶ Yes

↩ Do either of these apply to your injury?

- ▶ I'm not sure

↩ Do either of these apply to your injury?

- ▶ No

↩ Do either of these apply to your injury?

- ▶ I did not fall to the floor

↩ Is the injury above your knee?

- ▶ I am stuck on the floor

↩ Do either of these apply to your injury?

- ▶ I'm not sure

↩ Have you got any pain or swelling in your groin?

- ▶ No

↩ Have you got any pain or swelling in your groin?

- ▶ I'm not sure

Has a doctor said you have a leg ulcer, and is this the problem?

- ▶ Yes

Is the pain unbearable?

This means you can't do anything you'd normally do, like watch TV, or get dressed. If it's bad but you can still do some things answer 'no'.

► Yes

Has one of your legs suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your leg. It means your whole leg or everything beneath the knee is affected. It's not just cold toes from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↪ Call 999 now

► I'm not sure

Is the blood flowing or dripping from the wound?

► Yes

↪ Is this problem stopping you from doing all of your simple e

► I'm not sure

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is the blood flowing or dripping from the wound?

► I'm not sure

↪ Has one of your legs suddenly become cold, pale, blue or gre

► No

↪ Has one of your legs suddenly become cold, pale, blue or gre

► I'm not sure

↪ Have you got any pain or swelling in your groin?

► No

↪ Have you got any pain or swelling in your groin?

► No

↪ Has a doctor said you have a leg ulcer, and is this the prob

► My ankle or foot only

Did you twist or sprain your ankle?

► Yes

↪ Did this happen in the last 7 days?

► I'm not sure

↪ Has a doctor said you have a leg ulcer, and is this the prob

► No

↪ Has a doctor said you have a leg ulcer, and is this the prob

► My toes only

Is the problem only around your nail area?

This means the nail or the skin around it.

► Yes

Do you have a sore, swollen or inflamed area of skin next to your nail?

We're checking for signs of an ingrown toenail.

► Yes

 **Self care / GP**

Get help today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

 **Self care / GP**

Get help if you do not feel better in a few days

[Dx09] Things to look out for and self-care

► No

↪ Get help if you do not feel better in a few days

► I'm not sure

↪ Is there something tight around your limb, like rings or a p

► No

↪ Is there something tight around your limb, like rings or a p

► No

↪ Which part of your leg is affected?

► I'm not sure

↪ Has one of your legs suddenly become cold, pale, blue or gre

► No

↔ *Has one of your legs suddenly become cold, pale, blue or gre*

► **No**

↔ *Is there any new pain or swelling in your leg?*

► **I cannot check**

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↩ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↩ *Call 999 now*

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I'm not sure

Have you been to the Middle East in the last 2 weeks?

This means travel or stopovers in the following countries. Bahrain, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Palestinian Territories, Qatar, Saudi Arabia, Syria, United Arab Emirates (including Dubai), or Yemen.

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes



Call 111

Contact your GP surgery now

[Dx11] Things to look out for and self-care

► I'm not sure

↔ *Contact your GP surgery now*

► No

↔ *Contact your GP surgery now*

► I'm not sure

↔ *Is there a chance you're pregnant?*

► No

↔ *Is there a chance you're pregnant?*

► No

↔ *Have you been to the Middle East in the last 2 weeks?*

► I'm not sure

↔ *Have you been to the Middle East in the last 2 weeks?*

► No

↔ *Have you been to the Middle East in the last 2 weeks?*

► No

↔ *Have you suddenly become confused, or much more confused than usual?*

► No

↔ *Do you have either of these signs of meningitis?*

► I feel ill, but can do some of my usual activities

↔ *Have you been to the Middle East in the last 2 weeks?*

► No - I feel well enough to do most of my usual daily activities

↔ *Have you been to the Middle East in the last 2 weeks?*

► No

↔ *Is this problem stopping you from doing all of your simple everyday activities?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you been sick (vomited)?

We only need to know if you've actually been sick, even if you have stopped now.

► Yes

Have you vomited something that looks and smells like poo?

► Yes

Do you have either of the following?

You can only pick one answer. If you have both, pick the one bothering you most today.

► I'm being sick (vomiting) all the time

↩ *Call 999 now*

► I have tummy pain

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I'm not sure

Have you had any bleeding from your bottom?

► Yes

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↩ *Call 999 now*

- My contractions are coming more often

↪ Call 999 now

- I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

- Yes

Have you got pain like this?

We're checking for signs of a heart attack.

- A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Has a doctor said you have Marfan's syndrome?

- Yes

↪ Call 999 now

- No

↪ Call 999 now

- A pain that spreads to my arm, neck or jaw

↪ Has a doctor said you have Marfan's syndrome?

- A pain that spreads to my shoulder

↪ Has a doctor said you have Marfan's syndrome?

- I'm not sure

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- Yes

↪ Call 999 now

- I'm not sure

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

- Yes

↪ Call 999 now

- I'm not sure

↪ Call 999 now

- No

↪ Call 999 now

- No

↪ Have you got a new pain that is there non-stop?

- No

↪ Do you have one or more new spots or marks like bruises or b

- I'm not sure

↪ Have you got pain like this?

- No

↪ Have you got pain like this?

- I feel ill, but can do some of my usual activities

↪ Is the pain so severe you cannot focus on the TV, read a boo

- No - I feel well enough to do most of my usual daily activities

↪ Have you got pain like this?

- No

↪ Is this problem stopping you from doing all of your simple e

- I'm not sure

↪ Are you in labour?

- Less than 20 weeks

↪ Is this problem stopping you from doing all of your simple e

- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure

Have you had a black, sticky poo that looks like tar?

Iron tablets can make your poo look darker than normal, but it won't be sticky or like tar.

- ▶ Yes

Have you vomited up either of the following?

- ▶ Red blood
 - ↔ *Call 999 now*
- ▶ Dark brown or black blood that looks like soil or coffee grounds
 - ↔ *Call 999 now*
- ▶ I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure



Call 111

Contact your GP surgery now

[Dx11] Things to look out for and self-care

- ▶ No
 - ↔ *Contact your GP surgery now*

- ▶ No
 - ↔ *Are you feeling faint or dizzy?*

- ▶ I'm not sure

Are you bleeding from your bottom most of the time?

This means bleeding from your rectum most of the time, not just after having a poo.

- ▶ Yes
 - ↔ *Have you vomited up either of the following?*
- ▶ I'm not sure

Have you had a red poo or blood mixed in with your poo?

- ▶ Yes
 - ↔ *Have you vomited up either of the following?*
- ▶ I'm not sure or I've just seen spots or streaks of blood

Have you seen splashes of blood in the toilet after you've had a poo?

- ▶ Yes

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

- ▶ Yes



Self care / GP

Get help now

[Dx94]

- ▶ I'm not sure

Is there anything stuck inside your back passage?

- ▶ Yes



Self care / GP

Book a call with a 111 nurse

[Dx02]

- ▶ I'm not sure
 - ↔ *Are you feeling faint or dizzy?*

- ▶ No
 - ↔ *Are you feeling faint or dizzy?*

- ▶ No
 - ↔ *Is there anything stuck inside your back passage?*

- ▶ I'm not sure

Have you seen blood on the toilet paper after having a poo?

- ▶ Yes
 - ↔ *Is it possible you have been sexually assaulted?*
- ▶ I'm not sure
 - ↔ *Is it possible you have been sexually assaulted?*
- ▶ No
 - ↔ *Is it possible you have been sexually assaulted?*
- ▶ No
 - ↔ *Have you seen blood on the toilet paper after having a poo?*
- ▶ No
 - ↔ *Have you seen splashes of blood in the toilet after you've h*
- ▶ No
 - ↔ *Have you had a red poo or blood mixed in with your poo?*
- ▶ No
 - ↔ *Are you bleeding from your bottom most of the time?*
- ▶ No
 - ↔ *Have you had a black, sticky poo that looks like tar?*
- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Have you had any bleeding from your bottom?*
- ▶ I'm not sure
 - ↔ *Have you had any bleeding from your bottom?*
- ▶ No
 - ↔ *Have you had any bleeding from your bottom?*
- ▶ No
 - ↔ *Have you been sick (vomited)?*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0114]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

 *Call 999 now*

► I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

► Yes

↩ *Call 999 now*

► I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

► Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↩ *Call 999 now*

► 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↩ *Call 999 now*

► I'm not sure

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ Call 999 now

► I'm not sure

Are you feeling confused, drowsy or agitated (unusually restless or anxious)?

You may feel that something is very seriously wrong.

► Yes

↔ Call 999 now

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► No

↔ Have you had pain like any of these in the last 24 hours?

► No

↔ Are you feeling confused, drowsy or agitated (unusually rest)

► I feel ill, but can do some of my usual activities

↔ Have you had pain like any of these in the last 24 hours?

► No - I feel well enough to do most of my usual daily activities

↔ Have you had pain like any of these in the last 24 hours?

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in in your arms, shoulders, neck or jaw.

This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ Call 999 now

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ Call 999 now

► I'm not sure

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

► Normal, warm or hot

Have you got pain like this right now?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↔ Call 999 now

► A new aching pain in my arm, neck or jaw

Is this new aching pain spreading from your chest, upper back or upper tummy?

We are checking for signs of a heart attack.

► Yes

↔ Call 999 now

► I'm not sure

Have you had any of these types of

**pain in
the last
24 hours?**

*We're
checking
for signs
of a heart
attack.*

- ▶ A crushing
or severe
aching pain
like a tight
band or
heavy
weight on
my chest,
upper back
or upper
tummy

*↔ Call 999
now*

- ▶ A new
aching pain
in my arm,
neck or jaw
spreading
from my
chest, upper
back or
upper
tummy

*↔ Call 999
now*

- ▶ A new
aching pain
in my
shoulder
spreading
from my
chest, upper
back or
upper
tummy

*↔ Call 999
now*

- ▶ I'm not
sure

**Did
you
also
vomit
or
feel
sick
when
the
pain
came
on?**

- ▶ I
vomited

**Have
you
been
sweaty
or
clammy
with
the
pain
in
the
last
24
hours?**

- ▶ Yes

*↔
Call
999
now*

► No

↩
Call
999
now

► I felt
sick,
but did
not
vomit

↩
Have
you
been
sweaty
or
clammy
with
the
pain
in the
last
24

► No

↩
Have
you
been
sweaty
or
clammy
with
the
pain
in the
last
24

► No

↩ Did you
also vomit
or feel sick
when the
pain came
on?

► No

↩ Have you had
any of these
types of pain in
the last 24 hours

► A new aching pain in
my shoulder

↩ Is this new aching
pain spreading from
your chest, upper back

► I'm not sure

**Have you had
pain like any
of these in the
last 24 hours?**

*We're checking
for signs of a
heart attack.*

► A crushing or
severe aching
pain like a tight
band or heavy
weight on my
chest, upper back
or upper tummy

↩ Call 999 now

► A new aching
pain in my arm,
neck or jaw

**Did this
new
aching
pain
spread
from your
chest,
upper
back or**

upper tummy?

We are checking for signs of a heart attack.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Did you also vomit or feel sick when the pain came on?*

► No

↔ *Did you also vomit or feel sick when the pain came on?*

► A new aching pain in my shoulder

↔ *Did this new aching pain spread from your chest, upper back*

► I'm not sure

↔ *Did you also vomit or feel sick when the pain came on?*

► No

↔ *Did you also vomit or feel sick when the pain came on?*

► No

↔ *Have you had pain like any of these in the last 24 hours?*

► I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Have you got pain like this right now?*

► No

↔ *Have you got pain like this right now?*

► Colder than normal

↔ *Does your skin look extremely pale, or is starting to turn g*

► I cannot check

↔ *Does your skin look extremely pale, or is starting to turn g*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↵ How does the skin on your chest, tummy or back feel when you touch it?

► No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos, Loeys-Dietz or Turners syndrome.

► Yes

↵ How does the skin on your chest, tummy or back feel when you touch it?

► No

↵ How does the skin on your chest, tummy or back feel when you touch it?

► No

↵ Has a doctor said you have an aortic aneurysm?

► No

↵ Has a doctor said you have an aortic aneurysm?

► No

↵ Have you had an operation or procedure to unblock the arteries?

► No

↵ Have you had an operation or procedure to unblock the arteries?

► No

↵ Has a doctor said you have an aortic aneurysm?

► I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

↵ Has a doctor told you that you have a heart problem or a condition that affects your heart?

► I'm not sure

↵ Is this problem stopping you from doing all of your simple everyday activities?

► No

↵ Is this problem stopping you from doing all of your simple everyday activities?

► No

↵ Have you had any pain in your chest or upper back in the last 24 hours?

► No

↵ Do you have any pain in your chest or upper back right now?

► I'm not sure

↵ Do you have any pain in your chest or upper back right now?

► No

↵ Do you have any pain in your chest or upper back right now?

► No

↵ Do you think you're having an asthma attack?

► 93 or 94

↵ Do you think you're having an asthma attack?

► 95 to 100 - this is normal

↵ Do you think you're having an asthma attack?

► No

↵ Do you think you're having an asthma attack?

► No

↵ Do you think you're having an asthma attack?

► No

↵ Has a doctor told you to monitor your blood oxygen levels?

- ▶ No
 - ↔ *Have you got rapid swelling of your lips?*
- ▶ I'm not sure
 - ↔ *Do you have any rapid swelling of your tongue, throat or ins*
- ▶ No
 - ↔ *Has a doctor told you to monitor your blood oxygen levels?*
- ▶ I'm not sure
 - ↔ *Has a doctor told you to monitor your blood oxygen levels?*
- ▶ No
 - ↔ *Has a doctor told you to monitor your blood oxygen levels?*
- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0112]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Where is the bleeding coming from?

► I'm vomiting blood

What does the blood in your sick (vomit) look like?

► It's red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↩ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↩ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↩ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↩ *Call 999 now*

► A pain that spreads to my shoulder

↩ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ *Call 999 now*

► I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↪ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↪ *Call 999 now*

► I'm not sure

↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↪ *Do you have either of these signs of meningitis?*

► No

↪ *Are you feeling faint or dizzy?*

► I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

► Yes

↪ *Call 999 now*

► I'm not sure

Has a doctor diagnosed you with any of these conditions?

► Liver disease

↪ *Call 999 now*

► Cancer or leukaemia

↪ *Call 999 now*

► Kidney failure or I've had a kidney transplant

↪ *Call 999 now*

► I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

► It's black, sticky and also looks like tar

↪ *Call 999 now*

► It's completely red

↪ *Call 999 now*

► I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Are you feeling faint or dizzy?*

► No

↪ *Are you feeling faint or dizzy?*

► No

↪ *Have you taken or swallowed anything that could harm you?*

- ▶ No
 - ↪ Is your poo black and sticky like tar or completely red?
- ▶ No
 - ↪ Has a doctor diagnosed you with any of these conditions?
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↪ Have you got unbearable pain?
- ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ It's dark brown or black blood (like garden soil or coffee grounds)
 - ↪ Has a doctor said you have an aortic aneurysm?
- ▶ I'm not sure
 - ↪ Has a doctor said you have an aortic aneurysm?
- ▶ I'm coughing up blood

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- ▶ Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

- ▶ Yes

Did the swelling start or get worse in the last 6 hours?

- ▶ Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

- ▶ Yes

i Call 999 now

- ▶ I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

- ▶ Yes

↪ Call 999 now

- ▶ I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

- ▶ Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

- ▶ Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

- ▶ 90 or less - you will need emergency help

↪ Call 999 now

- ▶ 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

- ▶ Yes

↪ Call 999 now

- ▶ I'm not sure

Do you think you're having an asthma attack?

- ▶ Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

- ▶ Yes

↔ Is this problem stopping you from doing all of your simple e

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ Call 999 now

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ Call 999 now

► I'm not sure

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Have you had an operation or procedure to unblock the arteri

► No

↔ Have you had an operation or procedure to unblock the arteri

► No

↔ Has a doctor said you have an aortic aneurysm?

► I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

↔ Has a doctor told you that you have a heart problem or a con

► I'm not sure

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Have you had any pain in your chest or upper back in the las

- ▶ No
 - ↔ Do you have any pain in your chest or upper back right now?
- ▶ I'm not sure
 - ↔ Do you have any pain in your chest or upper back right now?
- ▶ No
 - ↔ Do you have any pain in your chest or upper back right now?
- ▶ No
 - ↔ Do you think you're having an asthma attack?
- ▶ 93 or 94
 - ↔ Do you think you're having an asthma attack?
- ▶ 95 to 100 - this is normal
 - ↔ Do you think you're having an asthma attack?
- ▶ No
 - ↔ Do you think you're having an asthma attack?
- ▶ No
 - ↔ Do you think you're having an asthma attack?
- ▶ No
 - ↔ Has a doctor told you to monitor your blood oxygen levels?
- ▶ No
 - ↔ Have you got rapid swelling of your lips?
- ▶ I'm not sure
 - ↔ Do you have any rapid swelling of your tongue, throat or ins
- ▶ No
 - ↔ Has a doctor told you to monitor your blood oxygen levels?
- ▶ I'm not sure
 - ↔ Has a doctor told you to monitor your blood oxygen levels?
- ▶ No
 - ↔ Has a doctor told you to monitor your blood oxygen levels?
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Has a doctor said you have an aortic aneurysm?
- ▶ No
 - ↔ Where is the bleeding coming from?
- ▶ I cannot check
 - ↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► It was a serious assault

↔ *Get help now*

► It was a minor assault causing scratches or light bruising

Is the problem an injury from a used needle or an animal scratch?

A used needle means a hypodermic or medical needle, or one used for procedures such as acupuncture, piercing, tattooing, or cosmetic treatments like Botox or fillers.

► A used hypodermic or medical needle

 *Before you continue, here's some advice*

► An animal scratch

Did this happen outside of the UK?

► Yes

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I'm not sure

Have you been bitten or scratched by any of these?

► A bat

↔ *Contact your GP surgery as soon as you can, today*

► A wild rodent (rat, squirrel, mouse or vole)

 **Self care / GP**

Get help today

[Dx07] Things to look out for and self-care

► A cat

↔ *Get help today*

► I'm not sure

When did the problem start?

► 6 hours or more ago

Have you got any of these symptoms?

We're looking for signs that the area has become infected.

- Worsening pain, redness or swelling

Have you got severe pain coming from deep inside the area?

The pain will be so bad it stops you doing or thinking about anything else. It's there even if you're completely still.

- Yes



Contact your GP surgery now

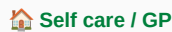
[Dx05] Things to look out for and self-care

- I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- I'm hot and sweaty or cold and shivery or both



Get help today or tomorrow

[Dx08] Things to look out for and self-care

- I have taken my temperature and it's high

↔ *Get help today or tomorrow*

- I'm not sure

Has the hot, red area of skin got bigger in the last 4 to 6 hours?

Also answer 'yes' if it hasn't got bigger but there are red streaks spreading from the area.

- Yes

↔ *Get help today or tomorrow*

- I'm not sure



Book a call with a 111 nurse now

[Dx35]

- No

↔ *Book a call with a 111 nurse now*

- No

↔ *Has the hot, red area of skin got bigger in the last 4 to 6*

- No

↔ *Have you had a high temperature in the last 12 hours?*

- Pus oozing from the area

↔ *Have you had a high temperature in the last 12 hours?*

- I'm not sure

Is the injury on your shin?

- Yes



It's safe to look after yourself

[Dx39] Assault Cover any cuts with a dry dressing, but don't clean them, as the dirt or debris could be important evidence. Don't wash or change clothes until seen by a healthcare professional, to avoid destroying important evidence. Let the healthcare professional know you've been assaulted. If anyone is in danger, call 999 and ask for the police. Symptom management, scratch graze Most minor scratches can be looked after at home. Use paracetamol or ibuprofen for pain, unless you have been

- I'm not sure

↔ *It's safe to look after yourself*

- No

↔ *It's safe to look after yourself*

- No

↔ *Is the injury on your shin?*

- I'm not sure

↔ *Have you got any of these symptoms?*

- Less than 6 hours ago

↔ *Is the injury on your shin?*

► No

↔ *When did the problem start?*

► No

↔ *Have you been bitten or scratched by any of these?*

► No

Is there any grit, gravel or dirt stuck deep inside the wound?

► Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

↔ *When did the problem start?*

► No

↔ *When did the problem start?*

► I'm not sure

↔ *Is the problem an injury from a used needle or an animal scr*

► No

↔ *Is the problem an injury from a used needle or an animal scr*

► I did not fall to the floor

↔ *Was the problem caused by an assault?*

► I am stuck on the floor

Have you been on the floor for more than 2 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Before you continue, here's some advice*

► No

↔ *If you fell or fainted because of the injury, are you able t*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there any bleeding?

► Yes

Is there more than just a few spots or streaks of blood?

► Yes - there's a lot of blood

Has your tooth been knocked out?

► Yes

Have you got the tooth?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↩ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↩ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↩ *Is there anything stuck deep inside or sticking out of the w*

► No

↩ *Is there anything stuck deep inside or sticking out of the w*

► No

↩ *Is the wound still bleeding without stopping or slowing down*

► No

↔ *Did you have a seizure just before, during or after the inju*

► A doctor has told me I have a bleeding or clotting problem

↔ *Do you feel breathless or more breathless than usual?*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

► Yes

↔ *Do you feel breathless or more breathless than usual?*

► I'm not sure

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you take an antiplatelet medicine to stop blood clots?*

► I'm not sure

↔ *Do you take any blood thinning medicines or have a bleeding*

► No

↔ *Do you take any blood thinning medicines or have a bleeding*

► I'm not sure

↔ *Do you take any blood thinning medicines or have a bleeding*

► No

↔ *Do you take any blood thinning medicines or have a bleeding*

► I'm not sure

Is the injury only to your teeth, gums or lips?

► Yes

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↔ *Has your tooth been knocked out?*

► It was a serious assault

↔ *Has your tooth been knocked out?*

► It was a minor assault causing scratches or light bruising

Is there any damage to your teeth?

► Yes

When did the injury happen?

► 24 hours ago or less

↔ *Has your tooth been knocked out?*

► I'm not sure

↔ *Has your tooth been knocked out?*

► More than 24 hours ago

Did you injure your head, face or neck at the same time?

► Yes

Since the injury have you had either of these new problems?

► Numbness in my cheek under my eye



Self care / GP

Get help as soon as you can

[Dx03] What to do if it gets worse and self care

► A crackly feeling in the skin around my eye

↔ *Get help as soon as you can*

► I'm not sure

Do you have a problem opening or closing your jaw properly?

► Yes

↔ *Get help as soon as you can*

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you taken any painkillers?

This includes paracetamol, ibuprofen or other pain relief medicine.

► Yes

Have you taken more than 8 paracetamol tablets in the last 24 hours?

Adults can take two 500mg tablets up to 4 times in 24 hours. Medicines containing paracetamol, like co-codamol and cough/cold remedies must also be taken into account.

► Yes

You need to know

Taking more than 8 paracetamol tablets in 24 hours is an overdose. A nurse will decide if you need emergency medical help in hospital. Do not take any more until you have spoken to the nurse.

► I have taken more than 8

 **Self care / GP**

Book a call with a 111 nurse now

[Dx32]

► Change my answer

↔ *Have you taken more than 8 paracetamol tablets in the last 2*

► I'm not sure

↔ *You need to know*

► No

Have you taken more than the maximum dose of any other painkiller?

You can find the maximum dose on the label or the back of the box.

► Yes

You need to know

Taking more than the maximum recommended amount of any medicine is an overdose. A nurse will decide if you need emergency medical help in hospital. Do not take any more until you have spoken to the nurse.

► I have taken more than the maximum recommended amount

↔ *Book a call with a 111 nurse now*

► Change my answer

↔ *Have you taken more than the maximum dose of any other paink*

► I'm not sure

↔ *You need to know*

► No

Have you taken painkillers prescribed for someone else?

► Yes

You need to know

Taking medicines prescribed for someone else can be dangerous. A nurse will decide if you need medical help. Do not take any more until you have spoken to the nurse.

► I have taken someone else's prescribed medicine

↔ *Book a call with a 111 nurse now*

► Change my answer

↔ *Have you taken painkillers prescribed for someone else?*

► I'm not sure

↔ *You need to know*

► No

Have you taken 3 or more different types of painkiller in the last 24 hours?

This includes any type of pain relief.

► Yes

Were all the painkillers you took prescribed for you?

This means prescribed by a doctor.

► Yes

 **Call 111**

Contact a dentist as soon as you can today

[Dx19] What to do if it gets worse and self care

► No

You need to know

Taking lots of different medicines that were not prescribed for you can be dangerous. A nurse will decide if you need medical help. Do not take any more until you have spoken to the nurse.

► I have taken 3 or more types of painkiller not prescribed for me

↪ *Book a call with a 111 nurse now*

► Change my answer

↪ *Were all the painkillers you took prescribed for you?*

► I'm not sure

↪ *Were all the painkillers you took prescribed for you?*

► No

↪ *Contact a dentist as soon as you can today*

► I'm not sure

↪ *Have you taken more than 8 paracetamol tablets in the last 2*

► No

↪ *Contact a dentist as soon as you can today*

► I have taken my temperature and it's high

↪ *Have you taken any painkillers?*

► I'm not sure

Have you had tooth pain since the injury?

► Very bad pain

↪ *Have you taken any painkillers?*

► Some pain

↪ *Have you taken any painkillers?*

► No

↪ *Have you taken any painkillers?*

► No

↪ *Have you had tooth pain since the injury?*

► No

↪ *Have you had a high temperature in the last 12 hours?*

► No

↪ *Do you have a problem opening or closing your jaw properly?*

► I'm not sure

↪ *Have you had a high temperature in the last 12 hours?*

► No

↪ *Have you had a high temperature in the last 12 hours?*

► I'm not sure

↪ *Did you injure your head, face or neck at the same time?*

► No

↪ *Did you injure your head, face or neck at the same time?*

► I'm not sure

↪ *Is there any damage to your teeth?*

► No

↪ *Is there any damage to your teeth?*

► I'm not sure

↪ *Has your tooth been knocked out?*

► No

↪ *Has your tooth been knocked out?*

► No - there's only a few spots or streaks of blood

↪ *Is the injury only to your teeth, gums or lips?*

► I'm not sure

↪ *Was the problem caused by an assault?*

► No

↔ *Was the problem caused by an assault?*

► No

↔ *Is there any bleeding?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0162]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Are you also being sick (vomiting)?

► Yes

Have you vomited any of the following?

► Red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↩ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↩ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↩ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↩ *Call 999 now*

► A pain that spreads to my shoulder

↩ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ *Call 999 now*

► I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↪ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↪ *Call 999 now*

► I'm not sure

↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↪ *Do you have either of these signs of meningitis?*

► No

↪ *Are you feeling faint or dizzy?*

► I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

► Yes

↪ *Call 999 now*

► I'm not sure

Has a doctor diagnosed you with any of these conditions?

► Liver disease

↪ *Call 999 now*

► Cancer or leukaemia

↪ *Call 999 now*

► Kidney failure or I've had a kidney transplant

↪ *Call 999 now*

► I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

► It's black, sticky and also looks like tar

↪ *Call 999 now*

► It's completely red

↪ *Call 999 now*

► I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Are you feeling faint or dizzy?*

► No

↪ *Are you feeling faint or dizzy?*

► No

↪ *Have you taken or swallowed anything that could harm you?*

- ▶ No
 - ↔ *Is your poo black and sticky like tar or completely red?*
- ▶ No
 - ↔ *Has a doctor diagnosed you with any of these conditions?*
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ *Have you got unbearable pain?*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ Dark brown or black sick (vomit) like garden soil or coffee grounds
 - ↔ *Has a doctor said you have an aortic aneurysm?*
- ▶ Something that looks and smells like poo

Do you have either of the following?

You can only pick one answer. If you have both, pick the one bothering you most today.

- ▶ I'm being sick (vomiting) all the time
 - ↔ *Call 999 now*
- ▶ I have tummy pain
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *Call 999 now*

- ▶ I'm not sure

Have you also got tummy pain?

- ▶ Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

- ▶ Yes

How many weeks pregnant are you?

- ▶ 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

- ▶ Yes

i *Call 999 now*

- ▶ I'm not sure
 - ↔ *Call 999 now*

- ▶ No

Do you have any of these?

- ▶ My waters have broken
 - ↔ *Call 999 now*
- ▶ My contractions are coming more often
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Are you in labour?*
- ▶ Less than 20 weeks
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*

► No

↔ *Have you also got tummy pain?*

► I'm not sure

↔ *Have you also got tummy pain?*

► No

↔ *Have you also got tummy pain?*

► No

↔ *Are you also being sick (vomiting)?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0162]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you vomited any of the following?

► Red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↩ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↩ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↩ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↩ *Call 999 now*

► A pain that spreads to my shoulder

↩ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ *Call 999 now*

► I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

↵ Call 999 now

► I'm not sure

↵ Call 999 now

► No

↵ Call 999 now

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↵ Call 999 now

► I cannot bear daylight, or any light from a screen

↵ Call 999 now

► I'm not sure

↵ Have you suddenly become confused, or much more confused than

► No

↵ Have you suddenly become confused, or much more confused than

► No

↵ Do you have either of these signs of meningitis?

► No

↵ Are you feeling faint or dizzy?

► I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

► Yes

↵ Call 999 now

► I'm not sure

Has a doctor diagnosed you with any of these conditions?

► Liver disease

↵ Call 999 now

► Cancer or leukaemia

↵ Call 999 now

► Kidney failure or I've had a kidney transplant

↵ Call 999 now

► I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

► It's black, sticky and also looks like tar

↵ Call 999 now

► It's completely red

↵ Call 999 now

► I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

► Yes

↵ Call 999 now

► I'm not sure

↵ Are you feeling faint or dizzy?

► No

↵ Are you feeling faint or dizzy?

► No

↵ Have you taken or swallowed anything that could harm you?

► No

↵ Is your poo black and sticky like tar or completely red?

► No

↵ Has a doctor diagnosed you with any of these conditions?

► No - I feel well enough to do most of my usual daily activities

↪ Have you got unbearable pain?

► No

↪ Is this problem stopping you from doing all of your simple e

► I'm not sure

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is this problem stopping you from doing all of your simple e

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↪ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

Do you have either of the following?

You can only pick one answer. If you have both, pick the one bothering you most today.

► I'm being sick (vomiting) all the time

↪ Call 999 now

► I have tummy pain

↪ Call 999 now

► I'm not sure

↪ Call 999 now

► No

↪ Call 999 now

► I'm not sure

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

i Call 999 now

► I'm not sure

↪ Call 999 now

► No

Do you have any of these?

► My waters have broken

↪ Call 999 now

► My contractions are coming more often

↪ Call 999 now

► I'm not sure

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is this problem stopping you from doing all of your simple e

► I'm not sure

↪ Are you in labour?

► Less than 20 weeks

↪ Is this problem stopping you from doing all of your simple e

► I'm not sure

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is this problem stopping you from doing all of your simple e

► I'm not sure

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Have you also got tummy pain?

► No

↪ Have you vomited any of the following?

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx011]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you got either of the following?

► Rapid swelling of my lips, face, throat or tongue

Did the swelling start or get worse in the last 6 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you choked on anything or swallowed anything accidentally?

► Yes

Do you know what has caused the problem?

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you vomited or coughed up any blood?

► Yes

Could a battery or a magnet be involved?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Was it one of these objects?

► Anything sharp or pointed (such as a fish or chicken bone)

↔ *Call 999 now*

► Something more than 5cm long or 2cm wide

↔ *Call 999 now*

► A coin

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

↔ *Get help now*

► No

↔ *Get help now*

► I'm not sure

Were any of these methods used?

- ▶ Back blows
 - ↪ *Get help now*
- ▶ Chest or tummy thrusts
 - ↪ *Get help now*
- ▶ Heimlich manoeuvre
 - ↪ *Get help now*
- ▶ I'm not sure
 - ↪ *Could a battery or a magnet be involved?*
- ▶ No
 - ↪ *Could a battery or a magnet be involved?*
- ▶ No
 - ↪ *Were any of these methods used?*
- ▶ No
 - ↪ *Have you vomited or coughed up any blood?*
- ▶ I'm not sure
 - ↪ *Have you become breathless, or are you more breathless than*
- ▶ No
 - ↪ *Have you become breathless, or are you more breathless than*
- ▶ I'm not sure

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

- ▶ I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

- ▶ Yes

i *Call 999 now*

- ▶ I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

- ▶ Yes

Have you still got weakness in your leg?

- ▶ Yes

↪ *Call 999 now*

- ▶ I'm not sure

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

- ▶ Yes

↪ *Call 999 now*

- ▶ I'm not sure

Have you vomited up either of the following?

- ▶ Red blood
 - ↪ *Call 999 now*
- ▶ Dark brown or black blood that looks like soil or coffee grounds
 - ↪ *Call 999 now*
- ▶ I'm not sure

Is it impossible to swallow anything at all?

This means if you eat or drink it will get stuck going to your stomach, and make you sick (vomit). You will not even be able to swallow spit.

- ▶ Yes

Have you already seen a doctor about this problem?

- ▶ Yes

Call 111

Contact your GP surgery now

[Dx05] Things to look out for and self-care

- ▶ I'm not sure

↪ *Contact your GP surgery now*

- ▶ No

↪ *Contact your GP surgery now*

- ▶ I'm not sure

↪ *Contact your GP surgery now*

- ▶ No

↔ Contact your GP surgery now

► No

↔ Is it impossible to swallow anything at all?

► No

↔ Have you vomited up either of the following?

► No

↔ Are you breathing harder or faster than usual when doing not

► I'm not sure

↔ Are you breathing harder or faster than usual when doing not

► No

↔ Are you breathing harder or faster than usual when doing not

► No

↔ Has one leg suddenly become weak in the last 7 days?

► I have new problems speaking, understanding or I'm slurring my words

↔ Have you got the symptoms right now?

► My face has suddenly dropped on one side

↔ Have you got the symptoms right now?

► I'm not sure

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Have you had any symptoms of a stroke in the last 7 days?

► No

↔ Have you choked on anything or swallowed anything accidental

► Sudden wheezing or gasping for breath

Did the breathing problem start or get worse in the last 6 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Have you choked on anything or swallowed anything accidental

► No

↔ Have you choked on anything or swallowed anything accidental

► I'm not sure

↔ Have you choked on anything or swallowed anything accidental

► No

↔ Have you choked on anything or swallowed anything accidental

► No

↔ Have you got either of the following?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↔ *Call 999 now*

► My contractions are coming more often

↔ *Call 999 now*

► I'm not sure

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

- I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- It's black, sticky and also looks like tar
↔ Call 999 now
- It's completely red
↔ Call 999 now
- I'm not sure

Have you taken anything poisonous or harmful?

For example, drugs, an overdose of medicine, medicine meant for someone else, cleaning products, plants or an object like a battery or magnet. In children this also means they have drunk alcohol.

- Yes
↔ Call 999 now
- I'm not sure
↔ Call 999 now
- No

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

- Yes
↔ Call 999 now
- I'm not sure
↔ Call 999 now
- No
↔ Call 999 now
- I'm not sure

Where is the tummy pain?

- Above my belly button
↔ Call 999 now
- Below my belly button

Do you have any of the following?

We're checking for signs of pre-eclampsia. This is a complication in the later stages of pregnancy or the week after giving birth.

- New problems with my vision (floaters, flashing lights, double or loss of vision, blind spots)
↔ Call 999 now
- Severe headache that won't go away
↔ Call 999 now
- New severe swelling all over my body (not just puffy ankles or fingers)
↔ Call 999 now
- I'm not sure

 **Call 111**

Contact your GP surgery now

[Dx11] Things to look out for and self-care

- No
↔ Contact your GP surgery now
- I'm not sure
↔ Do you have any of the following?
- No
↔ Where is the tummy pain?

- ▶ I'm not sure
 - ↔ Where is the tummy pain?
- ▶ No
 - ↔ Where is the tummy pain?
- ▶ No
 - ↔ Have you taken anything poisonous or harmful?
- ▶ No
 - ↔ Is your poo black and sticky like tar or completely red?
- ▶ No
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ I feel ill, but can do some of my usual activities
 - ↔ Are you in labour?
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ Are you in labour?
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ Less than 20 weeks
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ I'm not sure
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ No
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ I'm not sure

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

- ▶ Yes

 **Self care / GP**
Get help now
 [Dx94]

- ▶ I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- ▶ I'm hot and sweaty or cold and shivery or both
 - ↔ Is there a chance you're pregnant?
- ▶ I have taken my temperature and it's high
 - ↔ Is there a chance you're pregnant?
- ▶ I'm not sure
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Have you had a high temperature in the last 12 hours?

- ▶ No
 - ↔ Is it possible you have been sexually assaulted?

- ▶ No
 - ↔ Have you also got tummy pain?
- ▶ I cannot check
 - ↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ *Call 999 now*

► I'm not sure

Did you have palpitations around the time the dizziness started?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

Have you got an ICD (implanted cardioverter defibrillator)?

► Yes

↪ *Call 999 now*

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

Have you had any symptoms of a stroke?

► I cannot lift my arms up without one of them dropping down

i *Call 999 now*

► I have new problems speaking, understanding or I'm slurring my words

↪ *Call 999 now*

► My face has suddenly dropped on one side

↪ *Call 999 now*

► I'm not sure

Has one leg suddenly become weak or feels very heavy?

We're checking for signs of a stroke.

► Yes

↪ Call 999 now

► I'm not sure

Did you suddenly lose some or all of your sight in the last 24 hours?

This means losing some or all of your sight, even if it's come back. It doesn't mean your sight is blurry or a problem that has cleared when you blink.

► Yes

Have you become too unsteady to stand without holding on to something?

We're checking for signs of a stroke. We only need to know about a new problem. If you usually feel unsteady or it started gradually you should answer no.

► Yes

↪ Call 999 now

► I'm not sure

↪ Call 999 now

► No

↪ Call 999 now

► I'm not sure

↪ Call 999 now

► No

↪ Call 999 now

► No

↪ Did you suddenly lose some or all of your sight in the last

► No

↪ Has one leg suddenly become weak or feels very heavy?

► Chest pain that spreads to my arm, neck or jaw

↪ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Have you hurt your head in the last 7 days?

► Yes

Did the bang on the head cause a cut or graze?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ Call 999 now

► I'm not sure

↪ Call 999 now

► No

↪ Call 999 now

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ Is there anything stuck deep inside or sticking out of the w

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

- ↔ Is there anything stuck deep inside or sticking out of the w
- ▶ I'm not sure
 - ↔ Is there anything stuck deep inside or sticking out of the w
- ▶ No
 - ↔ Is there anything stuck deep inside or sticking out of the w
- ▶ No
 - ↔ Is the wound still bleeding without stopping or slowing down
- ▶ No
 - ↔ Did you have a seizure just before, during or after the inju
- ▶ A doctor has told me I have a bleeding or clotting problem
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- ▶ Yes
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Do you take an antiplatelet medicine to stop blood clots?
- ▶ I'm not sure
 - ↔ Do you take any blood thinning medicines or have a bleeding
- ▶ No
 - ↔ Do you take any blood thinning medicines or have a bleeding
- ▶ I'm not sure

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

- ▶ Yes

How many weeks pregnant are you?

- ▶ 20 weeks or more

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

- ▶ I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

- ▶ Yes
 - ↔ Call 999 now
- ▶ I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

- ▶ Yes

Have you still got weakness in your leg?

- ▶ Yes
 - ↔ Call 999 now
- ▶ I'm not sure
 - ↔ Did you suddenly lose some or all of your sight in the last
- ▶ No
 - ↔ Did you suddenly lose some or all of your sight in the last
- ▶ I'm not sure
 - ↔ Did you suddenly lose some or all of your sight in the last
- ▶ No
 - ↔ Did you suddenly lose some or all of your sight in the last
- ▶ No
 - ↔ Has one leg suddenly become weak in the last 7 days?
- ▶ I have new problems speaking, understanding or I'm slurring my words
 - ↔ Have you got the symptoms right now?
- ▶ My face has suddenly dropped on one side
 - ↔ Have you got the symptoms right now?
- ▶ I'm not sure

- ↵ Has one leg suddenly become weak in the last 7 days?
 - ▶ No
 - ↵ Has one leg suddenly become weak in the last 7 days?
 - ▶ I'm not sure
 - ↵ Have you had any symptoms of a stroke in the last 7 days?
 - ▶ Less than 20 weeks
 - ↵ Have you had any symptoms of a stroke in the last 7 days?
 - ▶ I'm not sure
 - ↵ Have you had any symptoms of a stroke in the last 7 days?
 - ▶ No
 - ↵ Have you had any symptoms of a stroke in the last 7 days?
 - ▶ No
 - ↵ Is there a chance you're pregnant?
 - ▶ No
 - ↵ Have you hurt your head in the last 7 days?
 - ▶ No
 - ↵ Have you had pain like any of these in the last 24 hours?
 - ▶ I'm not sure
 - ↵ Have you had pain like any of these in the last 24 hours?
 - ▶ No
 - ↵ Have you had pain like any of these in the last 24 hours?
 - ▶ No
 - ↵ Did you have palpitations around the time the dizziness star
 - ▶ I feel ill, but can do some of my usual activities
 - ↵ Did you have palpitations around the time the dizziness star
 - ▶ No - I feel well enough to do most of my usual daily activities
 - ↵ Did you have palpitations around the time the dizziness star
 - ▶ No
 - ↵ Is this problem stopping you from doing all of your simple e
 - ▶ I cannot check
 - ↵ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↔ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↔ *Call 999 now*

► I'm not sure

Is there an object or something else stuck in your ear?

This does not mean ear wax.

► Yes

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

Since the earache started, do you have either of the following?

► New deafness or hearing loss

Did the earache start after any of the following?

We're trying to find out if your eardrum might have burst.

► Diving in water more than 3m (10 feet) deep.

↔ *Get help as soon as you can*

► Being near a very loud bang or explosion

↔ *Get help as soon as you can*

► A major change in air pressure, like a sudden loss of airplane cabin pressure

↔ *Get help as soon as you can*

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Does it hurt if you press the bone just behind your ear?

The area may be swollen, but not always.

► Yes

↔ *Contact your GP surgery now*

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I have taken my temperature and it's high

↔ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Have you got new blisters in the painful area?

We're checking for signs of shingles. Shingles rash on brown skin. 1 Shingles rash shown on white skin. 2 Shingles rash on brown skin. 3 Shingles on white skin near the eye. 4 The rash can be red, but it is harder to see on brown and black skin. Credit: Science Photo Library

► Yes

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Have you got any fluid or discharge coming from your ear?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Has your face dropped on one side?

This means it looks lopsided or is sagging down.

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

How long have you had these symptoms?

► 3 days or more

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

 **Self care / GP**

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has

said you can. Use paracetamol instead. Earache
Keep water out of your ears.

► No

↔ *It's safe to look after yourself*

► Fewer than 3 days

↔ *Have you been very unwell or got much worse in the last 24 h*

► No

↔ *How long have you had these symptoms?*

► No

↔ *Has your face dropped on one side?*

► No

↔ *Have you got any fluid or discharge coming from your ear?*

► No

↔ *Have you got new blisters in the painful area?*

► No

↔ *Have you had a high temperature in the last 12 hours?*

► No

↔ *Does it hurt if you press the bone just behind your ear?*

► No

↔ *Have you suddenly become confused, or much more confused than*

► Non-stop ringing in the ears

↔ *Did the earache start after any of the following?*

► I'm not sure

↔ *Have you suddenly become confused, or much more confused than*

► No

↔ *Have you suddenly become confused, or much more confused than*

► No

↔ *Since the earache started, do you have either of the following?*

► No

↔ *Is there an object or something else stuck in your ear?*

► No

↔ *Do you have either of these signs of meningitis?*

► I feel ill, but can do some of my usual activities

↔ *Is there an object or something else stuck in your ear?*

► No - I feel well enough to do most of my usual daily activities

↔ *Is there an object or something else stuck in your ear?*

► No

↔ *Is this problem stopping you from doing all of your simple everyday*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0162]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Have you had any injury to your head, face or neck, as well as your eye?

This means any injury to your head, face or neck that happened at the same time as your eye injury.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↔ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had any of these new problems since your injury?

► Feeling confused, restless, distressed or behaving oddly

↔ *Call 999 now*

► Problems talking or being understood

↔ *Call 999 now*

► Problems with reading or writing

↔ *Call 999 now*

► I'm not sure

Since the injury have you noticed any of these new symptoms?

► Weakness in my arms or legs

↔ *Call 999 now*

► Problems moving my arms or legs, losing my balance or falling over

↔ *Call 999 now*

► A change of sensation, numbness or pins and needles in part of my body

↔ *Call 999 now*

► I'm not sure

Have you had either one of these things since the injury?

► Bleeding or fluid coming from my ear

↔ *Call 999 now*

► Deafness or loss of hearing

↔ *Call 999 now*

► I'm not sure

Have you had non-stop neck pain since the injury?

► Yes

Did the injury happen within the last 12 hours?

► Yes

↔ Call 999 now

► I'm not sure

Are you behaving in an odd way or having problems staying awake?

For example, you're not aware of where you are or what is going on.

► Yes

↔ Call 999 now

► I'm not sure

Have you had any new vision problems since the injury?

These are new eyesight problems that don't clear after you blink.

► Yes

↔ Call 999 now

► I'm not sure

Have you got either of these since the injury?

You do not need to feel the area or ask anyone to check.
Touching the area may be dangerous.

► I think I've got a new dent in my head

↔ Call 999 now

► The bones in my face have changed shape

Was the head injury caused by either of these?

► Diving into something, like a pool

↔ Call 999 now

► Falling onto my head from something moving, like a bike

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Can somebody take you to hospital?

► Yes



Self care / GP

Get help now

[Dx02] What to do if it gets worse and self care

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► I did not fall to the floor

↔ Can somebody take you to hospital?

► I am stuck on the floor

↔ Call 999 now

► I'm not sure

↔ If you fell or fainted because of the injury, are you able to get up off the floor?

► No

↔ If you fell or fainted because of the injury, are you able to get up off the floor?

► I'm not sure

↔ Was the head injury caused by either of these?

► No

↔ Was the head injury caused by either of these?

► No

↔ Have you got either of these since the injury?

► No

↔ Have you had any new vision problems since the injury?

► No

↔ Are you behaving in an odd way or having problems staying awake?

► I'm not sure

↔ Are you behaving in an odd way or having problems staying awake?

► No

↔ Are you behaving in an odd way or having problems staying awake?

► No

- ↪ Have you had non-stop neck pain since the injury?
 - ▶ No
 - ↪ Have you had either one of these things since the injury?
 - ▶ No
 - ↪ Since the injury have you noticed any of these new symptoms?
 - ▶ No
 - ↪ Have you had any of these new problems since your injury?
 - ▶ No
 - ↪ Did you have a seizure just before, during or after the inju
 - ▶ I'm not sure
 - ↪ If you fell or fainted because of the injury, are you able t
 - ▶ No
 - ↪ If you fell or fainted because of the injury, are you able t
 - ▶ A doctor has told me I have a bleeding or clotting problem
 - ↪ Have you had any injury to your head, face or neck, as well
 - ▶ I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- ▶ Yes
 - ↪ Have you had any injury to your head, face or neck, as well
- ▶ I'm not sure
 - ↪ Have you had any injury to your head, face or neck, as well
- ▶ No
 - ↪ Have you had any injury to your head, face or neck, as well
- ▶ No
 - ↪ Do you take an antiplatelet medicine to stop blood clots?

- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding
- ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Have you had any injury to your head, face or neck, as well as your eye?

This means any injury to your head, face or neck that happened at the same time as your eye injury.

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there something stuck in your eye or around your eye?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there something stuck in your eye or around your eye?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there something stuck in your eye or around your eye?*

► I'm not sure

↪ *Is there something stuck in your eye or around your eye?*

► No

↪ *Is there something stuck in your eye or around your eye?*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the injury?*

► I'm not sure

↪ *Is there something stuck in your eye or around your eye?*

► No

↪ *Is there something stuck in your eye or around your eye?*

► A doctor has told me I have a bleeding or clotting problem

↪ *Have you had any injury to your head, face or neck, as well*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

► Yes

↔ *Have you had any injury to your head, face or neck, as well*

► I'm not sure

↔ *Have you had any injury to your head, face or neck, as well*

► No

↔ *Have you had any injury to your head, face or neck, as well*

► No

↔ *Do you take an antiplatelet medicine to stop blood clots?*

► No

↔ *Do you take any blood thinning medicines or have a bleeding*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0122]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

What is the main problem?

You can only select one answer. Pick the one bothering you most today.

► New sight problems that don't clear after blinking

Have you got any new pain in one or both eyes right now?

This is any new pain in one or both eyes. It does not mean they feel itchy or irritated.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↪ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↪ *Call 999 now*

► I'm not sure

Have you hurt your head in the last 7 days?

► Yes

↪ *Call 999 now*

► I'm not sure

Have you developed an agonising headache that started suddenly and was like being hit with something hard?

This is a headache that came on like a thunder clap. It would be like nothing you've felt before, even if it's got a bit better. If it's any other type of headache, answer no.

► Yes

↪ *Call 999 now*

► I'm not sure

Have you got severe eye pain?

This means the pain is so bad that it stops you from doing your usual daily activities or thinking about anything else.

► Yes

 **Self care / GP**

Get help now

[Dx02] What to do if it gets worse and self care

► I'm not sure

Have you had an operation or injection in that eyeball in the last 4 weeks?

► Yes

[↔ Get help now](#)

► I'm not sure

Has a doctor told you that you have migraines?

► Yes

Are these symptoms similar or the same as your previous migraines?

► Yes

Self care / GP

It's safe to look after yourself

[Dx38] Vision loss, driving Someone else should drive the person. Worsening, head injury If there are any new symptoms, or the condition changes or gets worse, or you have other concerns, call 999. Call 999 if: They cannot be woken up, they have a seizure or they become dazed, drowsy or confused. They have problems with their balance, walking, speaking or understanding what is going on. They cannot feel parts of their body, or have any weakness or new hearing loss. Go to the nearest Accident and Emergency department.

► I'm not sure

Have you felt sick or been sick (vomited) with the pain?

► Yes

[↔ Get help now](#)

► I'm not sure

Have you lost some or all of your vision in one or both eyes?

You may have a blind spot, or feel like a curtain is being closed in front of you.

► Yes

Did the problem start in the last 24 hours?

► Yes

[↔ Get help now](#)

► I'm not sure

Do you have a problem with contact lenses?

► Yes

Self care / GP

Get help as soon as you can

[Dx03] What to do if it gets worse and self care

► I'm not sure

Have you been looking at any of the following without using eye protection?

We're checking if your eyes have been damaged by ultraviolet (UV) light. Bright light sources also include, tanning lamps and beds, photographic flood lights or halogen lamps.

► Welding flashes

[↔ Get help as soon as you can](#)

► The sun, reflected sunlight or other bright light sources

[↔ Get help as soon as you can](#)

► I'm not sure

Have you scratched your eye or got something in it?

► Yes

[↔ Get help as soon as you can](#)

► I'm not sure

Call 111

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► No

↔ Contact your GP surgery as soon as you can, today

► No

↔ Have you scratched your eye or got something in it?

► No

↔ Have you been looking at any of the following without using

► No

↔ Do you have a problem with contact lenses?

► I'm not sure

↔ Do you have a problem with contact lenses?

► No

↔ Do you have a problem with contact lenses?

► No

↔ Have you lost some or all of your vision in one or both eyes

► No

↔ Have you felt sick or been sick (vomited) with the pain?

► I'm not sure

↔ Have you felt sick or been sick (vomited) with the pain?

► No

↔ Have you felt sick or been sick (vomited) with the pain?

► No

↔ Has a doctor told you that you have migraines?

► No

↔ Have you had an operation or injection in that eyeball in th

► No

↔ Have you got severe eye pain?

► No

↔ Have you developed an agonising headache that started sudden

► No

↔ Have you hurt your head in the last 7 days?

► I feel ill, but can do some of my usual activities

↔ Have you hurt your head in the last 7 days?

► No - I feel well enough to do most of my usual daily activities

↔ Have you hurt your head in the last 7 days?

► I'm not sure

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Is this problem stopping you from doing all of your simple e

► Pain in my eye

Have you had any new vision problems?

These are new eyesight problems that don't clear after you blink.

► Yes

↔ Is this problem stopping you from doing all of your simple e

► I'm not sure

↔ Have you had an operation or injection in that eyeball in th

► No

↔ Have you had an operation or injection in that eyeball in th

► Red or irritated eyes

↔ Have you had any new vision problems?

► Eyelid problems

↔ Do you have a problem with contact lenses?

► Any discharge from my eye

↔ Have you had any new vision problems?

► The white part of my eye is yellow

Does your skin also look yellow?

We're checking for signs of jaundice. On brown or black skin, check your gums, palms or the bottom of your feet for colour changes.

► Yes

Are you also feeling very unwell?

► Yes

Have you come out in a rash in the last four hours?

Answer yes if you have a rash that has developed in the last 4 hours. Answer no if you have had your rash for longer than 4 hours.

► Yes

Does the rash look like blood spots or bruise marks under your skin?

We're checking for signs of meningitis or sepsis. The rash, spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ Call 999 now

► I'm not sure

Have you got any pain in your tummy?

► Yes

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Is the pain constant and so severe you want to keep completely still?

This means any movement involving your stomach, chest or back causes unbearable pain. If you are twisting or writhing in pain answer 'no'.

► Yes

↪ Call 999 now

► No

Are you rolling or rocking backwards and forwards in pain?

We're checking for signs of intense pain. You may also be doubled up in pain.

► Yes

↪ Call 999 now

► I'm not sure

Have you taken any paracetamol in the last 3 days?

► Yes



Self care / GP

Book a call with a 111 nurse now

[Dx32]

► I'm not sure

↪ Book a call with a 111 nurse now

► No

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes



Call 111

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Has a doctor told you that getting an infection might be very serious?

This means you have a condition or take medicine that weakens your immune system. For example, having an organ transplant, chemotherapy, your spleen removed, a genetic condition like Down's syndrome or having HIV or AIDs.

► Yes

↪ Contact your GP surgery now

► I'm not sure

Have you been sick (vomiting)?

► Yes

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

- ↪ *Contact your GP surgery now*
- I have taken my temperature and it's high
 - ↪ *Contact your GP surgery now*
- I'm not sure
 - ↪ *Contact your GP surgery as soon as you can, today*
- No
 - ↪ *Contact your GP surgery as soon as you can, today*
- I'm not sure
 - ↪ *Have you had a high temperature in the last 12 hours?*
- No
 - ↪ *Have you had a high temperature in the last 12 hours?*
- No
 - ↪ *Have you been sick (vomiting)?*
- No
 - ↪ *Has a doctor told you that getting an infection might be ver*
- No
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- I'm not sure
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- No
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- I'm not sure
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- No
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- No
 - ↪ *Have you got any pain in your tummy?*
- I'm not sure
 - ↪ *Have you got any pain in your tummy?*
- No
 - ↪ *Have you got any pain in your tummy?*
- I'm not sure
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- No
 - ↪ *Have you taken any paracetamol in the last 3 days?*
- I'm not sure
 - ↪ *Are you also feeling very unwell?*
- No
 - ↪ *Are you also feeling very unwell?*
- None of the these
 - ↪ *Have you got any new pain in one or both eyes right now?*
- No
 - ↪ *What is the main problem?*
- I cannot check
 - ↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Have you had any symptoms of a stroke?

► I cannot lift my arms up without one of them dropping down

 *Call 999 now*

► I have new problems speaking, understanding or I'm slurring my words

↔ *Call 999 now*

► My face has suddenly dropped on one side

↔ *Call 999 now*

► I'm not sure

Has one leg suddenly become weak or feels very heavy?

We're checking for signs of a stroke.

► Yes

↔ *Call 999 now*

► I'm not sure

Did you suddenly lose some or all of your sight in the last 24 hours?

This means losing some or all of your sight, even if it's come back. It doesn't mean your sight is blurry or a problem that has cleared when you blink.

► Yes

Have you become too unsteady to stand without holding on to something?

We're checking for signs of a stroke. We only need to know about a new problem. If you usually feel unsteady or it started gradually you should answer no.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► No

↔ Did you suddenly lose some or all of your sight in the last

► No

↔ Has one leg suddenly become weak or feels very heavy?

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

► I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

► Yes

↔ Call 999 now

► I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

► Yes

Have you still got weakness in your leg?

► Yes

↔ Call 999 now

► I'm not sure

↔ Did you suddenly lose some or all of your sight in the last

► No

↔ Did you suddenly lose some or all of your sight in the last

► I'm not sure

↔ Did you suddenly lose some or all of your sight in the last

► No

↔ Did you suddenly lose some or all of your sight in the last

► No

↔ Has one leg suddenly become weak in the last 7 days?

► I have new problems speaking, understanding or I'm slurring my words

↔ Have you got the symptoms right now?

► My face has suddenly dropped on one side

↔ Have you got the symptoms right now?

► I'm not sure

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Have you had any symptoms of a stroke in the last 7 days?

► No

↔ Have you had pain like any of these in the last 24 hours?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is any other part of your hand also injured?

This means an injury, such as a cut, graze or puncture wound, anywhere else on the hand.

► Yes

Has your skin been broken?

► Yes

Is your arm also injured?

This means any injury above your wrist. We do not need to know about an injury to your wrist, hand or fingers.

► Yes

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

Is there bone sticking out of the skin?

► Yes

↪ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Is there anything large stuck deep inside or sticking out of*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↪ *Is there bone sticking out of the skin?*

► I'm not sure

↪ *Is there bone sticking out of the skin?*

► No

↪ *Is there bone sticking out of the skin?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

- ▶ Yes
 - ↔ *Is there bone sticking out of the skin?*
- ▶ I'm not sure
 - ↔ *Is there bone sticking out of the skin?*
- ▶ No
 - ↔ *Is there bone sticking out of the skin?*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure
 - ↔ *Is your arm also injured?*
- ▶ No
 - ↔ *Is your arm also injured?*
- ▶ I'm not sure

If you fell or fainted because of the injury, are you able to get up off the floor?

- ▶ I can get up off the floor

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

- ▶ It was a serious assault
 - ↔ *Get help now*
- ▶ It was a minor assault causing scratches or light bruising

Have you got a ring that won't come off?

This means a ring on a finger, thumb or toe on the injured limb. Swelling can get worse quickly, and if any rings are not removed, the circulation may be blocked completely.

- ▶ Yes
 - ↔ *Get help now*
- ▶ I'm not sure

Did the injury happen in the last 3 days?

- ▶ Yes

Can you move your finger or thumb normally since the injury?

This means you could, if needed, bend, straighten or move your finger even if it's painful to do so. If it won't move at all, answer no.

- ▶ Yes

Has most or all of your nail been torn off?

This means you can see the fleshy, pink nail bed underneath the nail.

- ▶ Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- ▶ I'm not sure

Is your nail purple or black?

- ▶ Yes

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

- ▶ Yes
 - ↔ *Get help as soon as you can*
- ▶ I'm not sure

Have you got pain that is getting worse?

Some pain around the injury is normal, but it should not be getting worse.

- ▶ Yes
 - ↔ *Get help as soon as you can*
- ▶ I'm not sure

Do you have 3 or more injuries to different areas of your body?

- ▶ Yes
 - ↔ *Get help as soon as you can*
- ▶ I'm not sure

Were you trying to harm yourself?

- ▶ Yes

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

- ▶ I'm not sure

Was the injury caused by a sprain or strain?

Such as a twisting, wrenching or pulling movement. For example, twisting your ankle or bending your finger backwards.

- ▶ Yes

Have you taken any painkillers?

This includes paracetamol, ibuprofen or other pain relief medicine.

- ▶ Yes

Have the painkillers helped the pain?

- ▶ Yes

 **Self care / GP**

It's safe to look after yourself

[Dx39] Symptom management, blunt injuries Paracetamol or ibuprofen can be used to relieve pain. Do not take if you have been advised not to, or you have already taken some. Ask a pharmacist for advice if you're unsure. If you are pregnant take paracetamol. Do not take ibuprofen unless your doctor, midwife or pharmacist has said you can. Remove any jewellery or tight clothing from the area. Wrap an ice pack (or bag of frozen peas) in a cloth and put it on the area for 15-20 minutes. Repeat ev

- ▶ I'm not sure

When did you take the medicine?

- ▶ More than 60 minutes ago
 - ↔ *Contact your GP surgery today or tomorrow*
- ▶ I'm not sure
 - ↔ *It's safe to look after yourself*
- ▶ Less than 60 minutes ago
 - ↔ *It's safe to look after yourself*
- ▶ No
 - ↔ *When did you take the medicine?*
- ▶ I'm not sure
 - ↔ *It's safe to look after yourself*
- ▶ No
 - ↔ *It's safe to look after yourself*
- ▶ I'm not sure
 - ↔ *Have you taken any painkillers?*
- ▶ No
 - ↔ *Have you taken any painkillers?*

- ▶ No

↔ Was the injury caused by a sprain or strain?

► No

↔ Were you trying to harm yourself?

► No

↔ Do you have 3 or more injuries to different areas of your body?

► No

↔ Have you got pain that is getting worse?

► I'm not sure

↔ Have you got pain that is getting worse?

► No

↔ Have you got pain that is getting worse?

► No

↔ Is your nail purple or black?

► I'm not sure

Do either of these apply to your injury?

► It looks a different shape or like it's come out of its socket

↔ Get help now

► I have swelling around the area

↔ Get help as soon as you can

► I'm not sure

↔ Get help as soon as you can

► No

↔ Get help as soon as you can

► No

↔ Do either of these apply to your injury?

► I'm not sure

↔ Is the injury extremely painful now?

► No

↔ Is the injury extremely painful now?

► No

↔ Did the injury happen in the last 3 days?

► I'm not sure

↔ Have you got a ring that won't come off?

► No

↔ Have you got a ring that won't come off?

► I did not fall to the floor

↔ Was the problem caused by an assault?

► I am stuck on the floor

Have you been on the floor for more than 2 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

i Call 999

► No

↔ If you fell or fainted because of the injury, are you able to move your hand?

► No

↔ Is any other part of your hand also injured?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is any other part of your hand also injured?

This means an injury, such as a cut, graze or puncture wound, anywhere else on the hand.

► Yes

Is your arm also injured?

This means any injury above your wrist. We do not need to know about an injury to your wrist, hand or fingers.

► Yes

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

Is there bone sticking out of the skin?

► Yes

↩ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► No

↩ *Is there anything large stuck deep inside or sticking out of*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↩ *Is there bone sticking out of the skin?*

► I'm not sure

↩ *Is there bone sticking out of the skin?*

► No

↩ *Is there bone sticking out of the skin?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↩ *Is there bone sticking out of the skin?*

► I'm not sure

↔ *Is there bone sticking out of the skin?*

► No

↔ *Is there bone sticking out of the skin?*

► No

↔ *Is the wound still bleeding without stopping or slowing down*

► I'm not sure

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Is the wound still bleeding without stopping or slowing down*

► I'm not sure

↔ *Is the wound still bleeding without stopping or slowing down*

► No

↔ *Is the wound still bleeding without stopping or slowing down*

► I'm not sure

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Has either of the following happened to your finger?

► I've lost all or part of it



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► It's hanging off

↔ *Get help now*

► I'm not sure

↔ *Is the wound still bleeding without stopping or slowing down*

► No

↔ *Is the wound still bleeding without stopping or slowing down*

► I did not fall to the floor

↔ *Has either of the following happened to your finger?*

► I am stuck on the floor

↔ *Has either of the following happened to your finger?*

► No

↔ *If you fell or fainted because of the injury, are you able to*

► No

↔ *Is any other part of your hand also injured?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is any other part of your finger injured and, if so, has the skin been broken or cut?

► The skin is broken or cut

Is any other part of your hand also injured?

This means an injury, such as a cut, graze or puncture wound, anywhere else on the hand.

► Yes

Is your arm also injured?

This means any injury above your wrist. We do not need to know about an injury to your wrist, hand or fingers.

► Yes

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

Is there bone sticking out of the skin?

► Yes

↩ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► No

↩ *Is there anything large stuck deep inside or sticking out of*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↩ *Is there bone sticking out of the skin?*

► I'm not sure

↩ *Is there bone sticking out of the skin?*

► No

↩ *Is there bone sticking out of the skin?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

- ▶ Yes
 - ↔ *Is there bone sticking out of the skin?*
- ▶ I'm not sure
 - ↔ *Is there bone sticking out of the skin?*
- ▶ No
 - ↔ *Is there bone sticking out of the skin?*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure

If you fell or fainted because of the injury, are you able to get up off the floor?

- ▶ I can get up off the floor

Has either of the following happened to your finger?

- ▶ I've lost all or part of it



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

- ▶ It's hanging off
 - ↔ *Get help now*
- ▶ I'm not sure
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I did not fall to the floor
 - ↔ *Has either of the following happened to your finger?*
- ▶ I am stuck on the floor
 - ↔ *Has either of the following happened to your finger?*

- ▶ No
 - ↔ *If you fell or fainted because of the injury, are you able to*

- ▶ The skin is not broken or cut
 - ↔ *Is any other part of your hand also injured?*
- ▶ I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault
 - ↔ *Get help now*
- ▶ It was a serious assault
 - ↔ *Get help now*
- ▶ It was a minor assault causing scratches or light bruising

Has most or all of your nail been torn off?

This means you can see the fleshy, pink nail bed underneath the nail.

- ▶ Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- ▶ I'm not sure

Is your nail purple or black?

- ▶ Yes

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

- ▶ Yes
 - ↔ *Get help as soon as you can*
- ▶ I'm not sure

Have you got pain that is getting worse?

Some pain around the injury is normal, but it should not be getting worse.

► Yes

↔ Get help as soon as you can

► I'm not sure

When did the problem start?

► 6 hours or more ago

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Is there a rapidly spreading redness or change in skin colour around the wound?

This means an area of red skin near the wound has got bigger in the last 4 to 6 hours. It can also look like red streaks spreading out or up from the wound. This can be harder to see on brown or black skin where the skin may appear darker than normal.

► Yes

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I'm not sure

 **Call 111**

Contact your GP surgery today

[Dx07] Things to look out for and self-care

► No

↔ Contact your GP surgery today

► I have taken my temperature and it's high

↔ Is there a rapidly spreading redness or change in skin colour

► I'm not sure

↔ Is there a rapidly spreading redness or change in skin colour

► No

↔ Is there a rapidly spreading redness or change in skin colour

► I'm not sure

↔ Have you had a high temperature in the last 12 hours?

► Less than 6 hours ago

Do you have 3 or more injuries to different areas of your body?

► Yes

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Were you trying to harm yourself?

► Yes

↔ Contact your GP surgery today or tomorrow

► I'm not sure

Have you taken any painkillers?

This includes paracetamol, ibuprofen or other pain relief medicine.

► Yes

Have the painkillers helped the pain?

► Yes

 **Self care / GP**

It's safe to look after yourself

[Dx39] Symptom management, blunt injuries Paracetamol or ibuprofen can be used to relieve pain. Do not take if you have been advised not to, or you have already taken some. Ask a pharmacist for advice if you're unsure. If you are pregnant take paracetamol. Do not take ibuprofen unless your doctor, midwife or pharmacist has said you can. Remove any jewellery or tight

clothing from the area. Wrap an ice pack (or bag of frozen peas) in a cloth and put it on the area for 15-20 minutes. Repeat ev

► I'm not sure

When did you take the medicine?

► More than 60 minutes ago

↔ Contact your GP surgery today or tomorrow

► I'm not sure

↔ It's safe to look after yourself

► Less than 60 minutes ago

↔ It's safe to look after yourself

► No

↔ When did you take the medicine?

► I'm not sure

↔ It's safe to look after yourself

► No

↔ It's safe to look after yourself

► No

↔ Have you taken any painkillers?

► No

↔ Were you trying to harm yourself?

► No

↔ When did the problem start?

► No

↔ Have you got pain that is getting worse?

► I'm not sure

↔ Have you got pain that is getting worse?

► No

↔ Have you got pain that is getting worse?

► No

↔ Is your nail purple or black?

► I'm not sure

↔ Has most or all of your nail been torn off?

► No

↔ Has most or all of your nail been torn off?

► No

↔ Was the problem caused by an assault?

► No

↔ Is any other part of your finger injured and, if so, has the

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you got earache?

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↔ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↔ *Call 999 now*

► I'm not sure

Is there an object or something else stuck in your ear?

This does not mean ear wax.

► Yes

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

Since the earache started, do you have either of the following?

► New deafness or hearing loss

Did the earache start after any of the following?

We're trying to find out if your eardrum might have burst.

► Diving in water more than 3m (10 feet) deep.

↔ *Get help as soon as you can*

► Being near a very loud bang or explosion

↔ *Get help as soon as you can*

► A major change in air pressure, like a sudden loss of airplane cabin pressure

↔ *Get help as soon as you can*

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Does it hurt if you press the bone just behind your ear?

The area may be swollen, but not always.

► Yes

↔ *Contact your GP surgery now*

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I have taken my temperature and it's high

↔ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Have you got new blisters in the painful area?

We're checking for signs of shingles. Shingles rash on brown skin. 1 Shingles rash shown on white skin. 2 Shingles rash on brown skin. 3 Shingles on white skin near the eye. 4 The rash can be red, but it is harder to see on brown and black skin. Credit: Science Photo Library

► Yes

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Have you got any fluid or discharge coming from your ear?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Has your face dropped on one side?

This means it looks lopsided or is sagging down.

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

How long have you had these symptoms?

► 3 days or more

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

 **Self care / GP**

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain

or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead. Earache Keep water out of your ears.

► No

↪ It's safe to look after yourself

► Fewer than 3 days

↪ Have you been very unwell or got much worse in the last 24 h

► No

↪ How long have you had these symptoms?

► No

↪ Has your face dropped on one side?

► No

↪ Have you got any fluid or discharge coming from your ear?

► No

↪ Have you got new blisters in the painful area?

► No

↪ Have you had a high temperature in the last 12 hours?

► No

↪ Does it hurt if you press the bone just behind your ear?

► No

↪ Have you suddenly become confused, or much more confused than

► Non-stop ringing in the ears

↪ Did the earache start after any of the following?

► I'm not sure

↪ Have you suddenly become confused, or much more confused than

► No

↪ Have you suddenly become confused, or much more confused than

► No

↪ Since the earache started, do you have either of the following?

► No

↪ Is there an object or something else stuck in your ear?

► No

↪ Do you have either of these signs of meningitis?

► I feel ill, but can do some of my usual activities

↪ Is there an object or something else stuck in your ear?

► No - I feel well enough to do most of my usual daily activities

↪ Is there an object or something else stuck in your ear?

► I'm not sure

Is your problem just ear wax?

► Yes



Call 111

Contact a pharmacist today or tomorrow

□ Things to look out for and self-care

► I'm not sure

↪ Is this problem stopping you from doing all of your simple everyday

► No

↪ Is this problem stopping you from doing all of your simple everyday

► No

↪ Is your problem just ear wax?

► No

↪ Have you got earache?

► I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got a severe pain in your tummy that never completely goes away?

For example the pain will be so strong, it will stop you from doing or thinking about anything else.

► Yes - it's so strong it's stopping me doing anything

↩ *Call 999 now*

► I have some pain but it comes and goes

Have you got any vaginal bleeding?

► I have more than a few spots

↩ *Call 999 now*

► I have a few spots

↩ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↩ *Call 999 now*

► I can see the baby coming

↩ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↩ *Call 999 now*

► I want to push

↩ *Call 999 now*

► My contractions are 5 minutes or less apart

↩ *Call 999 now*

► I'm not sure

Have you had either of these since the injury?

► My waters have broken

↩ *Call 999 now*

► My contractions are getting more frequent

↩ *Call 999 now*

► I'm not sure

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

► Yes

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- It was a sexual assault



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

- It was a serious assault
 - ↔ *Get help now*
- It was a minor assault causing scratches or light bruising

Have you been able to pee since the injury?

- Yes

Have you had any blood in your wee since the injury?

- Yes
 - ↔ *Get help now*
- I'm not sure

Have you got any pain in your tummy?

- Yes
 - ↔ *Get help now*
- I'm not sure

Have you got anything stuck inside your vagina?

This includes anything that has been inserted into the vagina including a tampon.

- Yes
 - ↔ *Get help now*
- I'm not sure

Have you got pain or swelling that is getting worse?

- Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- I'm not sure



Call 111

Contact your GP surgery now

[Dx11] Things to look out for and self-care

- No

↔ *Contact your GP surgery now*

- No

↔ *Have you got pain or swelling that is getting worse?*

- No

↔ *Have you got anything stuck inside your vagina?*

- No

↔ *Have you got any pain in your tummy?*

- I'm not sure

↔ *Have you had any blood in your wee since the injury?*

- No

↔ *Get help now*

- I'm not sure

↔ *Have you been able to pee since the injury?*

- No

↔ *Have you been able to pee since the injury?*

- I'm not sure

↔ *Was the problem caused by an assault?*

- No

↔ *Call 999 now*

- No

↔ *Are you able to walk 4 steps right now?*

- No

↔ *Have you had either of these since the injury?*

- No

- ↔ *Have you got any vaginal bleeding?*
 - ▶ **I'm not sure**
 - ↔ *Have you got a severe pain in your tummy that never complete*
 - ▶ **Less than 20 weeks**
 - ↔ *Are you able to walk 4 steps right now?*
 - ▶ **I'm not sure**
 - ↔ *Are you able to walk 4 steps right now?*
 - ▶ **No**
 - ↔ *Are you able to walk 4 steps right now?*
- ▶ **No**
 - ↔ *Is there a chance you're pregnant?*
- ▶ **I cannot check**
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got a severe pain in your tummy that never completely goes away?

For example the pain will be so strong, it will stop you from doing or thinking about anything else.

► Yes - it's so strong it's stopping me doing anything

↩ *Call 999 now*

► I have some pain but it comes and goes

Have you got any vaginal bleeding?

► I have more than a few spots

↩ *Call 999 now*

► I have a few spots

↩ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↩ *Call 999 now*

► I can see the baby coming

↩ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↩ *Call 999 now*

► I want to push

↩ *Call 999 now*

► My contractions are 5 minutes or less apart

↩ *Call 999 now*

► I'm not sure

Have you had either of these since the injury?

► My waters have broken

↩ *Call 999 now*

► My contractions are getting more frequent

↩ *Call 999 now*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Is there anything stuck deep inside or sticking out of the w*
- ▶ No
 - ↔ *Is there anything stuck deep inside or sticking out of the w*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Have you had either of these since the injury?*
- ▶ No
 - ↔ *Have you got any vaginal bleeding?*
- ▶ I'm not sure
 - ↔ *Have you got a severe pain in your tummy that never complete*
- ▶ Less than 20 weeks
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ I'm not sure
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Is the wound still bleeding without stopping or slowing down*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you got glue in or near your eye?

► Yes

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

 **Self care / GP**

It's safe to look after yourself

[Dx38] What to do if you feel worse Use 111 online again or call 111 if: your symptoms get worse you have any new symptoms If you are deaf or hard of hearing there are other ways you can contact 111.

► No

↩ *It's safe to look after yourself*

► No

↩ *Have you got glue in or near your eye?*

► I cannot check

↩ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**
Call 999 now
[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you had any unusual bleeding from your vagina?

This doesn't mean your usual period.

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you also got tummy or lower back pain?

► Yes

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↩ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↩ *Call 999 now*

► My contractions are coming more often

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I'm not sure

Have you got any vaginal bleeding?

► I have more than a few spots

Is the blood coming out in a steady flow?

We're checking for signs of non-stop vaginal bleeding.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↔ Call 999 now

- I have a few spots

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

- Yes

 **Self care / GP**
Get help now
[Dx94]

- I'm not sure

↔ Call 999 now

- No

↔ Call 999 now

- No

↔ Is it possible you have been sexually assaulted?

- No

↔ Have you got any vaginal bleeding?

- I'm not sure

↔ Have you also got tummy or lower back pain?

- Less than 20 weeks

↔ Have you also got tummy or lower back pain?

- I'm not sure

Have you had a baby in the last 7 days?

If you've had a miscarriage or termination under 20 weeks of pregnancy, you should answer no.

- Yes

↔ Have you also got tummy or lower back pain?

- I'm not sure

↔ Have you also got tummy or lower back pain?

- No

↔ Have you also got tummy or lower back pain?

- No

↔ Have you had a baby in the last 7 days?

- I'm not sure

Have you also got tummy pain?

- Yes

↔ Is there a chance you're pregnant?

- I'm not sure

What is the problem with your groin?

- I have pain and swelling

↔ Is there a chance you're pregnant?

- I have pain only

↔ Is there a chance you're pregnant?

- I have swelling only

Is there any new pain or swelling in your leg?

- Pain and swelling

Has one of your legs suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your leg. It means your whole leg or everything beneath the knee is affected. It's not just cold toes from bad weather. On brown or black skin, check your toenails for changes in colour.

- Yes

↔ Call 999 now

- I'm not sure

Has your whole leg suddenly become painful and swollen?

'Suddenly' means the symptoms came on quickly and unexpectedly.

- Yes my whole leg is suddenly swollen and painful

↔ Call 999 now

- My hip, knee, foot or ankle is swollen and painful

Is the leg more swollen than the other one?

This means part or all of your leg appears a lot bigger than the one on the other side.

- Yes

Is your thigh affected?

We need to find out if the swelling in your leg involves the thigh.

► Yes

 **Call 111**

Contact your GP surgery now
[Dx05] What to do if you feel worse

► I'm not sure

 **Call 111**

Contact your GP surgery as soon as you can, today
[Dx06] Things to look out for and self-care

► No

↪ Contact your GP surgery as soon as you can, today

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

↪ Contact your GP surgery as soon as you can, today

► I have taken my temperature and it's high

↪ Contact your GP surgery as soon as you can, today

► I'm not sure

Has the lump or swelling got bigger in the last 24 hours?

► Yes

 **Call 111**

Contact your GP surgery today
[Dx07] Things to look out for and self-care

► I'm not sure

Have you had an operation on your groin in the last week?

Your groin is between your waist and upper thighs.

► Yes

 **Call 111**

Contact your GP surgery today or tomorrow
[Dx08] Things to look out for and self-care

► I'm not sure

 **Call 111**

Contact your GP surgery if you do not feel better in a few days
[Dx16] Things to look out for and self-care

► No

↪ Contact your GP surgery if you do not feel better in a few d

► No

↪ Have you had an operation on your groin in the last week?

► No

↪ Has the lump or swelling got bigger in the last 24 hours?

► No

↪ Have you had a high temperature in the last 12 hours?

► No

↪ Is the leg more swollen than the other one?

► No

↪ Has your whole leg suddenly become painful and swollen?

► Pain only

↪ Has one of your legs suddenly become cold, pale, blue or gre

► Swelling only

↪ Is the leg more swollen than the other one?

► I'm not sure

↪ Have you had a high temperature in the last 12 hours?

► No

↪ Have you had a high temperature in the last 12 hours?

► It's something else

↪ Is there a chance you're pregnant?

► No

↔ *What is the problem with your groin?*

► No

↔ *Have you also got tummy pain?*

► No

↔ *Have you had any unusual bleeding from your vagina?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you had chemotherapy or radiotherapy in the last 3 months?

► Yes

 **Self care / GP**

It's safe to look after yourself

[Dx38] What to do if you feel worse Use 111 online again or call 111 if: your symptoms get worse you have any new symptoms If you are deaf or hard of hearing there are other ways you can contact 111.

► I'm not sure

Have you lost patches or clumps of hair over the last few weeks?

This doesn't mean normal amounts coming out when you shower or brush your hair. It means bald patches on your head, face or body.

► Yes

 **Self care / GP**

Get help within the next few days

[Dx75] What to do if you feel worse

► I'm not sure

Did the problem begin after starting any new medicine?

► Yes

When are you next due to take your medicine?

Tell us when the next dose of the medicine is due.

► In less than 2 hours or I've missed a dose

 **Call 111**

Contact your GP surgery now

[Dx12] Things to look out for and self-care

► In 2 to 6 hours

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx13] Things to look out for and self-care

► In 6 to 12 hours

 **Call 111**

Contact your GP surgery today

[Dx14] Things to look out for and self-care

► More than 12 hours

 **Self care / GP**

Get help today or tomorrow

[Dx15] Things to look out for and self-care

- I have no further doses to take or I'm not sure

↪ *Contact your GP surgery today*

- I'm not sure

Have you got an itchy scalp?

- Yes

Have you been in contact with somebody who has nits or head lice?

This could be in the last 3-4 weeks.

- Yes



Contact a pharmacist today or tomorrow

□ What to do if you feel worse

- I'm not sure

Can you see nits or head lice in your hair?

Head lice are small grey-brown insects which you may see moving in the hair. Nits are small white blobs stuck to the base of the hair.

- Yes

↪ *Contact a pharmacist today or tomorrow*

- I'm not sure

Do you get lots of flakes of white dandruff when you brush your hair?

- Yes

Have you tried any treatment recommended by a pharmacist?

- Yes



Get help if you do not feel better in a few days

[Dx09] What to do if you feel worse

- I'm not sure

↪ *Contact a pharmacist today or tomorrow*

- No

↪ *Contact a pharmacist today or tomorrow*

- I'm not sure

↪ *Have you tried any treatment recommended by a pharmacist?*

- No

↪ *Have you tried any treatment recommended by a pharmacist?*

- No

↪ *Do you get lots of flakes of white dandruff when you brush y*

- No

↪ *Can you see nits or head lice in your hair?*

- I'm not sure

Have you had any of the following in the last 4 weeks?

- Night sweats

↪ *Get help within the next few days*

- Feeling generally unwell or off colour all the time

↪ *Get help within the next few days*

- Losing weight without trying

↪ *Get help within the next few days*

- Feeling off my food all the time

↪ *Get help within the next few days*

- Feeling tired all the time

↪ *Get help within the next few days*

- I'm not sure

↪ *Have you tried any treatment recommended by a pharmacist?*

- No

↪ *Have you tried any treatment recommended by a pharmacist?*

- No

↪ *Have you had any of the following in the last 4 weeks?*

- No

↪ *Have you got an itchy scalp?*

- No

↪ *Did the problem begin after starting any new medicine?*

- No

↪ *Have you lost patches or clumps of hair over the last few we*

► No

↔ *Have you had chemotherapy or radiotherapy in the last 3 mont*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is your arm also injured?

This means any injury above your wrist. We do not need to know about an injury to your wrist, hand or fingers.

► Yes

Has your skin been broken?

► Yes

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

Is there bone sticking out of the skin?

► Yes

↪ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Is there anything large stuck deep inside or sticking out of*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↪ *Is there bone sticking out of the skin?*

► I'm not sure

↪ *Is there bone sticking out of the skin?*

► No

↪ *Is there bone sticking out of the skin?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there bone sticking out of the skin?*

► I'm not sure

↪ *Is there bone sticking out of the skin?*

► No

↔ Is there bone sticking out of the skin?

► No

↔ Is the wound still bleeding without stopping or slowing down

► I'm not sure

↔ Do you feel breathless or more breathless than usual?

► No

↔ Is the wound still bleeding without stopping or slowing down

► I'm not sure

↔ Is the injury to your shoulder, upper arm or elbow?

► No

↔ Is the injury to your shoulder, upper arm or elbow?

► I'm not sure

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Are only your fingers or thumb affected?

► Yes

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► It was a serious assault

↔ Get help now

► It was a minor assault causing scratches or light bruising

Have you got a ring that won't come off?

This means a ring on a finger, thumb or toe on the injured limb. Swelling can get worse quickly, and if any rings are not removed, the circulation may be blocked completely.

► Yes

↔ Get help now

► I'm not sure

Did the injury happen in the last 3 days?

► Yes

Can you move your finger or thumb normally since the injury?

This means you could, if needed, bend, straighten or move your finger even if it's painful to do so. If it won't move at all, answer no.

► Yes

Has most or all of your nail been torn off?

This means you can see the fleshy, pink nail bed underneath the nail.

► Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

Is your nail purple or black?

► Yes

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

► Yes

↔ Get help as soon as you can

► I'm not sure

Have you got pain that is getting worse?

Some pain around the injury is normal, but it should not be getting worse.

► Yes

↔ Get help as soon as you can

► I'm not sure

Do you have 3 or more injuries to different areas of your body?

- ▶ Yes
 - ↪ Get help as soon as you can
- ▶ I'm not sure

Were you trying to harm yourself?

- ▶ Yes

Call 111

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

- ▶ I'm not sure

Was the injury caused by a sprain or strain?

Such as a twisting, wrenching or pulling movement. For example, twisting your ankle or bending your finger backwards.

- ▶ Yes

Have you taken any painkillers?

This includes paracetamol, ibuprofen or other pain relief medicine.

- ▶ Yes

Have the painkillers helped the pain?

- ▶ Yes

Self care / GP

It's safe to look after yourself

[Dx39] Symptom management, blunt injuries Paracetamol or ibuprofen can be used to relieve pain. Do not take if you have been advised not to, or you have already taken some. Ask a pharmacist for advice if you're unsure. If you are pregnant take paracetamol. Do not take ibuprofen unless your doctor, midwife or pharmacist has said you can. Remove any jewellery or tight clothing from the area. Wrap an ice pack (or bag of frozen peas) in a cloth and put it on the area for 15-20 minutes. Repeat ev

- ▶ I'm not sure

When did you take the medicine?

- ▶ More than 60 minutes ago
 - ↪ Contact your GP surgery today or tomorrow
- ▶ I'm not sure
 - ↪ It's safe to look after yourself
- ▶ Less than 60 minutes ago
 - ↪ It's safe to look after yourself

- ▶ No
 - ↪ When did you take the medicine?

- ▶ I'm not sure
 - ↪ It's safe to look after yourself

- ▶ No
 - ↪ It's safe to look after yourself

- ▶ I'm not sure
 - ↪ Have you taken any painkillers?

- ▶ No
 - ↪ Have you taken any painkillers?

- ▶ No
 - ↪ Was the injury caused by a sprain or strain?

- ▶ No
 - ↪ Were you trying to harm yourself?

- ▶ No

↔ Do you have 3 or more injuries to different areas of your bo

► No

↔ Have you got pain that is getting worse?

► I'm not sure

↔ Have you got pain that is getting worse?

► No

↔ Have you got pain that is getting worse?

► No

↔ Is your nail purple or black?

► I'm not sure

Do either of these apply to your injury?

► It looks a different shape or like it's come out of its socket

↔ Get help now

► I have swelling around the area

↔ Get help as soon as you can

► I'm not sure

↔ Get help as soon as you can

► No

↔ Get help as soon as you can

► No

↔ Do either of these apply to your injury?

► I'm not sure

↔ Is the injury extremely painful now?

► No

↔ Is the injury extremely painful now?

► No

↔ Did the injury happen in the last 3 days?

► I'm not sure

↔ Have you got a ring that won't come off?

► No

↔ Have you got a ring that won't come off?

► I'm not sure

↔ Do either of these apply to your injury?

► No

↔ Do either of these apply to your injury?

► I did not fall to the floor

↔ Are only your fingers or thumb affected?

► I am stuck on the floor

↔ Do either of these apply to your injury?

► No

↔ If you fell or fainted because of the injury, are you able t

► No

↔ Is your arm also injured?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is your arm also injured?

This means any injury above your wrist. We do not need to know about an injury to your wrist, hand or fingers.

► Yes

Is the injury to your shoulder, upper arm or elbow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have either of these problems?

► I've become increasingly breathless over the last hour

Is there bone sticking out of the skin?

► Yes

↪ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Is there anything large stuck deep inside or sticking out of*

► I'm breathless with a crackly feeling, like bubblewrap in the skin of my chest

↪ *Is there bone sticking out of the skin?*

► I'm not sure

↪ *Is there bone sticking out of the skin?*

► No

↪ *Is there bone sticking out of the skin?*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there bone sticking out of the skin?*

► I'm not sure

↪ *Is there bone sticking out of the skin?*

► No

↪ *Is there bone sticking out of the skin?*

► No

↪ Is the wound still bleeding without stopping or slowing down

► I'm not sure

↪ Do you feel breathless or more breathless than usual?

► No

↪ Is the wound still bleeding without stopping or slowing down

► I'm not sure

↪ Is the wound still bleeding without stopping or slowing down

► No

↪ Is the wound still bleeding without stopping or slowing down

► No

↩ Is your arm also injured?

► I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0162]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↔ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had any of these new problems since your injury?

► Feeling confused, restless, distressed or behaving oddly

↔ *Call 999 now*

► Problems talking or being understood

↔ *Call 999 now*

► Problems with reading or writing

↔ *Call 999 now*

► I'm not sure

Since the injury have you noticed any of these new symptoms?

► Weakness in my arms or legs

↔ *Call 999 now*

► Problems moving my arms or legs, losing my balance or falling over

↔ *Call 999 now*

► A change of sensation, numbness or pins and needles in part of my body

↔ *Call 999 now*

► I'm not sure

Have you had either one of these things since the injury?

► Bleeding or fluid coming from my ear

↔ *Call 999 now*

► Deafness or loss of hearing

↔ *Call 999 now*

► I'm not sure

Are you behaving in an odd way or having problems staying awake?

For example, you're not aware of where you are or what is going on.

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had non-stop neck pain since the injury?

- Yes

Did the injury happen within the last 12 hours?

- Yes
 - ↔ *Call 999 now*
- I'm not sure

Have you had any new vision problems since the injury?

These are new eyesight problems that don't clear after you blink.

- Yes
 - ↔ *Call 999 now*
- I'm not sure

Have you got either of these since the injury?

You do not need to feel the area or ask anyone to check. Touching the area may be dangerous.

- I think I've got a new dent in my head
 - ↔ *Call 999 now*
- The bones in my face have changed shape

Was the head injury caused by either of these?

- Diving into something, like a pool
 - ↔ *Call 999 now*
- Falling onto my head from something moving, like a bike

If you fell or fainted because of the injury, are you able to get up off the floor?

- I can get up off the floor

Can somebody take you to hospital?

- Yes



Self care / GP

Get help now

[Dx02] What to do if it gets worse and self care

- I'm not sure
 - ↔ *Call 999 now*
- No
 - ↔ *Call 999 now*
- I did not fall to the floor
 - ↔ *Can somebody take you to hospital?*
- I am stuck on the floor
 - ↔ *Call 999 now*
- I'm not sure

Have you had a fall from something higher than 1 metre?

This is about 3 feet or the height of 5 stairs.

- Yes
 - ↔ *If you fell or fainted because of the injury, are you able to?*
- I'm not sure

Do you have any bruising around an uninjured eye or ear?

- Yes - I've got bruising round an eye or ear that's not been injured
 - ↔ *If you fell or fainted because of the injury, are you able to?*
- I'm not sure
 - ↔ *If you fell or fainted because of the injury, are you able to?*
- No
 - ↔ *If you fell or fainted because of the injury, are you able to?*
- No
 - ↔ *Do you have any bruising around an uninjured eye or ear?*
- No
 - ↔ *Have you had a fall from something higher than 1 metre?*
- I'm not sure

- ↪ Was the head injury caused by either of these?
 - ▶ No
 - ↪ Was the head injury caused by either of these?
 - ▶ No
 - ↪ Have you got either of these since the injury?
 - ▶ No
 - ↪ Have you had any new vision problems since the injury?
 - ▶ I'm not sure
 - ↪ Have you had any new vision problems since the injury?
 - ▶ No
 - ↪ Have you had any new vision problems since the injury?
 - ▶ No
 - ↪ Have you had non-stop neck pain since the injury?
 - ▶ No
 - ↪ Are you behaving in an odd way or having problems staying aw
 - ▶ No
 - ↪ Have you had either one of these things since the injury?
 - ▶ No
 - ↪ Since the injury have you noticed any of these new symptoms?
 - ▶ No
 - ↪ Have you had any of these new problems since your injury?
 - ▶ No
 - ↪ Did you have a seizure just before, during or after the inju
 - ▶ A doctor has told me I have a bleeding or clotting problem
 - ↪ Do you feel breathless or more breathless than usual?
 - ▶ I'm not sure
- Do you take an antiplatelet medicine to stop blood clots?**

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.
- ▶ Yes
 - ↪ Do you feel breathless or more breathless than usual?
 - ▶ I'm not sure
 - ↪ Do you feel breathless or more breathless than usual?
 - ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
 - ▶ No
 - ↪ Do you take an antiplatelet medicine to stop blood clots?
 - ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding
 - ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the inju*

► A doctor has told me I have a bleeding or clotting problem

↪ *Do you feel breathless or more breathless than usual?*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

► Yes

↪ *Do you feel breathless or more breathless than usual?*

► I'm not sure

↪ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you take an antiplatelet medicine to stop blood clots?*

► No

↔ *Do you take any blood thinning medicines or have a bleeding*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

Have you hurt or banged your head in the last 4 weeks?

► Within the last 7 days

Did the bang on the head cause a cut or graze?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the inju*

- A doctor has told me I have a bleeding or clotting problem

↔ Do you feel breathless or more breathless than usual?

- I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- Yes

↔ Do you feel breathless or more breathless than usual?

- I'm not sure

↔ Do you feel breathless or more breathless than usual?

- No

↔ Do you feel breathless or more breathless than usual?

- No

↔ Do you take an antiplatelet medicine to stop blood clots?

- I'm not sure

↔ Do you take any blood thinning medicines or have a bleeding

- No

↔ Do you take any blood thinning medicines or have a bleeding

- Between 1 and 4 weeks ago

How many weeks pregnant are you?

- 20 weeks or more

Have you fainted, lost consciousness or had a seizure in the last 24 hours?

- Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- Yes

↔ Call 999 now

- I'm not sure

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

- I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

- Yes

i Call 999 now

- I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

- Yes

Have you still got weakness in your leg?

- Yes

↔ Call 999 now

- I'm not sure

Did you suddenly lose some or all of your sight in the last 24 hours?

This means losing some or all of your sight, even if it's come back. It doesn't mean your sight is blurry or a problem that has cleared when you blink.

- Yes

Have you become too unsteady to stand without holding on to something?

We're checking for signs of a stroke. We only need to know about a new problem. If you usually feel unsteady or it started gradually you should answer no.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Did you suddenly lose some or all of your sight in the last*

► I'm not sure

↪ *Did you suddenly lose some or all of your sight in the last*

► No

↪ *Did you suddenly lose some or all of your sight in the last*

► No

↪ *Has one leg suddenly become weak in the last 7 days?*

► I have new problems speaking, understanding or I'm slurring my words

↪ *Have you got the symptoms right now?*

► My face has suddenly dropped on one side

↪ *Have you got the symptoms right now?*

► I'm not sure

↪ *Has one leg suddenly become weak in the last 7 days?*

► No

↪ *Has one leg suddenly become weak in the last 7 days?*

► No

↪ *Have you had any symptoms of a stroke in the last 7 days?*

► I feel ill, but can do some of my usual activities

↪ *Have you had any symptoms of a stroke in the last 7 days?*

► No - I feel well enough to do most of my usual daily activities

↪ *Have you had any symptoms of a stroke in the last 7 days?*

► I'm not sure

↪ *Is this problem stopping you from doing all of your simple e*

► No

↪ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

↪ *Have you fainted, lost consciousness or had a seizure in the*

► Less than 20 weeks

↪ *Have you fainted, lost consciousness or had a seizure in the*

► I'm not sure

↪ *How many weeks pregnant are you?*

► No

↪ *How many weeks pregnant are you?*

► I'm not sure

Have you had a baby in the last 7 days?

If you've had a miscarriage or termination under 20 weeks of pregnancy, you should answer no.

► Yes

↪ *Have you hurt or banged your head in the last 4 weeks?*

► I'm not sure

↪ *Have you hurt or banged your head in the last 4 weeks?*

► No

↪ *Have you hurt or banged your head in the last 4 weeks?*

► No

↪ *Have you had a baby in the last 7 days?*

► No

↪ *Is there a chance you're pregnant?*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you got earache?

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↔ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↔ *Call 999 now*

► I'm not sure

Is there an object or something else stuck in your ear?

This does not mean ear wax.

► Yes

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

Since the earache started, do you have either of the following?

► New deafness or hearing loss

Did the earache start after any of the following?

We're trying to find out if your eardrum might have burst.

► Diving in water more than 3m (10 feet) deep.

↔ *Get help as soon as you can*

► Being near a very loud bang or explosion

↔ *Get help as soon as you can*

► A major change in air pressure, like a sudden loss of airplane cabin pressure

↔ *Get help as soon as you can*

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes



Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Does it hurt if you press the bone just behind your ear?

The area may be swollen, but not always.

► Yes

↔ *Contact your GP surgery now*

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both



Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I have taken my temperature and it's high

↔ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Have you got new blisters in the painful area?

We're checking for signs of shingles. Shingles rash on brown skin. 1 Shingles rash shown on white skin. 2 Shingles rash on brown skin. 3 Shingles on white skin near the eye. 4 The rash can be red, but it is harder to see on brown and black skin. Credit: Science Photo Library

► Yes



Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Have you got any fluid or discharge coming from your ear?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Has your face dropped on one side?

This means it looks lopsided or is sagging down.

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

How long have you had these symptoms?

► 3 days or more

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure



Self care / GP

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the

pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead. Earache Keep water out of your ears.

- ▶ No
 - ↪ *It's safe to look after yourself*
- ▶ Fewer than 3 days
 - ↪ *Have you been very unwell or got much worse in the last 24 h*
- ▶ No
 - ↪ *How long have you had these symptoms?*
- ▶ No
 - ↪ *Has your face dropped on one side?*
- ▶ No
 - ↪ *Have you got any fluid or discharge coming from your ear?*
- ▶ No
 - ↪ *Have you got new blisters in the painful area?*
- ▶ No
 - ↪ *Have you had a high temperature in the last 12 hours?*
- ▶ No
 - ↪ *Does it hurt if you press the bone just behind your ear?*
- ▶ No
 - ↪ *Have you suddenly become confused, or much more confused than usual?*
- ▶ Non-stop ringing in the ears
 - ↪ *Did the earache start after any of the following?*
- ▶ I'm not sure
 - ↪ *Have you suddenly become confused, or much more confused than usual?*
- ▶ No
 - ↪ *Have you suddenly become confused, or much more confused than usual?*
- ▶ No
 - ↪ *Since the earache started, do you have either of the following?*
- ▶ No
 - ↪ *Is there an object or something else stuck in your ear?*
- ▶ No
 - ↪ *Do you have either of these signs of meningitis?*
- ▶ I feel ill, but can do some of my usual activities
 - ↪ *Is there an object or something else stuck in your ear?*
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↪ *Is there an object or something else stuck in your ear?*
- ▶ I'm not sure
 - ↪ *Is there an object or something else stuck in your ear?*
- ▶ No
 - ↪ *Is there an object or something else stuck in your ear?*
- ▶ No
 - ↪ *Have you got earache?*
- ▶ I cannot check
 - ↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you got any other symptoms, apart from the hiccups?

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

 *Call 999 now*

► I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

► Yes

↩ *Call 999 now*

► I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

► Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↩ *Call 999 now*

► 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↩ *Call 999 now*

► I'm not sure

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ Call 999 now

► I'm not sure

Are you feeling confused, drowsy or agitated (unusually restless or anxious)?

You may feel that something is very seriously wrong.

► Yes

↔ Call 999 now

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► No

↔ Have you had pain like any of these in the last 24 hours?

► No

↔ Are you feeling confused, drowsy or agitated (unusually rest)

► I feel ill, but can do some of my usual activities

↔ Have you had pain like any of these in the last 24 hours?

► No - I feel well enough to do most of my usual daily activities

↔ Have you had pain like any of these in the last 24 hours?

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ Call 999 now

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ Call 999 now

► I'm not sure

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

► Normal, warm or hot

↔ Call 999 now

► I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

- ▶ Colder than normal
 - ↔ Does your skin look extremely pale, or is starting to turn g
- ▶ I cannot check
 - ↔ Does your skin look extremely pale, or is starting to turn g

▶ No

Has a doctor said you have Marfan's syndrome?

- ▶ Yes
 - ↔ How does the skin on your chest, tummy or back feel when tou

▶ No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos, Loeys-Dietz or Turners syndrome.

- ▶ Yes
 - ↔ How does the skin on your chest, tummy or back feel when tou

- ▶ No
 - ↔ How does the skin on your chest, tummy or back feel when tou

▶ No

↔ Has a doctor said you have an aortic aneurysm?

▶ No

↔ Has a doctor said you have an aortic aneurysm?

▶ No

↔ Have you had an operation or procedure to unblock the arteri

▶ No

↔ Have you had an operation or procedure to unblock the arteri

▶ No

↔ Has a doctor said you have an aortic aneurysm?

▶ I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

▶ Yes

↔ Has a doctor told you that you have a heart problem or a con

▶ I'm not sure

↔ Is this problem stopping you from doing all of your simple e

▶ No

↔ Is this problem stopping you from doing all of your simple e

▶ No

↔ Have you had any pain in your chest or upper back in the las

- ▶ No
 - ↪ Do you have any pain in your chest or upper back right now?
- ▶ I'm not sure
 - ↪ Do you have any pain in your chest or upper back right now?
- ▶ No
 - ↪ Do you have any pain in your chest or upper back right now?
- ▶ No
 - ↪ Do you think you're having an asthma attack?
- ▶ 93 or 94
 - ↪ Do you think you're having an asthma attack?
- ▶ 95 to 100 - this is normal
 - ↪ Do you think you're having an asthma attack?
- ▶ No
 - ↪ Do you think you're having an asthma attack?
- ▶ No
 - ↪ Do you think you're having an asthma attack?
- ▶ No
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ No
 - ↪ Have you got rapid swelling of your lips?
- ▶ I'm not sure
 - ↪ Do you have any rapid swelling of your tongue, throat or ins
- ▶ No
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ I'm not sure
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ No
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ I'm not sure

Have you got pain in any of the following?

- ▶ My chest
 - ↪ Has a doctor told you that you have a heart problem or a con
- ▶ My upper back
 - ↪ Has a doctor told you that you have a heart problem or a con
- ▶ My lower back

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

- ▶ Yes

Is there any new pain or swelling in your leg?

- ▶ Pain and swelling

Have you also got tummy pain?

- ▶ Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

- ▶ Yes

How many weeks pregnant are you?

- ▶ 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

- ▶ Yes
 - ↪ Call 999 now
- ▶ I'm not sure
 - ↪ Call 999 now
- ▶ No

Do you have any of these?

- ▶ My waters have broken
 - ↪ Call 999 now
- ▶ My contractions are coming more often
 - ↪ Call 999 now

- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Are you in labour?*
- ▶ Less than 20 weeks
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*
- ▶ Pain only
 - ↔ *Have you also got tummy pain?*
- ▶ Swelling only
 - ↔ *Have you also got tummy pain?*
- ▶ I'm not sure
 - ↔ *Have you also got tummy pain?*
- ▶ No
 - ↔ *Have you also got tummy pain?*
- ▶ I'm not sure

Have you previously had lower back pain or stiffness when you move?

- ▶ Yes
 - ▶ Are these lower back pain symptoms similar to ones you've had before?
 - ▶ Yes
 - ↔ *Is there any new pain or swelling in your leg?*
 - ▶ I'm not sure
 - ↔ *Is there any new pain or swelling in your leg?*
 - ▶ No
 - ↔ *Is there any new pain or swelling in your leg?*
 - ▶ I'm not sure
 - ↔ *Is there any new pain or swelling in your leg?*
 - ▶ No
 - ↔ *Is there any new pain or swelling in your leg?*
 - ▶ No
 - ↔ *Have you previously had lower back pain or stiffness when yo*
- ▶ My tummy

Do you have any of these with the tummy pain?

You can only pick one from this list, choose the one bothering you most.

- ▶ I'm being sick (vomiting)

Have you vomited any of the following?

- ▶ Red blood
 - ↔ *Has a doctor said you have an aortic aneurysm?*
- ▶ Dark brown or black sick (vomit) like garden soil or coffee grounds
 - ↔ *Has a doctor said you have an aortic aneurysm?*
- ▶ Something that looks and smells like poo
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you also got diarrhoea?

- ▶ Yes
 - ↔ *Is there a chance you're pregnant?*
- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Have you also got diarrhoea?*
- ▶ I've got diarrhoea

Are you also being sick (vomiting)?

- ▶ Yes

↔ Have you vomited any of the following?

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ Is there a chance you're pregnant?

► I've got diarrhoea and I'm being sick (vomiting)

↔ Have you vomited any of the following?

► I'm bleeding from my bottom or have blood in my poo

↔ Is there a chance you're pregnant?

► I've got pain or swelling in my groin

↔ Is there a chance you're pregnant?

► I'm not sure

Do you have any of the following with the tummy pain?

► Vaginal bleeding or my period

↔ Is there a chance you're pregnant?

► Vaginal discharge

↔ Is there a chance you're pregnant?

► Vaginal swelling

↔ Is there a chance you're pregnant?

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ Is there a chance you're pregnant?

► No

↔ Do you have any of the following with the tummy pain?

► I'm not sure

Have you had any of these in the last 2 weeks?

We're checking for blood clotting problems.

► Bruises appearing for no reason

↔ Is this problem stopping you from doing all of your simple e

► Any unusual bleeding (gums, eyes, in my pee, poo or heavier periods)

↔ Is this problem stopping you from doing all of your simple e

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Did you start to feel unwell after you did something very energetic or got very hot?

For example, being outside in very hot weather or a very hot environment, or you exercised more than usual.

► Yes

↔ Have you become breathless, or are you more breathless than

► I'm not sure

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Is this problem stopping you from doing all of your simple e

► I have taken my temperature and it's high

↔ Did you start to feel unwell after you did something very en

► I'm not sure

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Have you had a high temperature in the last 12 hours?

► No

↔ Have you had any of these in the last 2 weeks?

► No

↔ Have you got pain in any of the following?

► I'm not sure

Did the hiccups begin after starting any new medicine?

This means any medicine, including those from a shop or pharmacy, those prescribed from a doctor or complementary therapies.

► Yes

Have the hiccups lasted for more than 2 days?

► Yes

 **Call 111**

Contact your GP surgery now

[Dx12] Things to look out for and self-care

► I'm not sure

When are you next due to take your medicine?

Tell us when the next dose of the medicine is due.

► In less than 2 hours or I've missed a dose

↔ *Contact your GP surgery now*

► In 2 to 6 hours

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx13] Things to look out for and self-care

► In 6 to 12 hours

 **Call 111**

Contact your GP surgery today

[Dx14] Things to look out for and self-care

► More than 12 hours

 **Call 111**

Contact your GP surgery today or tomorrow

[Dx15] Things to look out for and self-care

► I have no further doses to take or I'm not sure

↔ *Contact your GP surgery today*

► No

↔ *When are you next due to take your medicine?*

► I'm not sure

↔ *Have the hiccups lasted for more than 2 days?*

► No

↔ *Have the hiccups lasted for more than 2 days?*

► No

↔ *Did the hiccups begin after starting any new medicine?*

► No

↔ *Have you got any other symptoms, apart from the hiccups?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Did you start to feel unwell after you did something very energetic or got very hot?

For example, being outside in very hot weather or a very hot environment, or you exercised more than usual.

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

How has your breathing been in the last hour?

► It's better than it was

Have you had a seizure, fainted or lost consciousness since being in the sun or heat?

► I had a seizure

↔ *Call 999 now*

► I fainted or lost consciousness

↔ *Call 999 now*

► I'm not sure

Have you collapsed and your skin is very hot?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

↔ *Call 999 now*

► I'm not sure

Are you confused, drowsy, restless or anxious?

► Yes

↔ *Call 999 now*

► I'm not sure

Do you have very bad muscle ache, twitches or cramps that last longer than a few minutes?

► Yes

↔ *Call 999 now*

► I'm not sure

Are you feeling dizzy, lightheaded or like you might be sick (vomit)?

► Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

- I'm not sure

Do you feel very unwell and have any of the following?

- My mouth and lips are unusually dry
↪ Book a call with a 111 nurse
- I'm weeing less than usual
↪ Book a call with a 111 nurse
- I'm extremely thirsty
↪ Book a call with a 111 nurse
- I'm not sure

Have you been taking drugs, using solvents or drinking alcohol?

This means drugs like cocaine, speed or cannabis. Solvents are substances like glue, thinners, petrol or lighter fluid. We do not need to know about medicines your doctor has told you to take, or those from a shop, such as paracetamol.

- I've taken drugs
↪ Book a call with a 111 nurse
- I've sniffed or inhaled solvents
↪ Book a call with a 111 nurse
- I've been drinking alcohol

Are you also sunburned?

- Yes

Is there a large area of blisters or swelling around the burn?

For example, the blistered area is larger than 4 palm prints. Or, one palm print if the blisters are around a joint.

- Yes

Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- I'm not sure

Self care / GP

It's safe to look after yourself

[Dx38] Breathlessness Sit upright. Use your inhaler, nebuliser or oxygen according to the instructions. Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead. Heat exposure Rest somewhere cool. Cool the skin by sponging with lukewarm

- No

↪ It's safe to look after yourself

- I'm not sure

↪ It's safe to look after yourself

- No

↪ It's safe to look after yourself

- I'm not sure

↪ Are you also sunburned?

- No

↪ Are you also sunburned?

- No

↪ Have you been taking drugs, using solvents or drinking alcohol?

- No

↪ Do you feel very unwell and have any of the following?

- No

↪ Are you feeling dizzy, lightheaded or like you might be sick?

- No

↪ Do you have very bad muscle ache, twitches or cramps that last more than 24 hours?

- No

↪ Are you confused, drowsy, restless or anxious?

- No

↪ Have you got palpitations?

- ▶ No
 - ↪ Have you collapsed and your skin is very hot?
- ▶ It's worse
 - ↪ Call 999 now
- ▶ It's the same
 - ↪ Have you had a seizure, fainted or lost consciousness since
- ▶ I'm not sure
 - ↪ Have you had a seizure, fainted or lost consciousness since
- ▶ I'm not sure
 - ↪ Have you had a seizure, fainted or lost consciousness since
- ▶ No
 - ↪ Have you had a seizure, fainted or lost consciousness since
- ▶ I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- ▶ Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- ▶ Yes
 - ↪ Call 999 now
- ▶ I'm not sure

Do you have either of these signs of meningitis?

- ▶ My neck is so stiff I am completely unable to touch my chest with my chin
 - ↪ Call 999 now
- ▶ I cannot bear daylight, or any light from a screen
 - ↪ Call 999 now
- ▶ I'm not sure
 - ↪ Have you become breathless, or are you more breathless than
- ▶ No
 - ↪ Have you become breathless, or are you more breathless than
- ▶ No
 - ↪ Do you have either of these signs of meningitis?
- ▶ I feel ill, but can do some of my usual activities
 - ↪ Have you become breathless, or are you more breathless than
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↪ Have you become breathless, or are you more breathless than
- ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↪ Did you start to feel unwell after you did something very en
- ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you got any new vaginal discharge?

This may be a sign of an infection.

► Yes

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↩ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↩ *Call 999 now*

► My contractions are coming more often

↩ *Call 999 now*

► I'm not sure

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↩ *Call 999 now*

- ▶ I'm not sure
↔ Call 999 now
- ▶ No
↔ Call 999 now
- ▶ I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- ▶ It's black, sticky and also looks like tar
↔ Call 999 now
- ▶ It's completely red
↔ Call 999 now
- ▶ I'm not sure

Have you taken anything poisonous or harmful?

For example, drugs, an overdose of medicine, medicine meant for someone else, cleaning products, plants or an object like a battery or magnet. In children this also means they have drunk alcohol.

- ▶ Yes
↔ Call 999 now
- ▶ I'm not sure
↔ Call 999 now
- ▶ No

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- ▶ Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- ▶ Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

- ▶ Yes
↔ Call 999 now
- ▶ I'm not sure
↔ Call 999 now
- ▶ No
↔ Call 999 now
- ▶ I'm not sure

Where is the tummy pain?

- ▶ Above my belly button
↔ Call 999 now
- ▶ Below my belly button

Do you have any of the following?

We're checking for signs of pre-eclampsia. This is a complication in the later stages of pregnancy or the week after giving birth.

- ▶ New problems with my vision (floaters, flashing lights, double or loss of vision, blind spots)
↔ Call 999 now
- ▶ Severe headache that won't go away
↔ Call 999 now
- ▶ New severe swelling all over my body (not just puffy ankles or fingers)
↔ Call 999 now
- ▶ I'm not sure

 **Call 111**

Contact your GP surgery now

[Dx11] Things to look out for and self-care

- ▶ No
↔ Contact your GP surgery now

- ▶ I'm not sure
 - ↔ Do you have any of the following?
 - ▶ No
 - ↔ Where is the tummy pain?
 - ▶ I'm not sure
 - ↔ Where is the tummy pain?
 - ▶ No
 - ↔ Where is the tummy pain?
 - ▶ No
 - ↔ Have you taken anything poisonous or harmful?
 - ▶ No
 - ↔ Is your poo black and sticky like tar or completely red?
 - ▶ No
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
 - ▶ I feel ill, but can do some of my usual activities
 - ↔ Are you in labour?
 - ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ Are you in labour?
 - ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple everyday activities?
 - ▶ Less than 20 weeks
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
 - ▶ I'm not sure
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
 - ▶ No
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
 - ▶ I'm not sure
- Is it possible you have been sexually assaulted?**

This means any sexual contact you did not consent to.
- ▶ Yes

 **Self care / GP**

Get help now

[Dx94]
 - ▶ I'm not sure
- Have you had a high temperature in the last 12 hours?**

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.
- ▶ I'm hot and sweaty or cold and shivery or both
 - ↔ Is there a chance you're pregnant?
 - ▶ I have taken my temperature and it's high
 - ↔ Is there a chance you're pregnant?
 - ▶ I'm not sure
 - ↔ Is there a chance you're pregnant?
 - ▶ No
 - ↔ Is there a chance you're pregnant?
 - ▶ No
 - ↔ Have you had a high temperature in the last 12 hours?
 - ▶ No
 - ↔ Is it possible you have been sexually assaulted?
 - ▶ I'm not sure
 - ↔ Is it possible you have been sexually assaulted?
 - ▶ No
 - ↔ Is it possible you have been sexually assaulted?
 - ▶ No
 - ↔ Have you got any new vaginal discharge?
 - ▶ I cannot check
 - ↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you got any pain in your tummy?

► Yes

Do you have any of these with the tummy pain?

You can only pick one from this list, choose the one bothering you most.

► I'm being sick (vomiting)

Have you vomited any of the following?

► Red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↔ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↔ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↔ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↔ *Call 999 now*

► A pain that spreads to my shoulder

↔ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

- ▶ Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *Call 999 now*

- ▶ I'm not sure

Do you have either of these signs of meningitis?

- ▶ My neck is so stiff I am completely unable to touch my chest with my chin
 - ↔ *Call 999 now*
- ▶ I cannot bear daylight, or any light from a screen
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Have you suddenly become confused, or much more confused than normal?*
- ▶ No
 - ↔ *Have you suddenly become confused, or much more confused than normal?*

- ▶ No

↔ Do you have either of these signs of meningitis?

- ▶ No
 - ↔ *Are you feeling faint or dizzy?*

- ▶ I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Has a doctor diagnosed you with any of these conditions?

- ▶ Liver disease
 - ↔ *Call 999 now*
- ▶ Cancer or leukaemia
 - ↔ *Call 999 now*
- ▶ Kidney failure or I've had a kidney transplant
 - ↔ *Call 999 now*
- ▶ I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- ▶ It's black, sticky and also looks like tar
 - ↔ *Call 999 now*
- ▶ It's completely red
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Are you feeling faint or dizzy?*
- ▶ No

↵ Are you feeling faint or dizzy?

► No

↵ Have you taken or swallowed anything that could harm you?

► No

↵ Is your poo black and sticky like tar or completely red?

► No

↵ Has a doctor diagnosed you with any of these conditions?

► No - I feel well enough to do most of my usual daily activities

↵ Have you got unbearable pain?

► No

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Is this problem stopping you from doing all of your simple e

► No

↵ Is this problem stopping you from doing all of your simple e

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↵ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

↵ Call 999 now

► I'm not sure

Have you also got diarrhoea?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

i Call 999 now

► I'm not sure

↵ Call 999 now

► No

Do you have any of these?

► My waters have broken

↵ Call 999 now

► My contractions are coming more often

↵ Call 999 now

► I'm not sure

↵ Is this problem stopping you from doing all of your simple e

► No

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Are you in labour?

► Less than 20 weeks

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Is this problem stopping you from doing all of your simple e

► No

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Is there a chance you're pregnant?

► No

↵ Is there a chance you're pregnant?

► No

↵ Have you also got diarrhoea?

► I've got diarrhoea

Are you also being sick (vomiting)?

► Yes

↵ Have you vomited any of the following?

- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*

- ▶ I've got diarrhoea and I'm being sick (vomiting)
 - ↔ *Have you vomited any of the following?*
- ▶ I'm bleeding from my bottom or have blood in my poo
 - ↔ *Is there a chance you're pregnant?*
- ▶ I've got pain or swelling in my groin
 - ↔ *Is there a chance you're pregnant?*

- ▶ I'm not sure

Do you have any of the following with the tummy pain?

- ▶ Vaginal bleeding or my period
 - ↔ *Is there a chance you're pregnant?*
- ▶ Vaginal discharge
 - ↔ *Is there a chance you're pregnant?*
- ▶ Vaginal swelling
 - ↔ *Is there a chance you're pregnant?*
- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*

- ▶ No
 - ↔ *Do you have any of the following with the tummy pain?*

- ▶ I'm not sure

Have you ever had a period?

This means that you have had a period before, even if it was some time ago.

- ▶ Yes
 - ↔ *Is there a chance you're pregnant?*
- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*

- ▶ No
 - ↔ *Have you ever had a period?*

- ▶ No
 - ↔ *Have you got any pain in your tummy?*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have your symptoms definitely been caused by an injury?

► Yes

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

► Yes

Do either of these apply to your injury?

► It looks a different shape or like it's come out of its socket



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► I have swelling around the area

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↔ *Get help now*

► A doctor has told me I have a bleeding or clotting problem

↔ *Get help now*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↔ *Get help now*

► It was a serious assault

↔ *Get help now*

► It was a minor assault causing scratches or light bruising

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

► Yes

↔ *Get help now*

► I'm not sure



Self care / GP

Get help as soon as you can

► No

↔ *Get help as soon as you can*

► I'm not sure

↔ *Is there something tight around your limb, like rings or a p*

► No

↔ *Is there something tight around your limb, like rings or a p*

► No

↔ *Was the problem caused by an assault?*

► I'm not sure

↔ *Was the problem caused by an assault?*

► No

↔ *Was the problem caused by an assault?*

► I'm not sure

↔ *Was the problem caused by an assault?*

► No

↔ *Was the problem caused by an assault?*

► I'm not sure

↔ *Do either of these apply to your injury?*

► No

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Is the injury above your knee?

For example, anywhere on the front or back of your thigh, hip or bottom.

► Yes

↔ *Do either of these apply to your injury?*

► I'm not sure

↔ *Do either of these apply to your injury?*

► No

↔ *Do either of these apply to your injury?*

► I did not fall to the floor

↔ *Is the injury above your knee?*

► I am stuck on the floor

↔ *Do either of these apply to your injury?*

► I'm not sure

Do you have pain or swelling anywhere above your knee?

This includes your hips and thighs.

► Yes

Have you got any lower back pain?

► Yes

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

► Yes

Is there any new pain or swelling in your leg?

► Pain and swelling

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

i Call 999 now

- ▶ I'm not sure
↔ Call 999 now
- ▶ No

Do you have any of these?

- ▶ My waters have broken
↔ Call 999 now
- ▶ My contractions are coming more often
↔ Call 999 now
- ▶ I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- ▶ Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

- ▶ Yes

Has a doctor said you have Marfan's syndrome?

- ▶ Yes

Did the pain start in your chest, upper back or upper tummy in the last 24 hours?

- ▶ Yes

Did the pain start suddenly in just a few seconds, without any warning?

This means the pain started without warning, like a thunder clap, or it was so severe it woke you up.

- ▶ Yes

What was the pain like in the first few seconds that it started?

We are checking for a problem with the main artery from the heart (aorta).

- ▶ Unbearable - I could not do anything at all

↔ Call 999 now

- ▶ Moderate to severe - I could still do some things I normally would

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

- ▶ Yes

↔ Call 999 now

- ▶ I'm not sure

Have you got any vaginal bleeding?

- ▶ I have more than a few spots

↔ Call 999 now

- ▶ I have a few spots

↔ Call 999 now

- ▶ No

↔ Call 999 now

- ▶ No

↔ Have you got any vaginal bleeding?

- ▶ Mild - I was able to do my normal daily activities

↔ Have you got a new pain that is there non-stop?

- ▶ I'm not sure

↔ Have you got a new pain that is there non-stop?

- ▶ No

- ↔ Have you got a new pain that is there non-stop?
 - ▶ I'm not sure
 - ↔ Have you got a new pain that is there non-stop?
 - ▶ No
 - ↔ Have you got a new pain that is there non-stop?
 - ▶ No
 - ↔ Have you got a new pain that is there non-stop?
 - ▶ I'm not sure
 - ↔ Has a doctor said you have Marfan's syndrome?
 - ▶ No
 - ↔ Has a doctor said you have Marfan's syndrome?
 - ▶ I feel ill, but can do some of my usual activities
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
 - ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
 - ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
 - ▶ I'm not sure
 - ↔ Are you in labour?
 - ▶ Less than 20 weeks
 - ↔ Is this problem stopping you from doing all of your simple e
 - ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
 - ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
 - ▶ I'm not sure
 - ↔ Is there a chance you're pregnant?
 - ▶ No
 - ↔ Is there a chance you're pregnant?
 - ▶ Pain only
 - ↔ Have you also got tummy pain?
 - ▶ Swelling only
 - ↔ Have you also got tummy pain?
 - ▶ I'm not sure
 - ↔ Have you also got tummy pain?
 - ▶ No
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure

Have you previously had lower back pain or stiffness when you move?

- ▶ Yes
 - Are these lower back pain symptoms similar to ones you've had before?
 - ▶ Yes
 - ↔ Is there any new pain or swelling in your leg?
 - ▶ I'm not sure
 - ↔ Is there any new pain or swelling in your leg?
 - ▶ No
 - ↔ Is there any new pain or swelling in your leg?
 - ▶ I'm not sure
 - ↔ Is there any new pain or swelling in your leg?
 - ▶ No
 - ↔ Is there any new pain or swelling in your leg?
- ▶ No
 - ↔ Have you previously had lower back pain or stiffness when yo
- ▶ I'm not sure

Have you got any pain or swelling in your groin?

Your groin is where your leg meets the front of your body.

- ▶ Yes
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure

Have you had any of these symptoms start or get worse in the last 2 weeks?

We're checking for signs of Cauda equina syndrome. If you have it, you're likely to have more than one of these symptoms. Pick the one bothering you most today. What is Cauda equina syndrome?

- ▶ I have pins and needles or feel numb around my bottom (anus) or my penis or vagina (genitals)

Can somebody take you to hospital?

► Yes



Self care / GP

Book a call with a 111 nurse

[Dx02]

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I cannot pee or control the flow of my pee

↔ *Can somebody take you to hospital?*

► I cannot move my legs

↔ *Can somebody take you to hospital?*

► I cannot control or feel when I need to poo

↔ *Can somebody take you to hospital?*

► I'm not sure

Have you suddenly become breathless?

► Yes

↔ *Call 999 now*

► I'm not sure or this is usual for me

Do you get a sharp, stabbing pain in your chest or upper back when you breathe deeply?

► Yes

Have you coughed up any blood since the problem began?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Book a call with a 111 nurse*

► No

↔ *Book a call with a 111 nurse*

► I'm not sure

↔ *Have you coughed up any blood since the problem began?*

► No

↔ *Have you coughed up any blood since the problem began?*

► No

↔ *Do you get a sharp, stabbing pain in your chest or upper back?*

► No

↔ *Have you suddenly become breathless?*

► No

↔ *Have you had any of these symptoms start or get worse in the last 7 days?*

► No

↔ *Have you got any pain or swelling in your groin?*

► I'm not sure

Which part of your leg is affected?

You can only select one answer. Pick the one bothering you most.

► My knee, calf or shin

Was the problem caused by a twist, sprain or strain?

► Yes

Did this happen in the last 7 days?

► Yes

↔ *Are you able to walk 4 steps right now?*

► I'm not sure

↔ *Have you got any pain or swelling in your groin?*

► No

↔ *Have you got any pain or swelling in your groin?*

► I'm not sure

Has a doctor said you have a leg ulcer, and is this the problem?

► Yes

Is the pain unbearable?

This means you can't do anything you'd normally do, like watch TV, or get dressed. If it's bad but you can still do some things answer 'no'.

► Yes

Has one of your legs suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your leg. It means your whole leg or everything beneath the knee is affected. It's not just cold toes from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↪ Call 999 now

► I'm not sure

Is the blood flowing or dripping from the wound?

► Yes

↪ Is this problem stopping you from doing all of your simple e

► I'm not sure

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is this problem stopping you from doing all of your simple e

► No

↪ Is the blood flowing or dripping from the wound?

► I'm not sure

↪ Has one of your legs suddenly become cold, pale, blue or gre

► No

↪ Has one of your legs suddenly become cold, pale, blue or gre

► I'm not sure

↪ Have you got any pain or swelling in your groin?

► No

↪ Have you got any pain or swelling in your groin?

► No

↪ Has a doctor said you have a leg ulcer, and is this the prob

► My ankle or foot only

Did you twist or sprain your ankle?

► Yes

↪ Did this happen in the last 7 days?

► I'm not sure

↪ Has a doctor said you have a leg ulcer, and is this the prob

► No

↪ Has a doctor said you have a leg ulcer, and is this the prob

► My toes only

Is the problem only around your nail area?

This means the nail or the skin around it.

► Yes

Do you have a sore, swollen or inflamed area of skin next to your nail?

We're checking for signs of an ingrown toenail.

► Yes



Self care / GP

Get help today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure



Self care / GP

Get help if you do not feel better in a few days

[Dx09] Things to look out for and self-care

► No

↪ Get help if you do not feel better in a few days

► I'm not sure

↪ Is there something tight around your limb, like rings or a p

► No

↪ Is there something tight around your limb, like rings or a p

► No

↪ Which part of your leg is affected?

► No

↪ Do you have pain or swelling anywhere above your knee?

► No

↪ Have your symptoms definitely been caused by an injury?

► I cannot check

↩ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is the wound still bleeding without stopping or slowing down?

► Yes

Is there bone sticking out of the skin?

► Yes

↩ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↩ *Call 999 now*

► I'm not sure

Does one of your legs now look shorter than the other?

The question is checking for signs of a broken hip.

► Yes

↩ *Call 999 now*

► I'm not sure

Is your limb cold, pale, blue or grey?

This is not because of bruising or cold weather. On brown or black skin, check the colour of your nails.

► Yes

↩ *Call 999 now*

► I'm not sure

Is your limb a different shape to normal?

We're checking for signs of a badly broken bone, or a bone that's in the wrong position. If you only have swelling, answer 'I'm not sure or it's swollen'.

► Yes

↩ *Call 999 now*

► I'm not sure or it's swollen

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Is the injury above your knee?

For example, anywhere on the front or back of your thigh, hip or bottom.

► Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

↪ *Get help now*

► It was a serious assault

↪ *Get help now*

► It was a minor assault causing scratches or light bruising

↪ *Get help now*

► I'm not sure

↪ *Get help now*

► No

↪ *Get help now*

► No

↪ *Was the problem caused by an assault?*

► I did not fall to the floor

↪ *Is the injury above your knee?*

► I am stuck on the floor

↪ *Call 999 now*

► No

↪ *If you fell or fainted because of the injury, are you able to walk?*

► No

↪ *Is your limb a different shape to normal?*

► No

↪ *Is your limb cold, pale, blue or grey?*

► No

↪ *Does one of your legs now look shorter than the other?*

► No

↪ *Is there anything large stuck deep inside or sticking out of the wound?*

► I'm not sure

↪ *Is there bone sticking out of the skin?*

► No

↪ *Is there bone sticking out of the skin?*

► No

↪ *Is the wound still bleeding without stopping or slowing down?*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

**Call 999 now**

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you suddenly been unable to open or close your mouth?

We are checking for a locked jaw. It's not the same as a clicking jaw or sore jaw.

► Yes

Have you had any of these in the last 7 days?

► A tooth removed by the dentist

**Self care / GP****Get help now**

[Dx02] What to do if you feel worse

► A dental operation like root canal surgery

↔ *Get help now*

► I'm not sure

↔ *Get help now*

► No

↔ *Get help now*

► I'm not sure

↔ *Have you had any of these in the last 7 days?*

► No

↔ *Have you had any of these in the last 7 days?*

► No

↔ *Have you suddenly been unable to open or close your mouth?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you got a new problem controlling or feeling when you need to poo?

We're checking for problems with the nerves in your spine.

► Yes

What is the main problem?

► Poo or poo stains in my underwear (soiling)

Have you got diarrhoea as well?

► Yes

Are you also being sick (vomiting)?

► Yes

Have you vomited any of the following?

► Red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↩ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↩ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↩ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↩ *Call 999 now*

► A pain that spreads to my shoulder

↩ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ *Call 999 now*

► I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↪ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↪ *Call 999 now*

► I'm not sure

↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↪ *Do you have either of these signs of meningitis?*

► No

↪ *Are you feeling faint or dizzy?*

► I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

► Yes

↪ *Call 999 now*

► I'm not sure

Has a doctor diagnosed you with any of these conditions?

► Liver disease

↪ *Call 999 now*

► Cancer or leukaemia

↪ *Call 999 now*

► Kidney failure or I've had a kidney transplant

↪ *Call 999 now*

► I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

► It's black, sticky and also looks like tar

↪ *Call 999 now*

► It's completely red

↩ Call 999 now

► I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

► Yes

↩ Call 999 now

► I'm not sure

↩ Are you feeling faint or dizzy?

► No

↩ Are you feeling faint or dizzy?

► No

↩ Have you taken or swallowed anything that could harm you?

► No

↩ Is your poo black and sticky like tar or completely red?

► No

↩ Has a doctor diagnosed you with any of these conditions?

► No - I feel well enough to do most of my usual daily activities

↩ Have you got unbearable pain?

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is this problem stopping you from doing all of your simple e

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↩ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

Do you have either of the following?

You can only pick one answer. If you have both, pick the one bothering you most today.

► I'm being sick (vomiting) all the time

↩ Call 999 now

► I have tummy pain

↩ Call 999 now

► I'm not sure

↩ Call 999 now

► No

↩ Call 999 now

► I'm not sure

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

i Call 999 now

► I'm not sure

↩ Call 999 now

► No

Do you have any of these?

► My waters have broken

↩ Call 999 now

► My contractions are coming more often

↩ Call 999 now

- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Are you in labour?
- ▶ Less than 20 weeks
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure
 - ↔ Have you also got tummy pain?
- ▶ No
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure

Are you also constipated?

This means you're having problems having a poo.

- ▶ Yes

Have you been sick (vomited)?

We only need to know if you've actually been sick, even if you have stopped now.

- ▶ Yes

Have you vomited something that looks and smells like poo?

- ▶ Yes
 - ↔ Do you have either of the following?
- ▶ I'm not sure

Have you had any bleeding from your bottom?

- ▶ Yes
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Have you had any bleeding from your bottom?
- ▶ I'm not sure
 - ↔ Have you had any bleeding from your bottom?
- ▶ No
 - ↔ Have you had any bleeding from your bottom?
- ▶ I'm not sure

Have you got any pain in your legs or back?

- ▶ Yes

Can somebody take you to hospital?

- ▶ Yes

 **Self care / GP**
Book a call with a 111 nurse
 [Dx02]

- ▶ I'm not sure
 - ↔ Call 999 now
- ▶ No
 - ↔ Call 999 now
- ▶ I'm not sure

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

► Yes

 **Self care / GP**
Get help now
[Dx94]

► I'm not sure

↔ Have you suddenly become confused, or much more confused than

► No

↔ Have you suddenly become confused, or much more confused than

► No

↔ Is it possible you have been sexually assaulted?

► No

↔ Have you got any pain in your legs or back?

► No

↔ Are you also constipated?

► Loose, watery poo (diarrhoea)

↔ Are you also being sick (vomiting)?

► Difficulty pooing (constipation)

↔ Have you been sick (vomited)?

► I'm not sure

↔ Have you got diarrhoea as well?

► I'm not sure

↔ What is the main problem?

► No

↔ What is the main problem?

► No

↔ Have you got a new problem controlling or feeling when you n

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you hurt your head in the last 7 days?

► Yes

Did the bang on the head cause a cut or graze?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the inju*

► A doctor has told me I have a bleeding or clotting problem

↪ *Do you feel breathless or more breathless than usual?*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- ▶ Yes
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↪ *Do you take an antiplatelet medicine to stop blood clots?*
- ▶ I'm not sure
 - ↪ *Do you take any blood thinning medicines or have a bleeding*
- ▶ No
 - ↪ *Do you take any blood thinning medicines or have a bleeding*
- ▶ I'm not sure

Do you have any cold or flu symptoms?

For example, coughing, sneezing, a runny or stuffy nose, sore throat, aches and pains or a headache.

- ▶ Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- ▶ Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinprick marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- ▶ Yes
 - ↪ *Call 999 now*
- ▶ I'm not sure

Do you have either of these signs of meningitis?

- ▶ My neck is so stiff I am completely unable to touch my chest with my chin
 - ↪ *Call 999 now*
- ▶ I cannot bear daylight, or any light from a screen
 - ↪ *Call 999 now*
- ▶ I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- ▶ Yes
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure

Have you been to the Middle East in the last 2 weeks?

This means travel or stopovers in the following countries. Bahrain, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Palestinian Territories, Qatar, Saudi Arabia, Syria, United Arab Emirates (including Dubai), or Yemen.

- ▶ Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

- ▶ Yes
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↪ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure
 - ↪ *Is there a chance you're pregnant?*
- ▶ No
 - ↪ *Is there a chance you're pregnant?*
- ▶ No
 - ↪ *Have you been to the Middle East in the last 2 weeks?*
- ▶ No
 - ↪ *Have you suddenly become confused, or much more confused than normal?*

► No

↔ *Do you have either of these signs of meningitis?*

► I feel ill, but can do some of my usual activities

↔ *Have you been to the Middle East in the last 2 weeks?*

► No - I feel well enough to do most of my usual daily activities

↔ *Have you been to the Middle East in the last 2 weeks?*

► I'm not sure

Apart from this problem, are you otherwise well?

► I feel well

 **Call 111**

Contact your GP surgery if you do not feel better in a few days

[Dx16] What to do if it gets worse and self care

► I'm not sure

 **Self care / GP**

Book a call with a 111 nurse now

[Dx35]

► I feel unwell

↔ *Book a call with a 111 nurse now*

► No

↔ *Apart from this problem, are you otherwise well?*

► No

↔ *Do you have any cold or flu symptoms?*

► No

↔ *Have you hurt your head in the last 7 days?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got a severe pain in your tummy that never completely goes away?

For example the pain will be so strong, it will stop you from doing or thinking about anything else.

► Yes - it's so strong it's stopping me doing anything

↩ *Call 999 now*

► I have some pain but it comes and goes

Have you got any vaginal bleeding?

► I have more than a few spots

↩ *Call 999 now*

► I have a few spots

↩ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↩ *Call 999 now*

► I can see the baby coming

↩ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↩ *Call 999 now*

► I want to push

↩ *Call 999 now*

► My contractions are 5 minutes or less apart

↩ *Call 999 now*

► I'm not sure

Have you had either of these since the injury?

► My waters have broken

↩ *Call 999 now*

► My contractions are getting more frequent

↩ *Call 999 now*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↩ *Call 999 now*

- I'm not sure

Have you had any of these since your injury?

- The bones in my back or neck are painful
↪ *Call 999 now*
- I cannot control or feel when I need to pee or poo
↪ *Call 999 now*
- I cannot move one or both of my legs
↪ *Call 999 now*
- I have pins and needles or feel numb in my legs or around my bottom (anus)
↪ *Call 999 now*
- I'm not sure

Have you vomited up either of the following?

- Red blood
↪ *Call 999 now*
- Dark brown or black blood that looks like soil or coffee grounds
↪ *Call 999 now*
- I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- It's black, sticky and also looks like tar
↪ *Call 999 now*
- It's completely red
↪ *Call 999 now*
- I'm not sure

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

- Yes

Have you got any pain in your tummy?

- Yes

Have you got either of these types of pain?

- It's intense and constant and doesn't stop for a moment
↪ *Call 999 now*
- It's intense and I have to stay completely still as it's so bad
↪ *Call 999 now*
- I'm not sure

Do you also have a new pain where your shoulder meets the top of your arm?

- Yes

i *Call 999*

- I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- It was a sexual assault



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

- It was a serious assault
↪ *Get help now*
- It was a minor assault causing scratches or light bruising
↪ *Get help now*
- I'm not sure
↪ *Get help now*
- No
↪ *Get help now*

- ▶ No
 - ↔ Was the problem caused by an assault?
- ▶ No
 - ↔ Do you also have a new pain where your shoulder meets the to
- ▶ I'm not sure
 - ↔ Was the problem caused by an assault?
- ▶ No
 - ↔ Was the problem caused by an assault?
- ▶ I'm not sure
 - ↔ Have you got any pain in your tummy?
- ▶ No
 - ↔ Call 999 now
- ▶ No
 - ↔ Are you able to walk 4 steps right now?
- ▶ No
 - ↔ Is your poo black and sticky like tar or completely red?
- ▶ No
 - ↔ Have you vomited up either of the following?
- ▶ No
 - ↔ Have you had any of these since your injury?
- ▶ No
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Have you had either of these since the injury?
- ▶ No
 - ↔ Have you got any vaginal bleeding?
- ▶ I'm not sure
 - ↔ Have you got a severe pain in your tummy that never complete
- ▶ Less than 20 weeks
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Is there a chance you're pregnant?
- ▶ I cannot check
 - ↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got a severe pain in your tummy that never completely goes away?

For example the pain will be so strong, it will stop you from doing or thinking about anything else.

► Yes - it's so strong it's stopping me doing anything

↩ *Call 999 now*

► I have some pain but it comes and goes

Have you got any vaginal bleeding?

► I have more than a few spots

↩ *Call 999 now*

► I have a few spots

↩ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↩ *Call 999 now*

► I can see the baby coming

↩ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↩ *Call 999 now*

► I want to push

↩ *Call 999 now*

► My contractions are 5 minutes or less apart

↩ *Call 999 now*

► I'm not sure

Have you had either of these since the injury?

► My waters have broken

↩ *Call 999 now*

► My contractions are getting more frequent

↩ *Call 999 now*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

- ▶ Yes
 - ↪ *Call 999 now*
- ▶ I'm not sure
 - ↪ *Call 999 now*
- ▶ No
 - ↪ *Call 999 now*

▶ I'm not sure

Is the wound still bleeding without stopping or slowing down?

- ▶ Yes
 - ↪ *Is there anything stuck deep inside or sticking out of the w*
- ▶ I'm not sure
 - ↪ *Is there anything stuck deep inside or sticking out of the w*
- ▶ No
 - ↪ *Is there anything stuck deep inside or sticking out of the w*

▶ No

- ↪ *Is the wound still bleeding without stopping or slowing down*

▶ No

- ↪ *Do you feel breathless or more breathless than usual?*

▶ No

- ↪ *Have you had either of these since the injury?*

▶ No

- ↪ *Have you got any vaginal bleeding?*

▶ I'm not sure

- ↪ *Have you got a severe pain in your tummy that never complete*

▶ Less than 20 weeks

- ↪ *Do you feel breathless or more breathless than usual?*

▶ I'm not sure

- ↪ *Do you feel breathless or more breathless than usual?*

▶ No

- ↪ *Do you feel breathless or more breathless than usual?*

▶ No

- ↪ *Is there a chance you're pregnant?*

▶ I cannot check

- ↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

► Yes

Is there any new pain or swelling in your leg?

► Pain and swelling

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↩ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↩ *Call 999 now*

► My contractions are coming more often

↩ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Has a doctor said you have Marfan's syndrome?

► Yes

Did the pain start in your chest, upper back or upper tummy in the last 24 hours?

► Yes

Did the pain start suddenly in just a few seconds, without any warning?

This means the pain started without warning, like a thunder clap, or it was so severe it woke you up.

► Yes

What was the pain like in the first few seconds that it started?

We are checking for a problem with the main artery from the heart (aorta).

► Unbearable - I could not do anything at all

↪ *Call 999 now*

► Moderate to severe - I could still do some things I normally would

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↪ *Call 999 now*

► I'm not sure

Have you got any vaginal bleeding?

► I have more than a few spots

↪ *Call 999 now*

► I have a few spots

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Have you got any vaginal bleeding?*

► Mild - I was able to do my normal daily activities

↪ *Have you got a new pain that is there non-stop?*

► I'm not sure

↪ *Have you got a new pain that is there non-stop?*

► No

↪ *Have you got a new pain that is there non-stop?*

► I'm not sure

↪ *Have you got a new pain that is there non-stop?*

► No

↪ *Have you got a new pain that is there non-stop?*

► No

↪ *Have you got a new pain that is there non-stop?*

► I'm not sure

↪ *Has a doctor said you have Marfan's syndrome?*

► No

↪ *Has a doctor said you have Marfan's syndrome?*

► I feel ill, but can do some of my usual activities

↪ *Is the pain so severe you cannot focus on the TV, read a book*

► No - I feel well enough to do most of my usual daily activities

↪ *Is the pain so severe you cannot focus on the TV, read a book*

► No

↪ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

↪ *Are you in labour?*

► Less than 20 weeks

↪ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

↪ *Is this problem stopping you from doing all of your simple e*

► No

↪ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

↔ *Is there a chance you're pregnant?*

► No

↔ *Is there a chance you're pregnant?*

► Pain only

↔ *Have you also got tummy pain?*

► Swelling only

↔ *Have you also got tummy pain?*

► I'm not sure

↔ *Have you also got tummy pain?*

► No

↔ *Have you also got tummy pain?*

► I'm not sure

Have you previously had lower back pain or stiffness when you move?

► Yes

Are these lower back pain symptoms similar to ones you've had before?

► Yes

↔ *Is there any new pain or swelling in your leg?*

► I'm not sure

↔ *Is there any new pain or swelling in your leg?*

► No

↔ *Is there any new pain or swelling in your leg?*

► I'm not sure

↔ *Is there any new pain or swelling in your leg?*

► No

↔ *Is there any new pain or swelling in your leg?*

► No

↔ *Have you previously had lower back pain or stiffness when you*

► No

↔ *Was the problem caused by bending, twisting, lifting something*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you got any bleeding from your mouth or throat?

This means bleeding from anywhere inside your mouth, including your gums.

► Yes

Was the bleeding caused by an injury?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the inju*

► A doctor has told me I have a bleeding or clotting problem

↪ *Do you feel breathless or more breathless than usual?*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- ▶ Yes
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Do you take an antiplatelet medicine to stop blood clots?*
- ▶ I'm not sure

Is your tooth or gum bleeding now?

- ▶ Yes

Have you had any of these in the last 7 days?

- ▶ A tooth removed by the dentist
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ A dental operation like root canal surgery
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ I'm not sure

Do your gums only bleed when you clean your teeth or eat something?

- ▶ Yes
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ I'm not sure

Have you got either of these?

You can only pick one answer, pick the one bothering you most today.

- ▶ Toothache or jaw pain

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- ▶ I'm hot and sweaty or cold and shivery or both

Have you got a new lump or swelling on your cheek, face or under your jaw?

- ▶ Yes

Has the lump or swelling got bigger in the last 24 hours?

- ▶ Yes

Can you swallow liquids, even if it hurts to do so?

- ▶ Yes

Are you unable to open your eye because of the swelling?

We're checking for signs of a serious infection. If your eye is a little puffy or slightly swollen, but you can open your eye, answer no.

- ▶ Yes

Have you taken any painkillers?

This includes paracetamol, ibuprofen or other pain relief medicine.

- ▶ Yes

Have you taken more than 8 paracetamol tablets in the last 24 hours?

Adults can take two 500mg tablets up to 4 times in 24 hours. Medicines containing paracetamol, like co-codamol and cough/cold remedies must also be taken into account.

- ▶ Yes

You need to know

Taking more than 8 paracetamol tablets in 24 hours is an overdose. A nurse will decide if you need emergency medical help in hospital. Do not take any more until you have spoken to the nurse.

- ▶ I have taken more than 8

 **Self care / GP**

Book a call with a 111 nurse now

[Dx32]

► Change my answer

↔ *Have you taken more than 8 paracetamol tablets in the last 2*

► I'm not sure

↔ *You need to know*

► No

Have you taken more than the maximum dose of any other painkiller?

You can find the maximum dose on the label or the back of the box.

► Yes

You need to know

Taking more than the maximum recommended amount of any medicine is an overdose. A nurse will decide if you need emergency medical help in hospital. Do not take any more until you have spoken to the nurse.

► I have taken more than the maximum recommended amount

↔ *Book a call with a 111 nurse now*

► Change my answer

↔ *Have you taken more than the maximum dose of any other paink*

► I'm not sure

↔ *You need to know*

► No

Have you taken painkillers prescribed for someone else?

► Yes

You need to know

Taking medicines prescribed for someone else can be dangerous. A nurse will decide if you need medical help. Do not take any more until you have spoken to the nurse.

► I have taken someone else's prescribed medicine

↔ *Book a call with a 111 nurse now*

► Change my answer

↔ *Have you taken painkillers prescribed for someone else?*

► I'm not sure

↔ *You need to know*

► No

Have you taken 3 or more different types of painkiller in the last 24 hours?

This includes any type of pain relief.

► Yes

Were all the painkillers you took prescribed for you?

This means prescribed by a doctor.

► Yes



Call 111

Contact your dentist now

[Dx18] Things to look out for and self-care

► No

You need to know

Taking lots of different medicines that were not prescribed for you can be dangerous. A nurse will decide if you need medical help. Do

not take any more until you have spoken to the nurse.

► I have taken 3 or more types of painkiller not prescribed for me

↪ *Book a call with a 111 nurse now*

► Change my answer

↪ *Were all the painkillers you took prescribed for you?*

► I'm not sure

↪ *Were all the painkillers you took prescribed for you?*

► No

↪ *Contact your dentist now*

► I'm not sure

↪ *Have you taken more than 8 paracetamol tablets in the last 2*

► No

↪ *Contact your dentist now*

► I'm not sure

↪ *Have you taken any painkillers?*

► No

↪ *Have you taken any painkillers?*

► I'm not sure

↪ *Are you unable to open your eye because of the swelling?*

► No

Can you swallow your spit (saliva)?

► Yes

↪ *Have you taken any painkillers?*

► I'm not sure

↪ *Have you taken any painkillers?*

► No

↪ *Have you taken any painkillers?*

► I'm not sure

↪ *Have you taken any painkillers?*

► No

↪ *Have you taken any painkillers?*

► I'm not sure

↪ *Have you taken any painkillers?*

► No

↪ *Have you taken any painkillers?*

► I have taken my temperature and it's high

↪ *Have you got a new lump or swelling on your cheek, face or u*

► I'm not sure

↪ *Have you got a new lump or swelling on your cheek, face or u*

► No

↪ *Have you got a new lump or swelling on your cheek, face or u*

► Painful, bleeding or swollen gums

↪ *Have you had a high temperature in the last 12 hours?*

► I'm not sure

Do you have a problem with any unusual bruising or bleeding?

For example, bruising without injuring yourself, nosebleeds, blood in the whites of your eyes, or unusually heavy or longer periods.

► Yes

 **Self care / GP**

Get help today

[Dx07] Things to look out for and self-care

► I'm not sure

↪ *Do you take any blood thinning medicines or have a bleeding*

► No

↪ *Do you take any blood thinning medicines or have a bleeding*

► No

↪ *Do you have a problem with any unusual bruising or bleeding?*

► No

↪ *Have you got either of these?*

► No

↪ *Do your gums only bleed when you clean your teeth or eat som*

► I'm not sure

- ↪ Have you had any of these in the last 7 days?
- ▶ No
 - ↪ Have you had any of these in the last 7 days?
- ▶ No
 - ↪ Is your tooth or gum bleeding now?
- ▶ I'm not sure

Have you got a rash anywhere as well as the mouth ulcers?

This means any rash, anywhere on your body, that has come on at around the same time as your mouth ulcers.

- ▶ Yes

Is the skin blistered?

Blisters are small pockets of clear fluid under a layer of skin.

- ▶ Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- ▶ Yes - I have stopped doing everything I usually do

Does the rash look like blood spots or bruise marks under your skin?

We're checking for signs of meningitis or sepsis. The rash, spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- ▶ Yes
 - ↪ Call 999 now
- ▶ I'm not sure

Do you have either of these signs of meningitis?

- ▶ My neck is so stiff I am completely unable to touch my chest with my chin
 - ↪ Call 999 now
- ▶ I cannot bear daylight, or any light from a screen
 - ↪ Call 999 now
- ▶ I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- ▶ Yes
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure

Was the problem caused by an assault?

Any type of injury to a child caused on purpose by an adult or an older child is classed as a serious assault.

- ▶ It was a sexual assault

 **Self care / GP**
Get help now
[Dx94]

- ▶ It was a serious assault

 **Self care / GP**
Book a call with a 111 nurse
[Dx02]

- ▶ It was a minor assault causing scratches or light bruising
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Was the problem caused by an assault?
- ▶ No
 - ↪ Have you suddenly become confused, or much more confused than normal?
- ▶ No
 - ↪ Do you have either of these signs of meningitis?

- ▶ I feel ill, but can do some of my usual activities
 - ↔ *Was the problem caused by an assault?*
 - ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ *Was the problem caused by an assault?*
 - ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
 - ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
 - ▶ I'm not sure
- Have you got more than 3 blisters or ulcers in your mouth or throat?**
- ▶ Yes
 - ↔ *Is this problem stopping you from doing all of your simple e*
 - ▶ I'm not sure
 - ↔ *Is this problem stopping you from doing all of your simple e*
 - ▶ No
 - ↔ *Is this problem stopping you from doing all of your simple e*
 - ▶ No
 - ↔ *Have you got more than 3 blisters or ulcers in your mouth or*
 - ▶ No
 - ↔ *Have you got a rash anywhere as well as the mouth ulcers?*
 - ▶ No
 - ↔ *Have you got any bleeding from your mouth or throat?*
 - ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

**Call 999 now**

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ Call 999 now

► No

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

Is anything stuck up your nose?

► Yes

i *Before you continue, here's some advice*

► I'm not sure

Is your nose still bleeding?

► Yes

↔ Before you continue, here's some advice

► I'm not sure

**Self care / GP****Book a call with a 111 nurse**

[Dx02]

► No

↔ Book a call with a 111 nurse

► No

↔ Is your nose still bleeding?

► I'm not sure

↔ Is your nose still bleeding?

► No

↔ Is your nose still bleeding?

► No

↔ Are you feeling faint or dizzy?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0162]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Did you have a seizure just before, during or after the injury?

► Yes

↔ *Call 999 now*

► I'm not sure

Are you behaving in an odd way or having problems staying awake?

For example, you're not aware of where you are or what is going on.

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had any of these new problems since your injury?

► Feeling confused, restless, distressed or behaving oddly

↔ *Call 999 now*

► Problems talking or being understood

↔ *Call 999 now*

► Problems with reading or writing

↔ *Call 999 now*

► I'm not sure

Since the injury have you noticed any of these new symptoms?

► Weakness in my arms or legs

↔ *Call 999 now*

► Problems moving my arms or legs, losing my balance or falling over

↔ *Call 999 now*

► A change of sensation, numbness or pins and needles in part of my body

↔ *Call 999 now*

► I'm not sure

Have you got either of these since the injury?

You do not need to feel the area or ask anyone to check. Touching the area may be dangerous.

► I think I've got a new dent in my head

↔ *Call 999 now*

► The bones in my face have changed shape

Does your injury only involve your nose?

► Yes

Was the head injury caused by either of these?

► Diving into something, like a pool

↔ *Call 999 now*

- ▶ Falling onto my head from something moving, like a bike

Can somebody take you to hospital?

- ▶ Yes



Self care / GP

Get help now

[Dx02] What to do if it gets worse and self care

- ▶ I'm not sure
↔ *Call 999 now*
- ▶ No
↔ *Call 999 now*

- ▶ I'm not sure

Have you had a fall from something higher than 1 metre?

This is about 3 feet or the height of 5 stairs.

- ▶ Yes
↔ *Can somebody take you to hospital?*
- ▶ I'm not sure

Do you have any bruising around an uninjured eye or ear?

- ▶ Yes - I've got bruising round an eye or ear that's not been injured
↔ *Can somebody take you to hospital?*
- ▶ I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault
↔ *Can somebody take you to hospital?*
- ▶ It was a serious assault
↔ *Can somebody take you to hospital?*
- ▶ It was a minor assault causing scratches or light bruising

Did either of these happen around the time of the head injury?

- ▶ I passed out (was unconscious)
↔ *Can somebody take you to hospital?*
- ▶ I do not remember what happened

How long did the memory loss last?

- ▶ A few seconds
↔ *Can somebody take you to hospital?*
- ▶ 5 minutes or less
↔ *Can somebody take you to hospital?*
- ▶ More than 5 minutes
↔ *Can somebody take you to hospital?*
- ▶ I'm not sure
↔ *Can somebody take you to hospital?*
- ▶ I'm not sure

Is your nose still bleeding?

- ▶ Yes

Is anything stuck up your nose?

- ▶ Yes



Before you continue, here's some advice

- ▶ I'm not sure
↔ *Before you continue, here's some advice*
- ▶ No
↔ *Before you continue, here's some advice*
- ▶ I'm not sure

Is there any change in the shape of your nose since the injury?

It may now look different, be flat or pushed to one side.

- ▶ Yes



Self care / GP

Get help as soon as you can

[Dx03] What to do if it gets worse and self care

► I'm not sure

↔ *Get help as soon as you can*

► No

Do you have 3 or more injuries to different areas of your body?

► Yes



Contact your GP surgery today or tomorrow

[Dx08] What to do if it gets worse and self care

► I'm not sure

Were you trying to harm yourself?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure



It's safe to look after yourself

[Dx38] Assault Cover any cuts with a dry dressing, but don't clean them, as the dirt or debris could be important evidence. Don't wash or change clothes until seen by a healthcare professional, to avoid destroying important evidence. Let the healthcare professional know you've been assaulted. If anyone is in danger, call 999 and ask for the police. Nosebleed If your nose continues to bleed or starts bleeding again: Sit forward and pinch all of the fleshy part of your nose for 10 minutes w

► No

↔ *It's safe to look after yourself*

► No

↔ *Were you trying to harm yourself?*

► No

↔ *Is there any change in the shape of your nose since the inju*

► No

↔ *Is your nose still bleeding?*

► I'm not sure

↔ *Did either of these happen around the time of the head injur*

► No

↔ *Did either of these happen around the time of the head injur*

► No

↔ *Was the problem caused by an assault?*

► No

↔ *Do you have any bruising around an uninjured eye or ear?*

► No

↔ *Have you had a fall from something higher than 1 metre?*

► I'm not sure

↔ *Was the head injury caused by either of these?*

► No

↔ *Was the head injury caused by either of these?*

► I'm not sure

↔ *Was the head injury caused by either of these?*

► No

↔ *Was the head injury caused by either of these?*

► No

↔ *Have you got either of these since the injury?*

► No

↩ Since the injury have you noticed any of these new symptoms?

► No

↩ Have you had any of these new problems since your injury?

► No

↩ Are you behaving in an odd way or having problems staying aw

► A doctor has told me I have a bleeding or clotting problem

↩ Did you have a seizure just before, during or after the inju

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

► Yes

↩ Did you have a seizure just before, during or after the inju

► I'm not sure

↩ Did you have a seizure just before, during or after the inju

► No

↩ Did you have a seizure just before, during or after the inju

► No

↩ Do you take an antiplatelet medicine to stop blood clots?

► No

↩ Do you take any blood thinning medicines or have a bleeding

► I cannot check

↩ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↔ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↔ *Call 999 now*

► My contractions are coming more often

↔ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Has a doctor said you have Marfan's syndrome?

► Yes

Did the pain start in your chest, upper back or upper tummy in the last 24 hours?

► Yes

Did the pain start suddenly in just a few seconds, without any warning?

This means the pain started without warning, like a thunder clap, or it was so severe it woke you up.

► Yes

What was the pain like in the first few seconds that it started?

We are checking for a problem with the main artery from the heart (aorta).

► Unbearable - I could not do anything at all

↔ *Call 999 now*

► Moderate to severe - I could still do some things I normally would

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ *Call 999 now*

► I'm not sure

What colour is your pee?

► Red with blood or clots

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I'm not sure



Call 111

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► No

↔ *Contact your GP surgery now*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↔ *Contact your GP surgery now*

► I'm not sure

↔ *Contact your GP surgery now*

► No

↔ *Contact your GP surgery now*

► No

↔ *Do you feel breathless or more breathless than usual?*

- Pink or dark brown
↵ Have you suddenly become confused, or much more confused than you were before?

- I'm not sure

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

- Yes

↵ Call 999 now

- I'm not sure

Have you got any vaginal bleeding?

- I have more than a few spots

↵ Call 999 now

- I have a few spots

↵ Call 999 now

- No

↵ Call 999 now

- No

↵ Have you got any vaginal bleeding?

- None of these

↵ Have you got a new pain that is there non-stop?

- No

↵ What colour is your pee?

- Mild - I was able to do my normal daily activities

↵ Do you have one or more new spots or marks like bruises or b

- I'm not sure

↵ Do you have one or more new spots or marks like bruises or b

- No

↵ Do you have one or more new spots or marks like bruises or b

- I'm not sure

↵ Do you have one or more new spots or marks like bruises or b

- No

↵ Do you have one or more new spots or marks like bruises or b

- No

↵ Do you have one or more new spots or marks like bruises or b

- I'm not sure

↵ Has a doctor said you have Marfan's syndrome?

- No

↵ Has a doctor said you have Marfan's syndrome?

- I feel ill, but can do some of my usual activities

↵ Is the pain so severe you cannot focus on the TV, read a boo

- No - I feel well enough to do most of my usual daily activities

↵ What colour is your pee?

- No

↵ Is this problem stopping you from doing all of your simple e

- I'm not sure

↵ Are you in labour?

- Less than 20 weeks

↵ Is this problem stopping you from doing all of your simple e

- I'm not sure

↵ Is this problem stopping you from doing all of your simple e

- No

↵ Is this problem stopping you from doing all of your simple e

- I'm not sure

↵ Is there a chance you're pregnant?

- No

↵ Is there a chance you're pregnant?

- No

↵ Have you also got tummy pain?

- I cannot check

↵ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you got an ICD (implanted cardioverter defibrillator)?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Have you had any symptoms of a stroke?

► I cannot lift my arms up without one of them dropping down

 *Call 999 now*

► I have new problems speaking, understanding or I'm slurring my words

↔ *Call 999 now*

► My face has suddenly dropped on one side

↔ *Call 999 now*

► I'm not sure

Has one leg suddenly become weak or feels very heavy?

We're checking for signs of a stroke.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► No

↔ *Has one leg suddenly become weak or feels very heavy?*

► Chest pain that spreads to my arm, neck or jaw

↔ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

- ▶ 20 weeks or more

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

- ▶ I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

- ▶ Yes
↔ *Call 999 now*
- ▶ I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

- ▶ Yes

Have you still got weakness in your leg?

- ▶ Yes
↔ *Call 999 now*
- ▶ I'm not sure

Have you experienced very hot or cold temperatures in the last 24 hours?

This means you've either been exposed to freezing cold water or very cold temperatures or extreme heat. For example, you may have been exercising in very hot and humid weather. This does not mean you were briefly hot or cold.

- ▶ I got very cold
↔ *Call 999 now*
- ▶ I got very hot
↔ *Call 999 now*
- ▶ I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- ▶ Yes

How has your breathing been in the last hour?

- ▶ It's better than it was

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- ▶ Yes - I have stopped doing everything I usually do
↔ *Call 999 now*
- ▶ I feel ill, but can do some of my usual activities

Have you got palpitations right now?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

- ▶ Yes

Have you fainted, lost consciousness or had a seizure in the last 24 hours?

- ▶ Yes
↔ *Call 999 now*
- ▶ I'm not sure

Have you had any heart trouble in the past?

This means a diagnosis made by doctor, not that you just suspect you have a heart condition.

- ▶ Yes
↔ *Call 999 now*
- ▶ I'm not sure

 **Self care / GP**
Book a call with a 111 nurse
[Dx02]

- ▶ No
↔ *Book a call with a 111 nurse*

- ▶ No
 - ↪ Have you had any heart trouble in the past?
- ▶ I'm not sure
 - ↪ Have you fainted, lost consciousness or had a seizure in the
- ▶ No
 - ↪ Have you fainted, lost consciousness or had a seizure in the
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↪ Have you got palpitations right now?
- ▶ It's worse
 - ↪ Call 999 now
- ▶ It's the same
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Have you experienced very hot or cold temperatures in the la
- ▶ I'm not sure
 - ↪ Have you experienced very hot or cold temperatures in the la
- ▶ No
 - ↪ Have you experienced very hot or cold temperatures in the la
- ▶ No
 - ↪ Has one leg suddenly become weak in the last 7 days?
- ▶ I have new problems speaking, understanding or I'm slurring my words
 - ↪ Have you got the symptoms right now?
- ▶ My face has suddenly dropped on one side
 - ↪ Have you got the symptoms right now?
- ▶ I'm not sure
 - ↪ Has one leg suddenly become weak in the last 7 days?
- ▶ No
 - ↪ Has one leg suddenly become weak in the last 7 days?
- ▶ I'm not sure
 - ↪ Have you had any symptoms of a stroke in the last 7 days?
- ▶ Less than 20 weeks
 - ↪ Have you had any symptoms of a stroke in the last 7 days?
- ▶ I'm not sure
 - ↪ Have you had any symptoms of a stroke in the last 7 days?
- ▶ No
 - ↪ Have you had any symptoms of a stroke in the last 7 days?
- ▶ No
 - ↪ Is there a chance you're pregnant?
- ▶ No
 - ↪ Have you had pain like any of these in the last 24 hours?
- ▶ No
 - ↪ Have you got an ICD (implanted cardioverter defibrillator)?
- ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there any blood in your pee?

For example, it may be pink, red or dark brown. With or without small purple-brown clots.

► Yes

Do you have either of these?

► I cannot pee at all or only a few drops

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ *Call 999 now*

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ *Call 999 now*

► I'm not sure

Have you got any of the following?

If you have more than one, pick the one bothering you most today.

► Pain in my spine

Have you had any of these symptoms start or get worse in the last 2 weeks?

We're checking for signs of Cauda equina syndrome. If you have it, you're likely to have more than one of these symptoms. Pick the one bothering you most today. What

is Cauda equina syndrome?

- I have pins and needles or feel numb around my bottom (anus) or my penis or vagina (genitals)

Can somebody take you to hospital?

- Yes



Self care / GP

Book a call with a 111 nurse

[Dx02]

- I'm not sure

↪ Call 999 now

- No

↪ Call 999 now

- I cannot move my legs

↪ Can somebody take you to hospital?

- I cannot control or feel when I need to poo

↪ Can somebody take you to hospital?

- I'm not sure

Have you been unable to pee at all or only a few drops in the last 12 hours?

- Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- I'm not sure



Call 111

Contact your GP surgery now

[Dx11] Things to look out for and self-care

- No

↪ Contact your GP surgery now

- No

↪ Have you been unable to pee at all or only a few drops in the

- Pain in my back

↪ Have you had any of these symptoms start or get worse in the

- Pain in my legs

↪ Have you had any of these symptoms start or get worse in the

- I'm not sure

↪ Have you been unable to pee at all or only a few drops in the

- No

↪ Have you been unable to pee at all or only a few drops in the

- No

↪ Have you got any of the following?

- I'm not sure

↪ Have you got any of the following?

- No

↪ Have you got any of the following?

- No

↪ Have you suddenly become confused, or much more confused than

- I feel ill, but can do some of my usual activities

↪ Have you got any of the following?

- No - I feel well enough to do most of my usual daily activities

↪ Have you got any of the following?

- I am peeing smaller amounts than usual

↪ Is this problem stopping you from doing all of your simple e

- I'm not sure

↪ Is this problem stopping you from doing all of your simple e

- No

↪ Is this problem stopping you from doing all of your simple e

- I'm not sure

↪ Do you have either of these?

- No

↪ Do you have either of these?

- No

↪ Is there any blood in your pee?

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0114]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Does moving or touching the area bring on the pain or make it worse?

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

Have you had the pain at any time in the last 12 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I'm not sure

↔ *Have you had the pain at any time in the last 12 hours?*

► No

Has any part of your arm suddenly become both painful and swollen?

► My whole arm

↔ *Call 999 now*

► Part of my arm

Has your arm suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your arm. This is a new problem where your arm looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your fingernails for colour changes.

► Yes

↔ *Call 999 now*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

How has your breathing been in the last hour?

► It's better than it was

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you got pain and stiffness in both shoulders?

► Yes

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

↔ *Contact your GP surgery now*

► No

↔ *Contact your GP surgery now*

► I have taken my temperature and it's high

↔ *Have you got pain and stiffness in both shoulders?*

► I'm not sure

↔ *Have you got pain and stiffness in both shoulders?*

► No

↔ *Have you got pain and stiffness in both shoulders?*

► It's worse

↔ *Call 999 now*

► It's the same

↔ *Have you had a high temperature in the last 12 hours?*

► I'm not sure

↔ *Have you had a high temperature in the last 12 hours?*

► I'm not sure

Has your shoulder dislocated or popped out of joint in the last 24 hours?

► Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

► I'm not sure

↔ *Have you had a high temperature in the last 12 hours?*

► No

↔ *Have you had a high temperature in the last 12 hours?*

► No

↔ *Has your shoulder dislocated or popped out of joint in the last 24 hours?*

► No

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Has your arm suddenly become cold, pale, blue or grey?*

► No

↔ *Has any part of your arm suddenly become both painful and swollen?*

► I'm not sure

Did the problem start in the last 24 hours?

► Yes

Is your pain between your shoulder blades, rather than actually in your shoulder?

► Yes

Did the pain start suddenly in just a few seconds, without any warning?

This means the pain started without warning, like a thunder clap, or it was so severe it woke you up.

► Yes

What was the pain like in the first few seconds that it started?

We are checking for a problem with the main artery from the heart (aorta).

► Unbearable - I could not do anything at all

↔ *Call 999 now*

► Moderate to severe - I could still do some things I normally would

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Have you had pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↩ Have you had the pain at any time in the last 12 hours?

► Chest pain that spreads to my arm or jaw

↩ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Has a doctor diagnosed you with a heart attack or angina?

► Yes

↩ Are these symptoms the same as your previous heart attack?

► I'm not sure

Have you felt sick or been sick (vomited) at the same time as having the pain in the last 24 hours?

► Yes

↩ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Have you been sweaty or clammy with the pain in the last 24 hours?

► Yes

↩ Have you had the pain at any time in the last 12 hours?

► No

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

↩ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Did this pain start or get worse after exercise, being upset, stressed or excited?

► Yes

↩ Have you had the pain at any time in the last 12 hours?

► I'm not sure

↩ Do you feel breathless or more breathless than usual?

► No

↩ Do you feel breathless or more breathless than usual?

► No

↩ Did this pain start or get worse after exercise, being upset

► No

↩ Have you been sweaty or clammy with the pain in the last 24

► No

↩ Have you felt sick or been sick (vomited) at the same time a

► No

↩ Has a doctor diagnosed you with a heart attack or angina?

► I'm not sure

↩ Has a doctor diagnosed you with a heart attack or angina?

► No

↩ Has a doctor diagnosed you with a heart attack or angina?

► Mild - I was able to do my normal daily activities

↩ Have you had any pain in your chest or upper back in the las

► I'm not sure

↩ Have you had any pain in your chest or upper back in the las

► No

↩ Have you had any pain in your chest or upper back in the las

► I'm not sure

↩ Have you had any pain in your chest or upper back in the las

► No

↩ Have you had any pain in your chest or upper back in the las

► I'm not sure

↩ Have you had any pain in your chest or upper back in the las

► No

↩ Have you had any pain in your chest or upper back in the las

► No

↩ Did the problem start in the last 24 hours?

► No

↩ Does moving or touching the area bring on the pain or make i

► I cannot check

↩ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**
Call 999 now
[Dx0114]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Do the symptoms seem similar to the sinusitis problem you've had before?

If you have not had sinusitis before, answer no.

► Yes

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you been very unwell or got much worse in the last 24 hours?

► Yes

 **Self care / GP**
Get help as soon as you can, today
[Dx06] Things to look out for and self-care

► I'm not sure

Has a doctor said you must take antibiotics for this type of problem?

► Yes

 **Self care / GP**
Get help today or tomorrow
[Dx08] Things to look out for and self-care

► I'm not sure

Have you got a fever like either of these?

► I've had it for 3 days or more

↩ *Get help today or tomorrow*

► It went away but has come back after 3 days

↩ *Get help today or tomorrow*

► I'm not sure

How long have your symptoms lasted?

► 1 week or more

↩ *Get help today or tomorrow*

► I'm not sure

 **Self care / GP**
It's safe to look after yourself
[Dx38] Fever Drink plenty of fluids, such as water or squash - take small sips if you feel sick. Wear light clothing, don't try to cool down by cold sponging or fanning. Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead. Nasal/sinus

► Less than 1 week

↔ *It's safe to look after yourself*

► No

↔ *How long have your symptoms lasted?*

► No

↔ *Have you got a fever like either of these?*

► No

↔ *Has a doctor said you must take antibiotics for this type of*

► I have taken my temperature and it's high

↔ *Have you been very unwell or got much worse in the last 24 h*

► I'm not sure

↔ *Have you been very unwell or got much worse in the last 24 h*

► No

↔ *Have you been very unwell or got much worse in the last 24 h*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

i *Call 999 now*

► I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

► Yes

↔ *Call 999 now*

► I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

► Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↔ *Call 999 now*

► 91 or 92

↔ *Have you been very unwell or got much worse in the last 24 h*

► 93 or 94

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↪ *Call 999 now*

► I'm not sure

Are you feeling confused, drowsy or agitated (unusually restless or anxious)?

You may feel that something is very seriously wrong.

► Yes

↪ *Call 999 now*

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► Chest pain that spreads to my arm, neck or jaw

↪ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Have you had pain like any of these in the last 24 hours?*

► No

↪ *Are you feeling confused, drowsy or agitated (unusually rest*

► I feel ill, but can do some of my usual activities

↪ *Have you had pain like any of these in the last 24 hours?*

► No - I feel well enough to do most of my usual daily activities

↪ *Have you had pain like any of these in the last 24 hours?*

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

- ▶ Yes

Was this in the last 3 months?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Has a doctor said you have an aortic aneurysm?

- ▶ Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

- ▶ Normal, warm or hot
 - ↔ *Call 999 now*
- ▶ I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *Call 999 now*

- ▶ Colder than normal
 - ↔ *Does your skin look extremely pale, or is starting to turn g*
- ▶ I cannot check
 - ↔ *Does your skin look extremely pale, or is starting to turn g*

- ▶ No

Has a doctor said you have Marfan's syndrome?

- ▶ Yes
 - ↔ *How does the skin on your chest, tummy or back feel when tou*
- ▶ No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos,

Loeys-Dietz or
Turners syndrome.

- Yes
 - ↔ How does the skin on your chest, tummy or back feel when you
- No
 - ↔ How does the skin on your chest, tummy or back feel when you

- No
 - ↔ Has a doctor said you have an aortic aneurysm?

- No
 - ↔ Has a doctor said you have an aortic aneurysm?

- No
 - ↔ Have you had an operation or procedure to unblock the arteries?

- No
 - ↔ Have you had an operation or procedure to unblock the arteries?

- No
 - ↔ Has a doctor said you have an aortic aneurysm?

- I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

- Yes
 - ↔ Has a doctor told you that you have a heart problem or a condition?
- I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple everyday activities?
- No
 - ↔ Is this problem stopping you from doing all of your simple everyday activities?

- No
 - ↔ Have you had any pain in your chest or upper back in the last 24 hours?

- No
 - ↔ Do you have any pain in your chest or upper back right now?

- I'm not sure
 - ↔ Do you have any pain in your chest or upper back right now?

- No
 - ↔ Do you have any pain in your chest or upper back right now?

- 95 to 100 - this is normal
 - ↔ Do you think you're having an asthma attack?

- No
 - ↔ Do you think you're having an asthma attack?

- No
 - ↔ Do you think you're having an asthma attack?

- No
 - ↔ Has a doctor told you to monitor your blood oxygen levels?

- No
 - ↔ Have you got rapid swelling of your lips?

- I'm not sure
 - ↔ Do you have any rapid swelling of your tongue, throat or inside your mouth?

- No
 - ↔ Has a doctor told you to monitor your blood oxygen levels?

- I'm not sure
 - ↔ Has a doctor told you to monitor your blood oxygen levels?

- No
 - ↔ Has a doctor told you to monitor your blood oxygen levels?

- I'm not sure

Do you have toothache as well as the pain, lump or swelling?

- Yes

Does it hurt or make it more painful if you press the area?

► Yes

↔ Have you had a high temperature in the last 12 hours?

► I'm not sure

Have you got a new lump or swelling on your cheek, face or under your jaw?

► Yes

↔ Have you had a high temperature in the last 12 hours?

► I'm not sure

Do you also get an aching pain in your chest at the same time?

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Do you get an aching pain in your jaw when you exercise, get excited or upset?

► Yes

 **Self care / GP**

Get help now

[Dx11] Things to look out for and self-care

► I'm not sure

↔ Have you had a high temperature in the last 12 hours?

► No

↔ Have you had a high temperature in the last 12 hours?

► No

↔ Do you get an aching pain in your jaw when you exercise, get

► No

↔ Do you also get an aching pain in your chest at the same time?

► No

↔ Have you got a new lump or swelling on your cheek, face or under your jaw?

► I'm not sure

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Do you have toothache as well as the pain, lump or swelling?

► No

↔ Do you feel breathless or more breathless than usual?

► No

↔ Do the symptoms seem similar to the sinusitis problem you've had before?

► I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is the object still inside?

If the object has not been removed, it can cause damage or an infection.

► Yes

Do you know what's stuck?

► A button battery (from a watch, car key fob or hearing aid)

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► An insect

↔ *Get help now*

► Something else

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

↔ *Get help as soon as you can*

► I'm not sure

↔ *Do you know what's stuck?*

► No

When did this happen?

We're checking for the risk of an infection after the injury.

► 6 or more hours ago

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I have taken my temperature and it's high

↔ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Have you had any new dizziness or deafness since the object got into your ear?

We are asking this because an object in the ear can affect both your hearing and your balance. The balance organs are in the inner ear.

► Yes

↔ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Have you got any fluid or discharge coming from your ear?

► Yes



Call 111

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Have you got pain, swelling or a change to your skin colour that is getting worse?

We're checking for signs of an infection. It may be red, or your usual skin colour is darker than normal.

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure

Were you trying to harm yourself?

► Yes

↔ *Contact your GP surgery today or tomorrow*

► I'm not sure



Self care / GP

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead.

► No

↔ *It's safe to look after yourself*

► No

↔ *Were you trying to harm yourself?*

► No

↔ *Have you got pain, swelling or a change to your skin colour*

► No

↔ *Have you got any fluid or discharge coming from your ear?*

► No

↔ *Have you had any new dizziness or deafness since the object*

► I'm not sure

↔ *Have you had any new dizziness or deafness since the object*

► Less than 6 hours ago

↔ *Have you had any new dizziness or deafness since the object*

► No

↔ *Is the object still inside?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Have you been splashed or sprayed in your eyes?

► Yes

Did any of these chemicals go in or near your eyes?

► Hydrofluoric acid

↩ *Call 999 now*

► Phenol (carbolic acid)

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► White phosphorus

↩ *Get help now*

► Wet cement or sodium hydroxide

↩ *Get help now*

► Tear gas

Have you got either of these problems with your eye?

We're checking for signs of damage to your eyes. We do not need to know about temporary discomfort such as getting shampoo in your eyes.

► Pain, stinging or burning

 **Self care / GP**

It's safe to look after yourself

[Dx38] Tear gas exposure, eye Don't wash or rub the eyes. Open your eyes in fresh air as soon as possible. Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead.

► Blurred vision (which doesn't clear by blinking)

↩ *It's safe to look after yourself*

► I'm not sure

↩ *It's safe to look after yourself*

► No

↩ *It's safe to look after yourself*

► I'm not sure

↩ *Have you got either of these problems with your eye?*

► No

↩ *Have you got either of these problems with your eye?*

► I'm not sure

Have you got severe eye pain?

This means the pain is so bad that it stops you from doing your usual daily activities or thinking about anything else.

► Yes

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

- I'm not sure

Have you had any new sight problems that don't clear when you blink, or a loss of sight?

This means a problem like floaters, flashes or a dark curtain moving across your vision. You may have lost some or all of your vision, even if it's now back to normal.

- Yes

Were you trying to harm yourself?

- Yes
 - ↪ *Get help as soon as you can*
- I'm not sure
 - ↪ *Get help as soon as you can*
- No
 - ↪ *Get help as soon as you can*

- I'm not sure

Have you been close to any of the following operating tools?

This is to find out if a small piece of fast-moving debris might have gone into your eye. If so, there may be little or no obvious damage to your eye.

- A drill or grinder
 - ↪ *Were you trying to harm yourself?*
- A strimmer or other power tool
 - ↪ *Were you trying to harm yourself?*
- I'm not sure

Do you have one of these eye problems?

- My contact lens is stuck in my eye or under my eyelid
 - ↪ *Were you trying to harm yourself?*
- I have something in my eye that won't wash out
 - ↪ *Were you trying to harm yourself?*
- It feels like something is in my eye or has scratched it

Have you had the feeling there is something in your eye for more than 24 hours?

- Yes (24 hours or MORE)
 - ↪ *Were you trying to harm yourself?*
- I'm not sure
 - ↪ *Were you trying to harm yourself?*
- No (LESS THAN 24 hours)
 - ↪ *Were you trying to harm yourself?*

- I'm not sure
 - ↪ *Were you trying to harm yourself?*
- No
 - ↪ *Were you trying to harm yourself?*

- No
 - ↪ *Do you have one of these eye problems?*

- No
 - ↪ *Have you been close to any of the following operating tools?*

- No
 - ↪ *Have you had any new sight problems that don't clear when yo*

- No
 - ↪ *Have you got severe eye pain?*

- No
 - ↪ *Have you been splashed or sprayed in your eyes?*
- I cannot check
 - ↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you got any pain in your tummy?

► Yes

Is the pain constant and so severe you want to keep completely still?

This means any movement involving your stomach, chest or back causes unbearable pain. If you are twisting or writhing in pain answer 'no'.

► Yes

↔ *Call 999 now*

► No

Is the object still inside?

► Yes

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

► Yes



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

↔ *Get help now*

► No

↔ *Get help now*

► I'm not sure

↔ *Is it possible you have been sexually assaulted?*

► No

↔ *Is it possible you have been sexually assaulted?*

► I'm not sure

↔ *Is the object still inside?*

► No

↔ *Is the object still inside?*

► No

↔ *Have you got any pain in your tummy?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you got blood coming from one or both nostrils (nosebleed)?

► Yes

 *Before you continue, here's some advice*

► I'm not sure

Is the object still inside?

If the object has not been removed, it can cause damage or an infection.

► Yes

Do you know what's up your nose?

► A button battery



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► Something else



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

► I'm not sure

↪ *Get help as soon as you can*

► I'm not sure

↪ *Do you know what's up your nose?*

► No

When did this happen?

We're checking for the risk of an infection after the injury.

► 6 or more hours ago

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both



Call 111

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

► I have taken my temperature and it's high

↪ *Contact your GP surgery as soon as you can, today*

► I'm not sure

Have you got bloodstained or smelly discharge coming from your nose?

► Yes



Call 111

Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

Have you got pain, swelling or a change to your skin colour that is getting worse?

We're checking for signs of an infection. It may be red, or your usual skin colour is darker than normal.

► Yes

↪ *Contact your GP surgery today or tomorrow*

► I'm not sure

Were you trying to harm yourself?

► Yes

↪ *Contact your GP surgery today or tomorrow*

► I'm not sure



Self care / GP

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead.

► No

↪ *It's safe to look after yourself*

► No

↪ *Were you trying to harm yourself?*

► No

↪ *Have you got pain, swelling or a change to your skin colour*

► No

↪ *Have you got bloodstained or smelly discharge coming from yo*

► I'm not sure

↪ *Have you got bloodstained or smelly discharge coming from yo*

► Less than 6 hours ago

↪ *Have you got bloodstained or smelly discharge coming from yo*

► No

↪ *Is the object still inside?*

► No

↪ *Have you got blood coming from one or both nostrils (noseble*

► I cannot check

↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is the problem that you can't remove a tampon, menstrual cup, condom or cap?

► Yes

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I have taken my temperature and it's high

↔ *Get help now*

► I'm not sure

What is stuck?

► A tampon or menstrual cup

Have you tried removing it?

► Yes

 **Call 111**

Contact your GP surgery today

[Dx07] Things to look out for and self-care

► I'm not sure

 **Self care / GP**

It's safe to look after yourself

[Dx38] Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instructions on the pack. If in doubt ask a pharmacist. If you're pregnant: Do not take ibuprofen, unless a healthcare professional has said you can. Use paracetamol instead.

► No

↔ *It's safe to look after yourself*

► A condom

 **Self care / GP**

Book a call with a 111 nurse now

[Dx32]

► A cap

↔ *Book a call with a 111 nurse now*

► No

↔ *What is stuck?*

► I'm not sure

Have you had any vaginal bleeding?

This includes your normal period or any other type of bleeding such as clots (which looks like pieces of liver), red watery discharge, or purple, black or brown liquid.

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got any vaginal bleeding?

► I have more than a few spots

↔ *Call 999 now*

► I have a few spots

↔ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↔ *Call 999 now*

► I can see the baby coming

↔ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↔ *Call 999 now*

► I want to push

↔ *Call 999 now*

► My contractions are 5 minutes or less apart

↔ *Call 999 now*

► I'm not sure

Do you have any of these?

► My waters have broken

How many weeks pregnant are you?

► 37 weeks or more

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► Less than 37 weeks

↔ *Call 999 now*

► My contractions are coming more often

↔ *How many weeks pregnant are you?*

► I'm not sure

Have you got any pain in your tummy?

► Yes

Is the pain constant and so severe you want to keep completely still?

This means any movement involving your stomach, chest or back causes unbearable pain. If you are twisting or writhing in pain answer 'no'.

► Yes

↔ *Call 999 now*

► No

↔ *Get help now*

► I'm not sure

↔ *Get help now*

► No

↔ *Get help now*

► No

↔ *Have you got any pain in your tummy?*

► No

↔ *Do you have any of these?*

► I'm not sure

↔ *Have you got any vaginal bleeding?*

► Less than 20 weeks

↔ *Have you got any pain in your tummy?*

- ▶ I'm not sure
 - ↔ *Have you got any pain in your tummy?*
- ▶ No
 - ↔ *Have you got any pain in your tummy?*
- ▶ I'm not sure
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Is there a chance you're pregnant?*
- ▶ No
 - ↔ *Have you had any vaginal bleeding?*
- ▶ No
 - ↔ *Is the problem that you can't remove a tampon, menstrual cup*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

What is the main problem?

► A sore throat

Is it painful when you swallow?

► Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Have you become more breathless within the last 6 hours?

We are checking if your breathing has got worse.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↩ *Call 999 now*

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↩ *Call 999 now*

► I cannot bear daylight, or any light from a screen

↩ *Call 999 now*

► I'm not sure

Have you had either of the following?

► My tonsils were taken out in the last 2 weeks.

Have you coughed up or vomited any blood since you were sent home from hospital?

► Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

► I'm not sure

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► No

↔ *Contact your GP surgery now*

► I've had a general anaesthetic for an operation in the last 48 hours

↔ *Contact your GP surgery now*

► I'm not sure

↔ *Contact your GP surgery now*

► No

↔ *Contact your GP surgery now*

► No

↔ *Have you had either of the following?*

► No

↔ *Do you have either of these signs of meningitis?*

► I feel ill, but can do some of my usual activities

↔ *Have you had either of the following?*

► No - I feel well enough to do most of my usual daily activities

↔ *Have you had either of the following?*

► I'm not sure

↔ *Is this problem stopping you from doing all of your simple e*

► No

↔ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

↔ *Is this problem stopping you from doing all of your simple e*

► No

↔ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

Do you also get an aching pain in your chest at the same time?

► Yes

Have you had the pain at any time in the last 12 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

► I'm not sure

Do you get aching pain in your throat, neck or jaw when exercising or being excited or upset?

Answer no if you have any other type of pain, such as stabbing or stinging pain.

► Yes

↔ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you feel breathless or more breathless than usual?*

► No

↔ *Do you get aching pain in your throat, neck or jaw when exer*

► No

↔ *Do you also get an aching pain in your chest at the same tim*

► A croaky (hoarse) or lost voice

↔ *Do you feel breathless or more breathless than usual?*

► A sore throat and a croaky or lost voice

↔ *Do you feel breathless or more breathless than usual?*

► I'm not sure

↔ *Is it painful when you swallow?*

► No

↔ *What is the main problem?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0118]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

► It was a sexual assault

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► It was a serious assault

↔ *Get help now*

► It was a minor assault causing scratches or light bruising

Is the problem about a piercing or item of jewellery?

► Yes

Has it been ripped out or become stuck in your skin?

► Ripped out

Is the blood flowing or dripping from the wound?

► Yes

↔ *Get help now*

► I'm not sure

 **Self care / GP**

Get help as soon as you can

[Dx03] Things to look out for and self-care

► No

↔ *Get help as soon as you can*

► Stuck in my skin

↔ *Get help as soon as you can*

► I'm not sure

When did the problem start?

► 6 hours or more ago

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Is there a rapidly spreading redness or change in skin colour around the wound?

This means an area of red skin near the wound has got bigger in the last 4 to 6 hours. It can also look like red streaks spreading out or up from the wound. This can be harder to see on brown or black skin where the skin may appear darker than normal.

► Yes

 **Call 111**

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

- ▶ I'm not sure



Contact your GP surgery today

[Dx07] Things to look out for and self-care

- ▶ No

↪ Contact your GP surgery today

- ▶ I have taken my temperature and it's high

↪ Is there a rapidly spreading redness or change in skin colour

- ▶ I'm not sure

Have you got any of these symptoms?

We're looking for signs that the area has become infected.

- ▶ Worsening pain, redness, a lump or swelling



Contact your GP surgery today or tomorrow

[Dx08] Things to look out for and self-care

- ▶ Pus oozing from the area

↪ Contact your GP surgery today or tomorrow

- ▶ I'm not sure

Were you trying to harm yourself?

- ▶ Yes

↪ Contact your GP surgery today or tomorrow

- ▶ I'm not sure



It's safe to look after yourself

[Dx38] Assault Cover any cuts with a dry dressing, but don't clean them, as the dirt or debris could be important evidence. Don't wash or change clothes until seen by a healthcare professional, to avoid destroying important evidence. Let the healthcare professional know you've been assaulted. If anyone is in danger, call 999 and ask for the police. Medicines for pain or fever Unless you have been told not to take it, paracetamol or ibuprofen can relieve pain or fever. Always read the instr

- ▶ No

↪ It's safe to look after yourself

- ▶ No

↪ Were you trying to harm yourself?

- ▶ No

↪ Have you got any of these symptoms?

- ▶ I'm not sure

↪ Were you trying to harm yourself?

- ▶ Less than 6 hours ago

↪ Were you trying to harm yourself?

- ▶ No

↪ When did the problem start?

- ▶ I'm not sure

Do you have one of these stuck in your skin?

- ▶ A needle, pin or small sharp object

↪ Get help as soon as you can

- ▶ A splinter (larger than 1cm long or thicker than a matchstick)

↪ Get help as soon as you can

- ▶ A fishhook

↪ Get help as soon as you can

- ▶ A splinter (smaller than 1cm or thinner than a matchstick)

↪ When did the problem start?

- ▶ I'm not sure

Do you feel that there is something stuck under your skin?

- ▶ Yes

↪ Get help as soon as you can

- ▶ I'm not sure

↪ When did the problem start?

- ▶ No

- ↪ When did the problem start?
 - ▶ No
 - ↪ Do you feel that there is something stuck under your skin?
 - ▶ No
 - ↪ Do you have one of these stuck in your skin?
 - ▶ I'm not sure
 - ↪ Is the problem about a piercing or item of jewellery?
 - ▶ No
 - ↪ Is the problem about a piercing or item of jewellery?
- ▶ No
 - ↪ Was the problem caused by an assault?
- ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Which type of stoma do you have?

► It removes poo

Is the main problem pain?

► Yes

Is the pain mainly around your tummy or bottom?

This includes any pain around your stoma.

► My tummy

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↩ *Call 999 now*

► My contractions are coming more often

↩ *Call 999 now*

► I'm not sure

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↩ *Call 999 now*

► I'm not sure

↩ *Call 999 now*

► No

↩ Call 999 now

► No

↩ Have you got a new pain that is there non-stop?

► I'm not sure

↩ Are you in labour?

► Less than 20 weeks

Is the pain constant and so severe you want to keep completely still?

This means any movement involving your stomach, chest or back causes unbearable pain. If you are twisting or writhing in pain answer 'no'.

► Yes

↩ Call 999 now

► No

Are you rolling or rocking backwards and forwards in pain?

We're checking for signs of intense pain. You may also be doubled up in pain.

► Yes

Have you taken anything poisonous or harmful?

For example, drugs, an overdose of medicine, medicine meant for someone else, cleaning products, plants or an object like a battery or magnet. In children this also means they have drunk alcohol.

► Yes

↩ Call 999 now

► I'm not sure

↩ Call 999 now

► No

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

► It's black, sticky and also looks like tar

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

► Yes

↩ Call 999 now

► I'm not sure

↩ Call 999 now

► No

↩ Call 999 now

► It's completely red

↩ Are you feeling faint or dizzy?

► I'm not sure

Is the pain so severe that you fainted, or think you might faint?

Feeling faint means being dizzy, weak and lightheaded.

► I did faint

↩ Call 999 now

► I think I might faint because of the pain

↩ Call 999 now

► I'm not sure

Is there any bleeding from the stoma?

► Yes

Have you had a black, sticky poo that looks like tar?

Iron tablets can make your poo look darker than normal, but it won't be sticky or like tar.

► Yes

Have you vomited up either of the following?

► Red blood

↩ Call 999 now

► Dark brown or black blood that looks like soil or coffee grounds

↩ Call 999 now

► I'm not sure

↔ Are you feeling faint or dizzy?

► No

↔ Are you feeling faint or dizzy?

► I'm not sure

Is your stoma bleeding most or all of the time?

This means red blood is running, dripping or oozing from the stoma. It does not mean only bleeding during or after having a poo.

► Yes

↔ Have you vomited up either of the following?

► I'm not sure

Have you had a red poo or blood mixed in with your poo?

► Yes

↔ Have you vomited up either of the following?

► I'm not sure or I've just seen spots or streaks of blood



Self care / GP

Book a call with a 111 nurse

[Dx02]

► No

↔ Book a call with a 111 nurse

► No

↔ Have you had a red poo or blood mixed in with your poo?

► No

↔ Is your stoma bleeding most or all of the time?

► I'm not sure

↔ Book a call with a 111 nurse

► No

↔ Book a call with a 111 nurse

► No

↔ Is there any bleeding from the stoma?

► No

↔ Is the pain so severe that you fainted, or think you might f

► I'm not sure

↔ Have you taken anything poisonous or harmful?

► No

↔ Have you taken anything poisonous or harmful?

► I'm not sure

Have you recently given birth?

This also means a stillbirth or miscarriage.

► In the last 7 days

↔ Is the pain constant and so severe you want to keep complete

► In the last 6 weeks

↔ Is the pain constant and so severe you want to keep complete

► I'm not sure

↔ Is the pain constant and so severe you want to keep complete

► No

↔ Is the pain constant and so severe you want to keep complete

► No

↔ Have you recently given birth?

► I'm not sure

↔ Is there any bleeding from the stoma?

► No

↔ Is there any bleeding from the stoma?

► My bottom (rectum)

↔ Is there any bleeding from the stoma?

► I'm not sure

↔ Is the pain so severe you cannot focus on the TV, read a boo

► I'm not sure

↔ Is there any bleeding from the stoma?

► No

↔ Is there any bleeding from the stoma?

► It removes pee

↔ *Is the main problem pain?*

► **No**

↔ *Which type of stoma do you have?*

► **I cannot check**

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Do you have any of these with the tummy pain?

You can only pick one from this list, choose the one bothering you most.

► I'm being sick (vomiting)

Have you vomited any of the following?

► Red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↔ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↔ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↔ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↔ *Call 999 now*

► A pain that spreads to my shoulder

↔ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ *Call 999 now*

- I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

- Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- Yes

↔ Call 999 now

- I'm not sure

↔ Call 999 now

- No

↔ Call 999 now

- I'm not sure

Do you have either of these signs of meningitis?

- My neck is so stiff I am completely unable to touch my chest with my chin

↔ Call 999 now

- I cannot bear daylight, or any light from a screen

↔ Call 999 now

- I'm not sure

↔ Have you suddenly become confused, or much more confused than normal?

- No

↔ Have you suddenly become confused, or much more confused than normal?

- No

↔ Do you have either of these signs of meningitis?

- No

↔ Are you feeling faint or dizzy?

- I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

- Yes

↔ Call 999 now

- I'm not sure

Has a doctor diagnosed you with any of these conditions?

- Liver disease

↔ Call 999 now

- Cancer or leukaemia

↔ Call 999 now

- Kidney failure or I've had a kidney transplant

↔ Call 999 now

- I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- It's black, sticky and also looks like tar

↔ Call 999 now

- It's completely red

↔ Call 999 now

- I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

- Yes

↔ Call 999 now

- I'm not sure

↔ Are you feeling faint or dizzy?

- No

↔ Are you feeling faint or dizzy?

- No

↵ Have you taken or swallowed anything that could harm you?

► No

↵ Is your poo black and sticky like tar or completely red?

► No

↵ Has a doctor diagnosed you with any of these conditions?

► No - I feel well enough to do most of my usual daily activities

↵ Have you got unbearable pain?

► No

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Is this problem stopping you from doing all of your simple e

► No

↵ Is this problem stopping you from doing all of your simple e

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↵ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

↵ Call 999 now

► I'm not sure

Have you also got diarrhoea?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

i Call 999 now

► I'm not sure

↵ Call 999 now

► No

Do you have any of these?

► My waters have broken

↵ Call 999 now

► My contractions are coming more often

↵ Call 999 now

► I'm not sure

↵ Is this problem stopping you from doing all of your simple e

► No

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Are you in labour?

► Less than 20 weeks

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Is this problem stopping you from doing all of your simple e

► No

↵ Is this problem stopping you from doing all of your simple e

► I'm not sure

↵ Is there a chance you're pregnant?

► No

↵ Is there a chance you're pregnant?

► No

↵ Have you also got diarrhoea?

► I've got diarrhoea

Are you also being sick (vomiting)?

► Yes

↵ Have you vomited any of the following?

► I'm not sure

↵ Is there a chance you're pregnant?

► No

↔ *Is there a chance you're pregnant?*

► I've got diarrhoea and I'm being sick (vomiting)

↔ *Have you vomited any of the following?*

► I'm bleeding from my bottom or have blood in my poo

↔ *Is there a chance you're pregnant?*

► I've got pain or swelling in my groin

↔ *Is there a chance you're pregnant?*

► I'm not sure

Do you have any of the following with the tummy pain?

► Vaginal bleeding or my period

↔ *Is there a chance you're pregnant?*

► Vaginal discharge

↔ *Is there a chance you're pregnant?*

► Vaginal swelling

↔ *Is there a chance you're pregnant?*

► I'm not sure

↔ *Is there a chance you're pregnant?*

► No

↔ *Is there a chance you're pregnant?*

► No

↔ *Do you have any of the following with the tummy pain?*

► No

↔ *Do you have any of these with the tummy pain?*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got a severe pain in your tummy that never completely goes away?

For example the pain will be so strong, it will stop you from doing or thinking about anything else.

► Yes - it's so strong it's stopping me doing anything

↩ *Call 999 now*

► I have some pain but it comes and goes

Have you got any vaginal bleeding?

► I have more than a few spots

↩ *Call 999 now*

► I have a few spots

↩ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↩ *Call 999 now*

► I can see the baby coming

↩ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↩ *Call 999 now*

► I want to push

↩ *Call 999 now*

► My contractions are 5 minutes or less apart

↩ *Call 999 now*

► I'm not sure

Have you had either of these since the injury?

► My waters have broken

↩ *Call 999 now*

► My contractions are getting more frequent

↩ *Call 999 now*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↩ *Call 999 now*

- I'm not sure

Have you got intense pain in your chest or back?

For example, the pain is stopping you from doing or thinking about anything else.

- Yes
 - ↔ *Call 999 now*
- I'm not sure

Have you had any of these since your injury?

- The bones in my back or neck are painful
 - ↔ *Call 999 now*
- I cannot control or feel when I need to pee or poo
 - ↔ *Call 999 now*
- I cannot move one or both of my legs
 - ↔ *Call 999 now*
- I have pins and needles or feel numb in my legs or around my bottom (anus)
 - ↔ *Call 999 now*
- I'm not sure

Have you vomited up either of the following?

- Red blood
 - ↔ *Call 999 now*
- Dark brown or black blood that looks like soil or coffee grounds
 - ↔ *Call 999 now*
- I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- It's black, sticky and also looks like tar
 - ↔ *Call 999 now*
- It's completely red
 - ↔ *Call 999 now*
- I'm not sure

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

- Yes

Do you also have a new pain where your shoulder meets the top of your arm?

- Yes

i *Call 999*

- I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- It was a sexual assault



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

- It was a serious assault
 - ↔ *Get help now*
- It was a minor assault causing scratches or light bruising

Have you had any blood in your wee since the injury?

- Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- I'm not sure

Have you got pain or swelling that is getting worse?

- ▶ Yes
 - ↪ Get help as soon as you can
- ▶ I'm not sure



Contact your GP surgery now

[Dx11] Things to look out for and self-care

- ▶ No
 - ↪ Contact your GP surgery now
- ▶ No
 - ↪ Have you got pain or swelling that is getting worse?
- ▶ I'm not sure
 - ↪ Have you had any blood in your wee since the injury?
- ▶ No
 - ↪ Have you had any blood in your wee since the injury?
- ▶ No
 - ↪ Was the problem caused by an assault?
- ▶ I'm not sure
 - ↪ Do you also have a new pain where your shoulder meets the to
- ▶ No
 - ↪ Call 999 now
- ▶ No
 - ↪ Are you able to walk 4 steps right now?
- ▶ No
 - ↪ Is your poo black and sticky like tar or completely red?
- ▶ No
 - ↪ Have you vomited up either of the following?
- ▶ No
 - ↪ Have you had any of these since your injury?
- ▶ No
 - ↪ Have you got intense pain in your chest or back?
- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Have you had either of these since the injury?
- ▶ No
 - ↪ Have you got any vaginal bleeding?
- ▶ I'm not sure
 - ↪ Have you got a severe pain in your tummy that never complete
- ▶ Less than 20 weeks
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↪ Is there a chance you're pregnant?
- ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Have you got a severe pain in your tummy that never completely goes away?

For example the pain will be so strong, it will stop you from doing or thinking about anything else.

► Yes - it's so strong it's stopping me doing anything

↩ *Call 999 now*

► I have some pain but it comes and goes

Have you got any vaginal bleeding?

► I have more than a few spots

↩ *Call 999 now*

► I have a few spots

↩ *Call 999 now*

► No

Are any of these happening now?

► The umbilical cord is hanging out

↩ *Call 999 now*

► I can see the baby coming

↩ *Call 999 now*

► There's green or brown watery liquid coming out of my vagina

↩ *Call 999 now*

► I want to push

↩ *Call 999 now*

► My contractions are 5 minutes or less apart

↩ *Call 999 now*

► I'm not sure

Have you had either of these since the injury?

► My waters have broken

↩ *Call 999 now*

► My contractions are getting more frequent

↩ *Call 999 now*

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

- ▶ Yes
 - ↪ *Call 999 now*
- ▶ I'm not sure
 - ↪ *Call 999 now*
- ▶ No
 - ↪ *Call 999 now*

▶ I'm not sure

Is the wound still bleeding without stopping or slowing down?

- ▶ Yes
 - ↪ *Is there anything stuck deep inside or sticking out of the w*
- ▶ I'm not sure
 - ↪ *Is there anything stuck deep inside or sticking out of the w*
- ▶ No
 - ↪ *Is there anything stuck deep inside or sticking out of the w*

▶ No

- ↪ *Is the wound still bleeding without stopping or slowing down*

▶ No

- ↪ *Do you feel breathless or more breathless than usual?*

▶ No

- ↪ *Have you had either of these since the injury?*

▶ No

- ↪ *Have you got any vaginal bleeding?*

▶ I'm not sure

- ↪ *Have you got a severe pain in your tummy that never complete*

▶ Less than 20 weeks

- ↪ *Do you feel breathless or more breathless than usual?*

▶ I'm not sure

- ↪ *Do you feel breathless or more breathless than usual?*

▶ No

- ↪ *Do you feel breathless or more breathless than usual?*

▶ No

- ↪ *Is there a chance you're pregnant?*

▶ I cannot check

- ↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0122]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↩ *Call 999 now*

► No

Do you feel generally unwell, apart from the sunburn?

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

How has your breathing been in the last hour?

► It's better than it was

Have you had a seizure, fainted or lost consciousness since being in the sun or heat?

► I had a seizure

↩ *Call 999 now*

► I fainted or lost consciousness

↩ *Call 999 now*

► I'm not sure

Have you collapsed and your skin is very hot?

► Yes

↩ *Call 999 now*

► I'm not sure

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

↩ *Call 999 now*

► I'm not sure

Are you confused, drowsy, restless or anxious?

► Yes

↩ *Call 999 now*

► I'm not sure

Do you have very bad muscle ache, twitches or cramps that last longer than a few minutes?

► Yes

↩ *Call 999 now*

► I'm not sure

Are you feeling dizzy, lightheaded or like you might be sick (vomit)?

► Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

Do you feel very unwell and have any of the following?

- ▶ My mouth and lips are unusually dry



Self care / GP

Book a call with a 111 nurse

[Dx02]

- ▶ I'm weeing less than usual
↪ Book a call with a 111 nurse
- ▶ I'm extremely thirsty
↪ Book a call with a 111 nurse
- ▶ I'm not sure

Have you been taking drugs, using solvents or drinking alcohol?

This means drugs like cocaine, speed or cannabis. Solvents are substances like glue, thinners, petrol or lighter fluid. We do not need to know about medicines your doctor has told you to take, or those from a shop, such as paracetamol.

- ▶ I've taken drugs
↪ Get help now
- ▶ I've sniffed or inhaled solvents
↪ Get help now
- ▶ I've been drinking alcohol

Have you got new pain inside one or both eyes?

- ▶ Yes



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- ▶ I'm not sure

Is there a large area of blisters or swelling around the burn?

For example, the blistered area is larger than 4 palm prints. Or, one palm print if the blisters are around a joint.

- ▶ Yes
↪ Get help as soon as you can
- ▶ I'm not sure



Call 111

Contact your GP surgery as soon as you can, today

[Dx06] Things to look out for and self-care

- ▶ No
↪ Contact your GP surgery as soon as you can, today

- ▶ No
↪ Is there a large area of blisters or swelling around the burn?

- ▶ I'm not sure
↪ Have you got new pain inside one or both eyes?

- ▶ No
↪ Have you got new pain inside one or both eyes?

- ▶ No
↪ Have you been taking drugs, using solvents or drinking alcohol?

- ▶ No
↪ Do you feel very unwell and have any of the following?

- ▶ No
↪ Are you feeling dizzy, lightheaded or like you might be sick?

- ▶ No
↪ Do you have very bad muscle ache, twitches or cramps that last more than 24 hours?

- ▶ No
↪ Are you confused, drowsy, restless or anxious?

- ▶ No
↪ Have you got palpitations?

- ▶ No
↪ Have you collapsed and your skin is very hot?

- ▶ It's worse
↪ Call 999 now
- ▶ It's the same

← Have you had a seizure, fainted or lost consciousness since

► I'm not sure

↩ Have you had a seizure, fainted or lost consciousness since

► I'm not sure

↪ Have you had a seizure, fainted or lost consciousness since

► No

↪ Have you had a seizure, fainted or lost consciousness since

► I'm not sure

↩ Have you become breathless, or are you more breathless than

► No

↪ Is there a large area of blisters or swelling around the bur

► No

↪ Do you feel generally unwell, apart from the sunburn?

► I cannot check

↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Do you know what has caused the problem?

► Yes

Have you become breathless, or are you more breathless than usual?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you vomited or coughed up any blood?

► Yes

Could a battery or a magnet be involved?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Was it one of these objects?

► Anything sharp or pointed (such as a fish or chicken bone)

↔ *Call 999 now*

► Something more than 5cm long or 2cm wide

↔ *Call 999 now*

► A coin



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

↔ *Get help now*

► No

↔ *Get help now*

► I'm not sure

Were any of these methods used?

► Back blows

↔ *Get help now*

► Chest or tummy thrusts

↔ *Get help now*

► Heimlich manoeuvre

↔ *Get help now*

► I'm not sure

↔ *Could a battery or a magnet be involved?*

► No

↔ *Could a battery or a magnet be involved?*

► No

↔ *Were any of these methods used?*

▶ **No**

↔ *Have you vomited or coughed up any blood?*

▶ **I'm not sure**

↔ *Have you become breathless, or are you more breathless than*

▶ **No**

↔ *Have you become breathless, or are you more breathless than*

▶ **No**

↔ *Do you know what has caused the problem?*

▶ **I cannot check**

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**
Call 999 now
 [Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is the problem only affecting your wrist, hand or fingers?

► Yes

Is the problem only affecting your nail area?

This means only the nail, or the skin around the nails.

► Yes

Do you have a sore, inflamed or swollen area of skin next to your nail?

We're checking for signs of an infection. Your skin may be red, or your usual skin colour is darker than usual. Sometimes there is pus.

► Yes

 **Self care / GP**
Get help today or tomorrow
 [Dx08] Things to look out for and self-care

► I'm not sure

 **Self care / GP**
Get help if you do not feel better in a few days
 [Dx09] What to do if you feel worse

► No

↪ *Get help if you do not feel better in a few days*

► I'm not sure

What is the main problem?

► Pain

Does moving or touching the area bring on the pain or make it worse?

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

↪ *Have you had the pain at any time in the last 12 hours?*

► No

Has your whole hand suddenly become cold, pale, blue or grey?

This means your hand looks paler or feels colder than normal, it's not just cold from the weather. On brown or black skin, check your fingernails for colour changes.

► Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

► Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you got severe pain coming from deep inside the area?

The pain will be so bad it stops you doing or thinking about anything else. It's there even if you're completely still.

► Yes

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↪ *Contact your GP surgery now*

► A doctor has told me I have a bleeding or clotting problem

↪ *Contact your GP surgery now*

► I'm not sure

Are there any new ulcers, open sores or black dead-looking areas of skin?

We're checking for a problem with the blood supply to an area of your skin. Open sores means you can see inside the wound. We do not mean spots or blisters from an injury.

► Yes

↪ *Contact your GP surgery now*

► I'm not sure

Is the skin around the area hot, red and inflamed?

We're checking for signs of an infection. You may notice red streaks spreading from the area.

► Yes

 **Self care / GP**

Get help as soon as you can, today

[Dx06] Things to look out for and self-care

► I'm not sure

↪ *Get help today or tomorrow*

► No

↪ *Get help today or tomorrow*

► No

↪ *Is the skin around the area hot, red and inflamed?*

- ▶ No
 - ↪ Are there any new ulcers, open sores or black dead-looking areas?
- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding disorder?
- ▶ I have taken my temperature and it's high
 - ↪ Have you got severe pain coming from deep inside the area?
- ▶ I'm not sure
 - ↪ Do you take any blood thinning medicines or have a bleeding disorder?
- ▶ No
 - ↪ Do you take any blood thinning medicines or have a bleeding disorder?
- ▶ No
 - ↪ Have you had a high temperature in the last 12 hours?
- ▶ No
 - ↪ Is there something tight around your limb, like rings or a plaster?
- ▶ No
 - ↪ Has your whole hand suddenly become cold, pale, blue or grey?
- ▶ I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

- ▶ A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ Chest pain that spreads to my arm, neck or jaw
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Have you had any heart trouble in the past?

This means a diagnosis made by doctor, not that you just suspect you have a heart condition.

- ▶ Yes

Have you been diagnosed with any of the following heart problems?

We're only looking for conditions that have been diagnosed by a doctor.

- ▶ Angina

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Do you also feel unwell or frightened with the pain?

We're checking if the pain may be due to a heart problem.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Did this pain start or get worse after exercise, being upset, stressed or excited?

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- ▶ Yes
 - ↪ Have you had the pain at any time in the last 12 hours?
- ▶ I'm not sure

Has your arm suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your arm. This is a new problem where your arm looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your fingernails for colour changes.

- ▶ Yes
 - ↪ Get help now
- ▶ I'm not sure
 - ↪ Is there something tight around your limb, like rings or a plaster?

► No

↵ Is there something tight around your limb, like rings or a p

► No

↵ Has your arm suddenly become cold, pale, blue or grey?

► No

↵ Do you feel breathless or more breathless than usual?

► No

↵ Did this pain start or get worse after exercise, being upset

► No

↵ Do you also feel unwell or frightened with the pain?

► Heart attack

↵ Have you got palpitations?

► Heart valve problems

↵ Have you got palpitations?

► I've had a defibrillator implanted (not a pacemaker)

↵ Have you got palpitations?

► I'm not sure

Have you also got an aching pain in your neck, jaw or upper back?

We're checking for signs of a problem with your heart. This does not mean pain related to movement or body position, or any other type of pain like stabbing or stinging pain.

► Yes

↵ Have you got palpitations?

► I'm not sure

↵ Have you got palpitations?

► No

↵ Have you got palpitations?

► No

↵ Have you also got an aching pain in your neck, jaw or upper

► I'm not sure

↵ Have you also got an aching pain in your neck, jaw or upper

► No

↵ Have you also got an aching pain in your neck, jaw or upper

► No

↵ Have you had any heart trouble in the past?

► No

↵ Have you had pain like any of these in the last 24 hours?

► Pain and swelling

↵ Has your whole hand suddenly become cold, pale, blue or grey

► Swelling

↵ Is there something tight around your limb, like rings or a p

► No

↵ What is the main problem?

► I'm not sure

What area is affected?

If you have more than one problem, select the one bothering you most today.

► All or most of my arm

↵ What is the main problem?

► My shoulder

↵ Does moving or touching the area bring on the pain or make i

► My upper arm

↵ What is the main problem?

► My elbow

↵ What is the main problem?

► My lower arm

↵ What is the main problem?

► I'm not sure

↵ What is the main problem?

► No

↵ What area is affected?

► No

↵ Is the problem only affecting your wrist, hand or fingers?

► I cannot check

↵ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you hurt or banged your head in the last 4 weeks?

► Within the last 7 days

Did the bang on the head cause a cut or graze?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the inju*

► A doctor has told me I have a bleeding or clotting problem

↪ *Do you feel breathless or more breathless than usual?*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- ▶ Yes
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Do you take an antiplatelet medicine to stop blood clots?*
- ▶ I'm not sure
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ No
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ Between 1 and 4 weeks ago

Have you had a headache since the injury?

A headache following a head injury may indicate a serious problem.

- ▶ Yes

Have you fainted, lost consciousness or had a seizure in the last 24 hours?

- ▶ Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- ▶ Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

- ▶ I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

- ▶ Yes

i *Call 999 now*

- ▶ I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

- ▶ Yes

Have you still got weakness in your leg?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Did you suddenly lose some or all of your sight in the last 24 hours?

This means losing some or all of your sight, even if it's come back. It doesn't mean your sight is blurry or a problem that has cleared when you blink.

- ▶ Yes

Have you become too unsteady to stand without holding on to something?

We're checking for signs of a stroke. We only need to know about a new problem. If you usually feel unsteady or it started gradually you should answer no.

- ▶ Yes

↔ Call 999 now

► I'm not sure

Do you have either of these signs of meningitis?

► My neck is so stiff I am completely unable to touch my chest with my chin

↔ Call 999 now

► I cannot bear daylight, or any light from a screen

↔ Call 999 now

► I'm not sure

Have you developed an agonising headache that started suddenly and was like being hit with something hard?

This is a headache that came on like a thunder clap. It would be like nothing you've felt before, even if it's got a bit better. If it's any other type of headache, answer no.

► Yes

↔ Call 999 now

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

↔ Do you feel breathless or more breathless than usual?

► I'm not sure

Has a doctor told you that you have epilepsy?

► Yes

Do you always get this sort of headache after a seizure?

► Yes



Self care / GP

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure or this feels different

↔ Get help now

► No

↔ Get help now

► I'm not sure

↔ Get help now

► No

↔ Get help now

► No

↔ Has a doctor told you that you have epilepsy?

► No

↔ Have you suddenly become confused, or much more confused than normal?

► No

↔ Have you developed an agonising headache that started suddenly?

► No

↔ Do you have either of these signs of meningitis?

► I'm not sure

↔ Do you have either of these signs of meningitis?

► No

↔ Do you have either of these signs of meningitis?

► No

↔ Did you suddenly lose some or all of your sight in the last 7 days?

► I'm not sure

↔ Did you suddenly lose some or all of your sight in the last 7 days?

► No

↔ Did you suddenly lose some or all of your sight in the last 7 days?

► No

↔ Has one leg suddenly become weak in the last 7 days?

- ▶ I have new problems speaking, understanding or I'm slurring my words
 - ↔ Have you got the symptoms right now?
- ▶ My face has suddenly dropped on one side
 - ↔ Have you got the symptoms right now?
- ▶ I'm not sure
 - ↔ Has one leg suddenly become weak in the last 7 days?
- ▶ No
 - ↔ Has one leg suddenly become weak in the last 7 days?
- ▶ No
 - ↔ Have you had any symptoms of a stroke in the last 7 days?
- ▶ I feel ill, but can do some of my usual activities
 - ↔ Have you had any symptoms of a stroke in the last 7 days?
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ Have you had any symptoms of a stroke in the last 7 days?
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ I'm not sure
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Do you feel breathless or more breathless than usual?
- ▶ No
 - ↔ Have you hurt or banged your head in the last 4 weeks?
- ▶ I cannot check
 - ↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Is the problem only affecting your nail area?

This means only the nail, or the skin around the nails.

► Yes

Do you have a sore, inflamed or swollen area of skin next to your nail?

We're checking for signs of an infection. Your skin may be red, or your usual skin colour is darker than usual. Sometimes there is pus.

► Yes

 **Self care / GP**

Get help today or tomorrow

[Dx08] Things to look out for and self-care

► I'm not sure

 **Self care / GP**

Get help if you do not feel better in a few days

[Dx09] What to do if you feel worse

► No

↪ *Get help if you do not feel better in a few days*

► I'm not sure

What is the main problem?

► Pain

Does moving or touching the area bring on the pain or make it worse?

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

↪ *Have you had the pain at any time in the last 12 hours?*

► No

Has your whole hand suddenly become cold, pale, blue or grey?

This means your hand looks paler or feels colder than normal, it's not just cold from the weather. On brown or black skin, check your fingernails for colour changes.

► Yes

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► I'm not sure

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

► Yes

 **Self care / GP**

Book a call with a 111 nurse

[Dx02]

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Have you got severe pain coming from deep inside the area?

The pain will be so bad it stops you doing or thinking about anything else. It's there even if you're completely still.

► Yes

 **Call 111**

Contact your GP surgery now

[Dx05] Things to look out for and self-care

► I'm not sure

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

↪ *Contact your GP surgery now*

► A doctor has told me I have a bleeding or clotting problem

↪ *Contact your GP surgery now*

► I'm not sure

Are there any new ulcers, open sores or black dead-looking areas of skin?

We're checking for a problem with the blood supply to an area of your skin. Open sores means you can see inside the wound. We do not mean spots or blisters from an injury.

► Yes

↪ *Contact your GP surgery now*

► I'm not sure

Is the skin around the area hot, red and inflamed?

We're checking for signs of an infection. You may notice red streaks spreading from the area.

► Yes

 **Self care / GP**

Get help as soon as you can, today

[Dx06] Things to look out for and self-care

► I'm not sure

↪ *Get help today or tomorrow*

► No

↪ *Get help today or tomorrow*

► No

↪ *Is the skin around the area hot, red and inflamed?*

► No

↪ *Are there any new ulcers, open sores or black dead-looking a*

► No

↔ Do you take any blood thinning medicines or have a bleeding

► I have taken my temperature and it's high

↔ Have you got severe pain coming from deep inside the area?

► I'm not sure

↔ Do you take any blood thinning medicines or have a bleeding

► No

↔ Do you take any blood thinning medicines or have a bleeding

► No

↔ Have you had a high temperature in the last 12 hours?

► No

↔ Is there something tight around your limb, like rings or a p

► No

↔ Has your whole hand suddenly become cold, pale, blue or grey

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↔ Have you had the pain at any time in the last 12 hours?

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Have you had any heart trouble in the past?

This means a diagnosis made by doctor, not that you just suspect you have a heart condition.

► Yes

Have you been diagnosed with any of the following heart problems?

We're only looking for conditions that have been diagnosed by a doctor.

► Angina

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Do you also feel unwell or frightened with the pain?

We're checking if the pain may be due to a heart problem.

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Did this pain start or get worse after exercise, being upset, stressed or excited?

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

Has your arm suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your arm. This is a new problem where your arm looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your fingernails for colour changes.

► Yes

↔ Get help now

► I'm not sure

↔ Is there something tight around your limb, like rings or a p

► No

↔ Is there something tight around your limb, like rings or a p

► No

↔ Has your arm suddenly become cold, pale, blue or grey?

- ▶ No
 - ↪ Do you feel breathless or more breathless than usual?
 - ▶ No
 - ↪ Did this pain start or get worse after exercise, being upset
 - ▶ No
 - ↪ Do you also feel unwell or frightened with the pain?
 - ▶ Heart attack
 - ↪ Have you got palpitations?
 - ▶ Heart valve problems
 - ↪ Have you got palpitations?
 - ▶ I've had a defibrillator implanted (not a pacemaker)
 - ↪ Have you got palpitations?
 - ▶ I'm not sure
- Have you also got an aching pain in your neck, jaw or upper back?**

We're checking for signs of a problem with your heart. This does not mean pain related to movement or body position, or any other type of pain like stabbing or stinging pain.
- ▶ Yes
 - ↪ Have you got palpitations?
 - ▶ I'm not sure
 - ↪ Have you got palpitations?
 - ▶ No
 - ↪ Have you got palpitations?
 - ▶ No
 - ↪ Have you also got an aching pain in your neck, jaw or upper
 - ▶ I'm not sure
 - ↪ Have you also got an aching pain in your neck, jaw or upper
 - ▶ No
 - ↪ Have you also got an aching pain in your neck, jaw or upper
 - ▶ No
 - ↪ Have you had any heart trouble in the past?
 - ▶ No
 - ↪ Have you had pain like any of these in the last 24 hours?
 - ▶ Pain and swelling
 - ↪ Has your whole hand suddenly become cold, pale, blue or grey
 - ▶ Swelling
 - ↪ Is there something tight around your limb, like rings or a p
 - ▶ No
 - ↪ What is the main problem?
 - ▶ No
 - ↪ Is the problem only affecting your nail area?
 - ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0121]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Do you have pain or swelling anywhere above your knee?

This includes your hips and thighs.

► Yes

Have you got any lower back pain?

► Yes

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

► Yes

Is there any new pain or swelling in your leg?

► Pain and swelling

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↪ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↪ *Call 999 now*

► My contractions are coming more often

↪ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

- Yes - I have stopped doing everything I usually do

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

- Yes

Has a doctor said you have Marfan's syndrome?

- Yes

Did the pain start in your chest, upper back or upper tummy in the last 24 hours?

- Yes

Did the pain start suddenly in just a few seconds, without any warning?

This means the pain started without warning, like a thunder clap, or it was so severe it woke you up.

- Yes

What was the pain like in the first few seconds that it started?

We are checking for a problem with the main artery from the heart (aorta).

- Unbearable - I could not do anything at all

↔ Call 999 now

- Moderate to severe - I could still do some things I normally would

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

- Yes

↔ Call 999 now

- I'm not sure

Have you got any vaginal bleeding?

- I have more than a few spots

↔ Call 999 now

- I have a few spots

↔ Call 999 now

- No

↔ Call 999 now

- No

↔ Have you got any vaginal bleeding?

- Mild - I was able to do my normal daily activities

↔ Have you got a new pain that is there non-stop?

- I'm not sure

↔ Have you got a new pain that is there non-stop?

- No

↔ Have you got a new pain that is there non-stop?

- I'm not sure

↔ Have you got a new pain that is there non-stop?

- No

↔ Have you got a new pain that is there non-stop?

- No

↔ Have you got a new pain that is there non-stop?

- I'm not sure

↔ Has a doctor said you have Marfan's syndrome?

- No

↔ Has a doctor said you have Marfan's syndrome?

- I feel ill, but can do some of my usual activities

↔ Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

- No - I feel well enough to do most of my usual daily activities

↔ Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

- No

↔ Is this problem stopping you from doing all of your simple everyday activities?

- ▶ I'm not sure
 - ↔ Are you in labour?
- ▶ Less than 20 weeks
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Is there a chance you're pregnant?
- ▶ Pain only
 - ↔ Have you also got tummy pain?
- ▶ Swelling only
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure
 - ↔ Have you also got tummy pain?
- ▶ No
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure

Have you previously had lower back pain or stiffness when you move?

- ▶ Yes

Are these lower back pain symptoms similar to ones you've had before?

- ▶ Yes
 - ↔ Is there any new pain or swelling in your leg?
- ▶ I'm not sure
 - ↔ Is there any new pain or swelling in your leg?
- ▶ No
 - ↔ Is there any new pain or swelling in your leg?
- ▶ I'm not sure
 - ↔ Is there any new pain or swelling in your leg?
- ▶ No
 - ↔ Is there any new pain or swelling in your leg?
- ▶ No
 - ↔ Have you previously had lower back pain or stiffness when yo
- ▶ I'm not sure

Have you got any pain or swelling in your groin?

Your groin is where your leg meets the front of your body.

- ▶ Yes
 - ↔ Have you also got tummy pain?
- ▶ I'm not sure

Have you had any of these symptoms start or get worse in the last 2 weeks?

We're checking for signs of Cauda equina syndrome. If you have it, you're likely to have more than one of these symptoms. Pick the one bothering you most today. What is Cauda equina syndrome?

- ▶ I have pins and needles or feel numb around my bottom (anus) or my penis or vagina (genitals)

Can somebody take you to hospital?

- ▶ Yes

 **Self care / GP**
Book a call with a 111 nurse
 [Dx02]

- ▶ I'm not sure
 - ↔ Call 999 now
- ▶ No
 - ↔ Call 999 now
- ▶ I cannot pee or control the flow of my pee
 - ↔ Can somebody take you to hospital?
- ▶ I cannot move my legs
 - ↔ Can somebody take you to hospital?
- ▶ I cannot control or feel when I need to poo
 - ↔ Can somebody take you to hospital?
- ▶ I'm not sure

Have you suddenly become breathless?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure or this is usual for me

Do you get a sharp, stabbing pain in your chest or upper back when you breathe deeply?

- ▶ Yes
 - Have you coughed up any blood since the problem began?
 - ▶ Yes
 - ↔ *Call 999 now*
 - ▶ I'm not sure
 - ↔ *Book a call with a 111 nurse*
 - ▶ No
 - ↔ *Book a call with a 111 nurse*
 - ▶ I'm not sure
 - ↔ *Have you coughed up any blood since the problem began?*
 - ▶ No
 - ↔ *Have you coughed up any blood since the problem began?*
- ▶ No
 - ↔ *Do you get a sharp, stabbing pain in your chest or upper back?*
- ▶ No
 - ↔ *Have you suddenly become breathless?*
- ▶ No
 - ↔ *Have you had any of these symptoms start or get worse in the last 7 days?*
- ▶ I'm not sure

Which part of your leg is affected?

You can only select one answer. Pick the one bothering you most.

- ▶ My knee, calf or shin

Was the problem caused by a twist, sprain or strain?

- ▶ Yes

Did this happen in the last 7 days?

- ▶ Yes

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

- ▶ Yes

Do either of these apply to your injury?

- ▶ It looks a different shape or like it's come out of its socket

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

- ▶ I have swelling around the area

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

- ▶ Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

- ▶ I take a blood thinning medicine
 - ↔ *Get help now*
- ▶ A doctor has told me I have a bleeding or clotting problem
 - ↔ *Get help now*
- ▶ I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault
↪ *Get help now*
- ▶ It was a serious assault
↪ *Get help now*
- ▶ It was a minor assault causing scratches or light bruising

Is there something tight around your limb, like rings or a plaster cast, which you can't take off?

- ▶ Yes
↪ *Get help now*
- ▶ I'm not sure



Self care / GP

Get help as soon as you can

[Dx03] Things to look out for and self-care

- ▶ No
↪ *Get help as soon as you can*

- ▶ I'm not sure
↪ *Is there something tight around your limb, like rings or a p*

- ▶ No
↪ *Is there something tight around your limb, like rings or a p*

- ▶ No
↪ *Was the problem caused by an assault?*

- ▶ I'm not sure
↪ *Was the problem caused by an assault?*

- ▶ No
↪ *Was the problem caused by an assault?*

- ▶ I'm not sure
↪ *Was the problem caused by an assault?*

- ▶ No
↪ *Was the problem caused by an assault?*

- ▶ I'm not sure
↪ *Do either of these apply to your injury?*

- ▶ No

If you fell or fainted because of the injury, are you able to get up off the floor?

- ▶ I can get up off the floor

Is the injury above your knee?

For example, anywhere on the front or back of your thigh, hip or bottom.

- ▶ Yes
↪ *Do either of these apply to your injury?*

- ▶ I'm not sure
↪ *Do either of these apply to your injury?*

- ▶ No
↪ *Do either of these apply to your injury?*

- ▶ I did not fall to the floor
↪ *Is the injury above your knee?*

- ▶ I am stuck on the floor
↪ *Do either of these apply to your injury?*

- ▶ I'm not sure
↪ *Have you got any pain or swelling in your groin?*

- ▶ No
↪ *Have you got any pain or swelling in your groin?*

- ▶ I'm not sure

Has a doctor said you have a leg ulcer, and is this the problem?

- ▶ Yes

Is the pain unbearable?

This means you can't do anything you'd normally do, like watch TV, or get dressed. If it's bad but you can still do some things answer 'no'.

- ▶ Yes

Has one of your legs suddenly become cold, pale, blue or grey?

We're checking for a problem with the blood circulation to your leg. It means your whole leg or everything beneath the knee is affected. It's not just cold toes from bad weather. On brown or black skin, check your toenails for changes in colour.

- ▶ Yes
↪ *Call 999 now*

- I'm not sure

Is the blood flowing or dripping from the wound?

- Yes

↔ Is this problem stopping you from doing all of your simple e

- I'm not sure

↔ Is this problem stopping you from doing all of your simple e

- No

↔ Is this problem stopping you from doing all of your simple e

- No

↔ Is the blood flowing or dripping from the wound?

- I'm not sure

↔ Has one of your legs suddenly become cold, pale, blue or gre

- No

↔ Has one of your legs suddenly become cold, pale, blue or gre

- I'm not sure

↔ Have you got any pain or swelling in your groin?

- No

↔ Have you got any pain or swelling in your groin?

- No

↔ Has a doctor said you have a leg ulcer, and is this the prob

- My ankle or foot only

Did you twist or sprain your ankle?

- Yes

↔ Did this happen in the last 7 days?

- I'm not sure

↔ Has a doctor said you have a leg ulcer, and is this the prob

- No

↔ Has a doctor said you have a leg ulcer, and is this the prob

- My toes only

Is the problem only around your nail area?

This means the nail or the skin around it.

- Yes

Do you have a sore, swollen or inflamed area of skin next to your nail?

We're checking for signs of an ingrown toenail.

- Yes



Self care / GP

Get help today or tomorrow

[Dx08] Things to look out for and self-care

- I'm not sure



Self care / GP

Get help if you do not feel better in a few days

[Dx09] Things to look out for and self-care

- No

↔ Get help if you do not feel better in a few days

- I'm not sure

↔ Is there something tight around your limb, like rings or a p

- No

↔ Is there something tight around your limb, like rings or a p

- No

↔ Which part of your leg is affected?

- No

↔ Do you have pain or swelling anywhere above your knee?

- I cannot check

↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you also injured another part of your foot?

► Yes

Has your skin been broken?

► Yes

Is the wound still bleeding without stopping or slowing down?

► Yes

Is there bone sticking out of the skin?

► Yes

↔ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↔ *Call 999 now*

► I'm not sure

Has your foot become, cold, pale, blue or grey?

This is a new problem where your foot looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↔ *Call 999 now*

► I'm not sure

Has your whole ankle or foot changed shape?

We're checking for a badly broken bone, or a bone that's in the wrong position. This is not just swelling from a sprain or injury.

► Yes

↔ *Call 999 now*

► I'm not sure, or I've just got some swelling

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Has either of the following happened to your toe?

► I've lost all or part of it

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► It's hanging off

↔ *Get help now*

- I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- It was a sexual assault
↵ *Get help now*
- It was a serious assault
↵ *Get help now*
- It was a minor assault causing scratches or light bruising
↵ *Get help now*
- I'm not sure
↵ *Get help now*
- No
↵ *Get help now*

- No

↵ *Was the problem caused by an assault?*

- I did not fall to the floor
↵ *Has either of the following happened to your toe?*
- I am stuck on the floor
↵ *Call 999 now*

- No

↵ *If you fell or fainted because of the injury, are you able to walk?*

- No

↵ *Has your whole ankle or foot changed shape?*

- No

↵ *Has your foot become, cold, pale, blue or grey?*

- No

↵ *Is there anything large stuck deep inside or sticking out of the wound?*

- I'm not sure

↵ *Is there bone sticking out of the skin?*

- No

↵ *Is there bone sticking out of the skin?*

- I'm not sure

↵ *Is the wound still bleeding without stopping or slowing down?*

- No

Are you able to walk 4 steps right now?

If you can walk, but it's painful answer yes. If you need a walking stick or aid since the problem began or cannot walk for any reason, answer no.

- Yes

Do either of these apply to your injury?

- It looks a different shape or like it's come out of its socket
↵ *Get help now*
- I have swelling around the area

Is the injury extremely painful now?

By extremely painful, we mean that the pain is so bad it stops you from carrying out your usual daily activities or from thinking about anything else.

- Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

- I take a blood thinning medicine

↵ *Get help now*

- A doctor has told me I have a bleeding or clotting problem

↵ *Get help now*

- I'm not sure

↵ *Was the problem caused by an assault?*

- No

↵ *Was the problem caused by an assault?*

- I'm not sure

↵ *Was the problem caused by an assault?*

- No

↵ *Was the problem caused by an assault?*

- I'm not sure

↵ *Was the problem caused by an assault?*

- ▶ No
 - ↔ *Was the problem caused by an assault?*
- ▶ I'm not sure
 - ↔ *Do either of these apply to your injury?*
- ▶ No
 - ↔ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ I'm not sure
 - ↔ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ No
 - ↔ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ No
 - ↔ *Have you also injured another part of your foot?*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you also injured another part of your foot?

► Yes

Is the wound still bleeding without stopping or slowing down?

► Yes

Is there bone sticking out of the skin?

► Yes

↪ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↪ *Call 999 now*

► I'm not sure

Has your foot become, cold, pale, blue or grey?

This is a new problem where your foot looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↪ *Call 999 now*

► I'm not sure

Has your whole ankle or foot changed shape?

We're checking for a badly broken bone, or a bone that's in the wrong position. This is not just swelling from a sprain or injury.

► Yes

↪ *Call 999 now*

► I'm not sure, or I've just got some swelling

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Has either of the following happened to your toe?

► I've lost all or part of it

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► It's hanging off

↪ *Get help now*

► I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault
 - ↔ *Get help now*
- ▶ It was a serious assault
 - ↔ *Get help now*
- ▶ It was a minor assault causing scratches or light bruising
 - ↔ *Get help now*
- ▶ I'm not sure
 - ↔ *Get help now*
- ▶ No
 - ↔ *Get help now*
- ▶ No
 - ↔ *Was the problem caused by an assault?*
- ▶ I did not fall to the floor
 - ↔ *Has either of the following happened to your toe?*
- ▶ I am stuck on the floor
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ No
 - ↔ *Has your whole ankle or foot changed shape?*
- ▶ No
 - ↔ *Has your foot become, cold, pale, blue or grey?*
- ▶ No
 - ↔ *Is there anything large stuck deep inside or sticking out of the shoe?*
- ▶ I'm not sure
 - ↔ *Is there bone sticking out of the skin?*
- ▶ No
 - ↔ *Is there bone sticking out of the skin?*
- ▶ I'm not sure
 - ↔ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ No
 - ↔ *If you fell or fainted because of the injury, are you able to walk?*
- ▶ No
 - ↔ *Have you also injured another part of your foot?*
- ▶ I cannot check
 - ↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Is any other part of your toe injured and if so has the skin been broken?

► Yes, another part of my toe has been injured and the skin is broken

Have you also injured another part of your foot?

► Yes

Is the wound still bleeding without stopping or slowing down?

► Yes

Is there bone sticking out of the skin?

► Yes

↔ *Call 999 now*

► I'm not sure

Is there anything large stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or a small splinter.

► Yes

↔ *Call 999 now*

► I'm not sure

Has your foot become, cold, pale, blue or grey?

This is a new problem where your foot looks paler or feels colder than normal. It's not just cold from bad weather. On brown or black skin, check your toenails for changes in colour.

► Yes

↔ *Call 999 now*

► I'm not sure

Has your whole ankle or foot changed shape?

We're checking for a badly broken bone, or a bone that's in the wrong position. This is not just swelling from a sprain or injury.

► Yes

↔ *Call 999 now*

► I'm not sure, or I've just got some swelling

If you fell or fainted because of the injury, are you able to get up off the floor?

► I can get up off the floor

Has either of the following happened to your toe?

► I've lost all or part of it

 **Self care / GP**

Get help now

[Dx02] Things to look out for and self-care

► It's hanging off

↔ *Get help now*

- ▶ I'm not sure

Was the problem caused by an assault?

Any injury to a child caused on purpose by an adult or older child is classed as a serious assault.

- ▶ It was a sexual assault
 - ↔ *Get help now*
- ▶ It was a serious assault
 - ↔ *Get help now*
- ▶ It was a minor assault causing scratches or light bruising
 - ↔ *Get help now*
- ▶ I'm not sure
 - ↔ *Get help now*
- ▶ No
 - ↔ *Get help now*

- ▶ No

Was the problem caused by an assault?

- ▶ I did not fall to the floor
 - ↔ *Has either of the following happened to your toe?*
- ▶ I am stuck on the floor
 - ↔ *Call 999 now*

- ▶ No

If you fell or fainted because of the injury, are you able to walk?

- ▶ No

Has your whole ankle or foot changed shape?

- ▶ No

Has your foot become, cold, pale, blue or grey?

- ▶ No

Is there anything large stuck deep inside or sticking out of the skin?

- ▶ I'm not sure

Is there bone sticking out of the skin?

- ▶ No

Is there bone sticking out of the skin?

- ▶ I'm not sure

If you fell or fainted because of the injury, are you able to walk?

- ▶ No

If you fell or fainted because of the injury, are you able to walk?

- ▶ Yes, another part of my toe has been injured but the skin is not broken

Have you also injured another part of your foot?

- ▶ I'm not sure

Was the problem caused by an assault?

- ▶ No

Was the problem caused by an assault?

- ▶ No

Is any other part of your toe injured and if so has the skin broken?

- ▶ I cannot check

Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

What is the main problem today?

► Bleeding teeth or gums

Was the bleeding caused by an injury?

► Yes

Do you take any blood thinning medicines or have a bleeding or clotting problem?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran and edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► I take a blood thinning medicine

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

► Yes

Is there anything stuck deep inside or sticking out of the wound?

This means a large object, not something small like dirt, grit or small splinters.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► I'm not sure

Did you have a seizure just before, during or after the injury?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

Is the wound still bleeding without stopping or slowing down?

► Yes

↪ *Is there anything stuck deep inside or sticking out of the w*

► I'm not sure

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is there anything stuck deep inside or sticking out of the w*

► No

↪ *Is the wound still bleeding without stopping or slowing down*

► No

↪ *Did you have a seizure just before, during or after the inju*

► A doctor has told me I have a bleeding or clotting problem

↪ *Do you feel breathless or more breathless than usual?*

► I'm not sure

Do you take an antiplatelet medicine to stop blood clots?

This means, clopidogrel, dipyridamole, ticagrelor, prasugrel or other antiplatelet medicine. It does not mean aspirin unless it's taken with another antiplatelet medicine.

- ▶ Yes
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ I'm not sure
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Do you feel breathless or more breathless than usual?*
- ▶ No
 - ↔ *Do you take an antiplatelet medicine to stop blood clots?*
- ▶ I'm not sure

Is your tooth or gum bleeding now?

- ▶ Yes

Have you had any of these in the last 7 days?

- ▶ A tooth removed by the dentist
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ A dental operation like root canal surgery
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ I'm not sure

Do your gums only bleed when you clean your teeth or eat something?

- ▶ Yes
 - ↔ *Do you take any blood thinning medicines or have a bleeding*
- ▶ I'm not sure

Have you got either of these?

You can only pick one answer, pick the one bothering you most today.

- ▶ Toothache or jaw pain

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- ▶ I'm hot and sweaty or cold and shivery or both

Have you got a new lump or swelling on your cheek, face or under your jaw?

- ▶ Yes

Has the lump or swelling got bigger in the last 24 hours?

- ▶ Yes

Can you swallow liquids, even if it hurts to do so?

- ▶ Yes

Are you unable to open your eye because of the swelling?

We're checking for signs of a serious infection. If your eye is a little puffy or slightly swollen, but you can open your eye, answer no.

- ▶ Yes

Have you taken any painkillers?

This includes paracetamol, ibuprofen or other pain relief medicine.

- ▶ Yes

Have you taken more than 8 paracetamol tablets in the last 24 hours?

Adults can take two 500mg tablets up to 4 times in 24 hours. Medicines containing paracetamol, like co-codamol and cough/cold remedies must also be taken into account.

- ▶ Yes

You need to know

Taking more than 8 paracetamol tablets in 24 hours is an overdose. A nurse will decide if you need emergency medical help in hospital. Do not take any more until you have spoken to the nurse.

- ▶ I have taken more than 8



Self care / GP

Book a call with a 111 nurse now

[Dx32]

► Change my answer

↔ *Have you taken more than 8 paracetamol tablets in the last 2*

► I'm not sure

↔ *You need to know*

► No

Have you taken more than the maximum dose of any other painkiller?

You can find the maximum dose on the label or the back of the box.

► Yes

You need to know

Taking more than the maximum recommended amount of any medicine is an overdose. A nurse will decide if you need emergency medical help in hospital. Do not take any more until you have spoken to the nurse.

► I have taken more than the maximum recommended amount

↔ *Book a call with a 111 nurse now*

► Change my answer

↔ *Have you taken more than the maximum dose of any other paink*

► I'm not sure

↔ *You need to know*

► No

Have you taken painkillers prescribed for someone else?

► Yes

You need to know

Taking medicines prescribed for someone else can be dangerous. A nurse will decide if you need medical help. Do not take any more until you have spoken to the nurse.

► I have taken someone else's prescribed medicine

↔ *Book a call with a 111 nurse now*

► Change my answer

↔ *Have you taken painkillers prescribed for someone else?*

► I'm not sure

↔ *You need to know*

► No

Have you taken 3 or more different types of painkiller in the last 24 hours?

This includes any type of pain relief.

► Yes

Were all the painkillers you took prescribed for you?

This means prescribed by a doctor.

► Yes



Call 111

Contact your dentist now

[Dx18] Things to look out for and self-care

► No

You need to know

Taking lots of different medicines that were not prescribed for you can be dangerous. A nurse will decide if you need medical help. Do

not take any more until you have spoken to the nurse.

► I have taken 3 or more types of painkiller not prescribed for me

↪ Book a call with a 111 nurse now

► Change my answer

↪ Were all the painkillers you took prescribed for you?

► I'm not sure

↪ Were all the painkillers you took prescribed for you?

► No

↪ Contact your dentist now

► I'm not sure

↪ Have you taken more than 8 paracetamol tablets in the last 2

► No

↪ Contact your dentist now

► I'm not sure

↪ Have you taken any painkillers?

► No

↪ Have you taken any painkillers?

► I'm not sure

↪ Are you unable to open your eye because of the swelling?

► No

Can you swallow your spit (saliva)?

► Yes

↪ Have you taken any painkillers?

► I'm not sure

↪ Have you taken any painkillers?

► No

↪ Have you taken any painkillers?

► I'm not sure

↪ Have you taken any painkillers?

► No

↪ Have you taken any painkillers?

► I'm not sure

↪ Have you taken any painkillers?

► No

↪ Have you taken any painkillers?

► I have taken my temperature and it's high

↪ Have you got a new lump or swelling on your cheek, face or u

► I'm not sure

↪ Have you got a new lump or swelling on your cheek, face or u

► No

↪ Have you got a new lump or swelling on your cheek, face or u

► Painful, bleeding or swollen gums

↪ Have you had a high temperature in the last 12 hours?

► I'm not sure

Do you have a problem with any unusual bruising or bleeding?

For example, bruising without injuring yourself, nosebleeds, blood in the whites of your eyes, or unusually heavy or longer periods.

► Yes

 **Self care / GP**

Get help today

[Dx07] What to do if you feel worse

► I'm not sure

↪ Do you take any blood thinning medicines or have a bleeding

► No

↪ Do you take any blood thinning medicines or have a bleeding

► No

↪ Do you have a problem with any unusual bruising or bleeding?

► No

↪ Have you got either of these?

► No

↪ Do your gums only bleed when you clean your teeth or eat som

► I'm not sure

- ↔ Have you had any of these in the last 7 days?
 - ▶ No
 - ↔ Have you had any of these in the last 7 days?
 - ▶ No
 - ↔ Is your tooth or gum bleeding now?
- ▶ Toothache, dental pain or dental swelling

Does it hurt or make it more painful if you press the area?

- ▶ Yes
 - ↔ Have you had a high temperature in the last 12 hours?
 - ▶ I'm not sure
 - ↔ Have you got a new lump or swelling on your cheek, face or u
 - ▶ No
 - ↔ Have you got a new lump or swelling on your cheek, face or u
- ▶ Another dental problem

Is the problem a broken tooth or a lost filling?

- ▶ A broken tooth

Have you got the tooth or filling?

- ▶ Yes

Do you have any of these problems?

- ▶ Pain caused by a rough edge
 - ↔ Have you taken any painkillers?
- ▶ I'm unable to eat anything at all
 - ↔ Have you taken any painkillers?
- ▶ I'm not sure



Call 111
Contact a dentist within the next few days
 [Dx22] Things to look out for and self-care

- ▶ No
 - ↔ Contact a dentist within the next few days
- ▶ I'm not sure

Did you choke on it or inhale it?

- ▶ Yes



Self care / GP
Get help as soon as you can
 [Dx03] Things to look out for and self-care

- ▶ I'm not sure
 - ↔ Do you have any of these problems?
- ▶ No
 - ↔ Do you have any of these problems?
- ▶ No
 - ↔ Did you choke on it or inhale it?
- ▶ A lost filling
 - ↔ Have you got the tooth or filling?
- ▶ I'm not sure

What do you have a problem with?

- ▶ A broken crown, bridge or implant

Have you got the bridge, crown or implant?

- ▶ Yes
 - ↔ Do you have any of these problems?
- ▶ I'm not sure
 - ↔ Did you choke on it or inhale it?
- ▶ No
 - ↔ Did you choke on it or inhale it?
- ▶ A dental brace

Has your brace broken, come loose or fallen apart?

- ▶ Yes

Do you have all the pieces?

- ▶ Yes

Do you have pain that's getting worse?

- ▶ Yes
 - ↪ Have you taken any painkillers?
- ▶ I'm not sure
 - ↪ Do you have any of these problems?
- ▶ No
 - ↪ Do you have any of these problems?
- ▶ I'm not sure
 - ↪ Did you choke on it or inhale it?
- ▶ No
 - ↪ Did you choke on it or inhale it?
- ▶ I'm not sure
 - ↪ Do you have pain that's getting worse?
- ▶ No
 - ↪ Do you have pain that's getting worse?

▶ Dentures

Is the denture stuck?

- ▶ Yes
 -  **Call 111**
Contact a dentist today or tomorrow
[Dx21] Things to look out for and self-care
- ▶ I'm not sure
 - ↪ Has your brace broken, come loose or fallen apart?
- ▶ No
 - ↪ Has your brace broken, come loose or fallen apart?

▶ Something else

Is the problem to do with a wired jaw?

- ▶ Yes
 -  **Call 111**
Contact your GP surgery now
[Dx12] What to do if you feel worse
- ▶ I'm not sure
 - ↪ Do you have any of these problems?
- ▶ No
 - ↪ Do you have any of these problems?

- ▶ No
 - ↪ What do you have a problem with?

- ▶ No
 - ↪ What is the main problem today?
- ▶ I cannot check
 - ↪ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you had a seizure in the last 12 hours?

► Yes

Has a doctor diagnosed you with a heart attack or angina?

► Yes

↔ *Call 999 now*

► I'm not sure

Did you have any of these just before the seizure?

► Chest pain

↔ *Call 999 now*

► I could not lift my arms up or keep them up

Did your symptoms start in the last 4 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

Did your symptoms start in the last 10 hours?

This includes if you've woken up with them.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Do you take any blood thinning medicines?

This includes things like warfarin, heparin, apixaban, rivaroxaban, dabigatran or edoxaban. This does not include aspirin, clopidogrel, dipyridamole, ticagrelor or creams.

► Yes

↔ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ Call 999 now

► I'm not sure

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► Less than 20 weeks

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► No

↔ Is there a chance you're pregnant?

► I feel ill, but can do some of my usual activities

↔ Is there a chance you're pregnant?

► No - I feel well enough to do most of my usual daily activities

↔ Is there a chance you're pregnant?

► No

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Did your symptoms start in the last 10 hours?

► I had problems speaking, understanding or was slurring my words

↔ Did your symptoms start in the last 4 hours?

► My face suddenly dropped on one side

↔ Did your symptoms start in the last 4 hours?

► I'm not sure

Did you notice any sudden weakness in one leg just before it happened?

We're checking for signs of a stroke. This is a new weakness, not a problem you had before which is gradually getting worse. It does not mean you can't move your leg because of pain.

► Yes

↔ Did your symptoms start in the last 4 hours?

► I'm not sure

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Is this problem stopping you from doing all of your simple e

► No

↔ Did you notice any sudden weakness in one leg just before it

► No

↔ Did you have any of these just before the seizure?

► I'm not sure

Are you withdrawing from alcohol, drugs or solvents now?

► Alcohol

Are you hearing or seeing things that are not there?

► Yes



Self care / GP

Book a call with a 111 nurse

[Dx02]

► I'm not sure

Are you confused, anxious, distressed or restless right now?

► Yes

↔ Book a call with a 111 nurse

► I'm not sure



Call 111

Contact your GP surgery now

[Dx11] Things to look out for and self-care

► No

↔ *Contact your GP surgery now*

► No

↔ *Are you confused, anxious, distressed or restless right now?*

► Drugs

Have you thought about harming yourself or other people?

► Myself and someone else

↔ *Contact your GP surgery now*

► Someone else

↔ *Contact your GP surgery now*

► Myself

Are things so bad that you're thinking about ending your life?

► Yes

Have you made a plan to end your life?

► Yes

Do you feel you're going to do that now?

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

Self care / GP

Get help as soon as you can

[Dx92] Free listening services run by charities

► I'm not sure

↔ *Get help as soon as you can*

► No

↔ *Get help as soon as you can*

► I'm not sure

↔ *Contact your GP surgery now*

► No

↔ *Contact your GP surgery now*

► I'm not sure

Is anyone at risk because of this situation?

This means babies, children under 18 or older people. People with a disability, health condition or a mental health problem who need help or support.

► Yes

Self care / GP

Book a call with a 111 nurse now

[Dx32]

► I'm not sure

Call 111

Contact your GP surgery today

[Dx14] What to do if you feel worse

► No

↔ *Contact your GP surgery today*

► No

↔ *Is anyone at risk because of this situation?*

► Solvents

↔ *Have you thought about harming yourself or other people?*

► I'm not sure

How long have you had the tremor?

► 1 week or more

Have you already seen a doctor about this problem?

► Yes

Is the problem worse now?

This means it's worse than when you saw the doctor about this problem before.

► Yes

Have you got any other symptoms that are getting worse?

- ▶ Yes
 - ↔ Contact your GP surgery today
- ▶ I'm not sure

Have you started, stopped or changed any medicines in the last 2 weeks?

This includes medicine from your doctor or those bought from a shop or pharmacy, including complementary medicine. This does not mean an immunisation or vaccination.

- ▶ I've started taking a new medicine
 - ↔ Contact your GP surgery today
- ▶ I've changed the amount of medicine I take
 - ↔ Contact your GP surgery today
- ▶ I've stopped taking a medicine
 - ↔ Contact your GP surgery today
- ▶ I'm not sure



Call 111

Contact your GP surgery today or tomorrow

[Dx15] What to do if you feel worse

- ▶ No
 - ↔ Contact your GP surgery today or tomorrow
- ▶ No
 - ↔ Have you started, stopped or changed any medicines in the la
- ▶ I'm not sure



Self care / GP

It's safe to look after yourself

[Dx38] What to do if you feel worse Use 111 online again or call 111 if: your symptoms get worse you have any new symptoms If you are deaf or hard of hearing there are other ways you can contact 111.

- ▶ No
 - ↔ It's safe to look after yourself
- ▶ I'm not sure
 - ↔ Have you started, stopped or changed any medicines in the la
- ▶ No
 - ↔ Have you started, stopped or changed any medicines in the la
- ▶ I'm not sure

Have you become breathless, or are you more breathless than usual?

- ▶ Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

- ▶ Yes

Did the swelling start or get worse in the last 6 hours?

- ▶ Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

- ▶ Yes

i Call 999 now

- ▶ I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

- ▶ Yes
 - ↔ Call 999 now
- ▶ I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

- ▶ Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↔ *Call 999 now*

► 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↔ *Call 999 now*

► I'm not sure

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

↔ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ *Call 999 now*

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ *Call 999 now*

► I'm not sure

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin

on your chest, tummy or back feel when touched?

We're checking for signs of shock.

- ▶ Normal, warm or hot
↪ Call 999 now
- ▶ I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

- ▶ Yes
↪ Call 999 now
- ▶ I'm not sure
↪ Call 999 now
- ▶ No
↪ Call 999 now
- ▶ Colder than normal
↪ Does your skin look extremely pale, or is starting to turn g
- ▶ I cannot check
↪ Does your skin look extremely pale, or is

starting to
turn g

► No

**Has a
doctor
said you
have
Marfan's
syndrome?**

► Yes

↔ How
does the
skin on
your chest,
tummy or
back feel
when tou

► No

**Has a
doctor
said
you
have
a
genetic
condition
that
causes
weakness
of
your
arteries?**

This
may
include
rare
conditions
like
Ehlers-
Danlos,
Loeys-
Dietz
or
Turners
syndrome.

► Yes

↔
How
does
the
skin
on
your
chest,
tummy
or
back
feel
when
tou

► No

↔
How
does
the
skin
on
your
chest,
tummy
or
back
feel
when
tou

► No

↔ Has a doctor said
you have an aortic
aneurysm?

► No

↔ Has a doctor said you
have an aortic aneurysm?

► No

↔ Have you had an operation or procedure to unblock the artery?

► No

↔ Have you had an operation or procedure to unblock the artery?

► No

↔ Has a doctor said you have an aortic aneurysm?

► I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

↔ Has a doctor told you that you have a heart problem or a condition?

► I'm not sure

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Have you had any pain in your chest or upper back in the last 24 hours?

► No

↔ Do you have any pain in your chest or upper back right now?

► I'm not sure

↔ Do you have any pain in your chest or upper back right now?

► No

↔ Do you have any pain in your chest or upper back right now?

► No

↔ Do you think you're having an asthma attack?

► 93 or 94

↔ Do you think you're having an asthma attack?

► 95 to 100 - this is normal

↔ Do you think you're having an asthma attack?

► No

↔ Do you think you're having an asthma attack?

► No

↔ Do you think you're having an asthma attack?

► No

↔ Has a doctor told you to monitor your blood oxygen levels?

► No

↔ Have you got rapid swelling of your lips?

► I'm not sure

↔ Do you have any rapid swelling of your tongue, throat or inside your mouth?

► No

↔ Has a doctor told you to monitor your blood oxygen levels?

► I'm not sure

↔ Has a doctor told you to monitor your blood oxygen levels?

► No

↔ Has a doctor told you to monitor your blood oxygen levels?

► I'm not sure

Have you got pain in any of the following?

► My chest

↔ Has a doctor told you that you have a heart problem or a condition?

► My upper back

↔ Has a doctor told you that you have a heart problem or a condition?

► My lower back

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

► Yes

Is there any new pain or swelling in your leg?

► Pain and swelling

Have you also got tummy pain?

► Yes

↵ Is there a chance you're pregnant?

► I'm not sure

↵ Is there a chance you're pregnant?

► No

↵ Is there a chance you're pregnant?

► Pain only

↵ Have you also got tummy pain?

► Swelling only

↵ Have you also got tummy pain?

► I'm not sure

↵ Have you also got tummy pain?

► No

↵ Have you also got tummy pain?

► I'm not sure

Have you previously had lower back pain or stiffness when you move?

► Yes

Are these lower back pain symptoms similar to ones you've had before?

► Yes

↵ Is there any new pain or swelling in your leg?

► I'm not sure

↵ Is there any new pain or swelling in your leg?

► No

↵ Is there any new pain or swelling in your leg?

► I'm not sure

↵ Is there any new pain or swelling in your leg?

► No

↵ Is there any new pain or swelling in your leg?

► No

↵ Have you previously had lower back pain or stiffness when you

► My tummy

Do you have any of these with the tummy pain?

You can only pick one from this list, choose the one bothering you most.

► I'm being sick (vomiting)

Have you vomited any of the following?

► Red blood

↵ Has a doctor said you have an aortic aneurysm?

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↵ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

↵ Call 999 now

► I'm not sure

Have you also got diarrhoea?

► Yes

↵ Is there a chance you're pregnant?

► I'm not sure

↵ Is there a chance you're pregnant?

► No

↵ Is there a chance you're pregnant?

► No

↵ Have you also got diarrhoea?

► I've got diarrhoea

Are you also being sick (vomiting)?

► Yes

↵ Have you vomited any of the following?

► I'm not sure

↵ Is there a chance you're pregnant?

► No

↵ Is there a chance you're pregnant?

- I've got diarrhoea and I'm being sick (vomiting)

↵ Have you vomited any of the following?

- I'm bleeding from my bottom or have blood in my poo

↵ Is there a chance you're pregnant?

- I've got pain or swelling in my groin

↵ Is there a chance you're pregnant?

- I'm not sure

Do you have any of the following with the tummy pain?

- Vaginal bleeding or my period

↵ Is there a chance you're pregnant?

- Vaginal discharge

↵ Is there a chance you're pregnant?

- Vaginal swelling

↵ Is there a chance you're pregnant?

- I'm not sure

↵ Is there a chance you're pregnant?

- No

↵ Is there a chance you're pregnant?

- No

↵ Do you have any of the following with the tummy pain?

- I'm not sure

Have you had any of these in the last 2 weeks?

We're checking for blood clotting problems.

- Bruises appearing for no reason

↵ Is this problem stopping you from doing all of your simple e

- Any unusual bleeding (gums, eyes, in my pee, poo or heavier periods)

↵ Is this problem stopping you from doing all of your simple e

- I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- I'm hot and sweaty or cold and shivery or both

Did you start to feel unwell after you did something very energetic or got very hot?

For example, being outside in very hot weather or a very hot environment, or you exercised more than usual.

- Yes

↵ Have you become breathless, or are you more breathless than

- I'm not sure

↵ Is this problem stopping you from doing all of your simple e

- No

↵ Is this problem stopping you from doing all of your simple e

- I have taken my temperature and it's high

↵ Did you start to feel unwell after you did something very en

- I'm not sure

↵ Is this problem stopping you from doing all of your simple e

- No

↵ Is this problem stopping you from doing all of your simple e

- No

↵ Have you had a high temperature in the last 12 hours?

- No

↵ Have you had any of these in the last 2 weeks?

- No

↵ Have you got pain in any of the following?

- Less than 1 week

↵ Have you become breathless, or are you more breathless than

- No

↵ How long have you had the tremor?

- No

↵ Are you withdrawing from alcohol, drugs or solvents now?

- No

↵ Have you had a seizure in the last 12 hours?

- I cannot check

↵ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx01213]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Where is the problem?

If more than one part or one side of your body is affected, pick the first on the list that applies.

► My face, head or neck

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

Have you had any symptoms of a stroke?

► I cannot lift my arms up without one of them dropping down

 *Call 999 now*

► I have new problems speaking, understanding or I'm slurring my words

↪ *Call 999 now*

► My face has suddenly dropped on one side

↪ *Call 999 now*

► I'm not sure

Has one leg suddenly become weak or feels very heavy?

We're checking for signs of a stroke.

► Yes

↪ *Call 999 now*

► I'm not sure

↪ *Call 999 now*

► No

↪ *Call 999 now*

► No

↪ *Has one leg suddenly become weak or feels very heavy?*

► Chest pain that spreads to my arm, neck or jaw

↪ *Have you had the pain at any time in the last 12 hours?*

► I'm not sure

Have you had a head, neck or back injury in the last 2 weeks?

► Yes

Have you hurt your head in the last 7 days?

► Yes

↪ *Call 999 now*

► I'm not sure

Have you had any symptoms of a stroke in the last 7 days?

You may not have symptoms right now, but have had them in the last week.

- ▶ I cannot lift my arms up without one dropping down

Have you got the symptoms right now?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you suddenly not been able to grip things in one of your hands?

We're checking for signs of a stroke. For example, you may not be able to hold a mug safely, or you can't hold the phone.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Has one leg suddenly become weak in the last 7 days?

We're checking for signs of a stroke.

- ▶ Yes

Have you still got weakness in your leg?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you been in contact with something that might be poisonous?

This means you've swallowed, injected, breathed in or had skin contact with something that might be poisonous. This includes medicine, drugs, fumes, plants and chemicals.

- ▶ Yes

Were you trying to harm yourself?

- ▶ Yes

Have you planned or thought about ending your life?

- ▶ I have made a plan
 - ↔ *Call 999 now*
- ▶ I have thought about it, but not made a plan

Do you know what, when and how much was taken?

- ▶ Yes

Have you become breathless, or are you more breathless than usual?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Were you unconscious at any point since it happened?

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you had any of the following?

- ▶ Sick (vomit) that is bloody or has dark brown bits in it
 - ↔ *Call 999 now*
- ▶ Blood when I've had a poo
 - ↔ *Call 999 now*
- ▶ Black or tarry looking poo
 - ↔ *Call 999 now*
- ▶ Coughing up blood
 - ↔ *Call 999 now*
- ▶ I'm not sure

Has it caused intense pain in your throat, chest, back, or tummy?

- ▶ Yes

↔ Call 999 now

► I'm not sure

Have you got palpitations?

This means a fluttering feeling in your chest, or that your heart is racing, going too slowly or skipping a beat.

► Yes

↔ Call 999 now

► I'm not sure

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

► Yes

↔ Call 999 now

► I'm not sure

Have you got any of the following?

► Heavy sweating

↔ Call 999 now

► Producing more spit (saliva) than usual or drooling

↔ Call 999 now

► Being sick (vomiting) all the time

↔ Call 999 now

► I'm not sure

 **Self care / GP**

Book a call with a 111 nurse now
[Dx32]

► No

↔ Book a call with a 111 nurse now

► No

↔ Have you got any of the following?

► No

↔ Have you suddenly become confused, or much more confused than

► No

↔ Have you got palpitations?

► No

↔ Has it caused intense pain in your throat, chest, back, or t

► No

↔ Have you had any of the following?

► No

↔ Were you unconscious at any point since it happened?

► I'm not sure

↔ Have you become breathless, or are you more breathless than

► I'm not sure

↔ Do you know what, when and how much was taken?

► No

↔ Do you know what, when and how much was taken?

► I'm not sure

Have you taken too much or the wrong type of insulin?

► Yes

↔ Do you know what, when and how much was taken?

► I'm not sure

↔ Do you know what, when and how much was taken?

► No

↔ Do you know what, when and how much was taken?

► No

↔ Have you taken too much or the wrong type of insulin?

► I'm not sure

Do you have numbness or unusual feeling on one side of your body?

For example, feeling numb or heavy, having pins and needles, tingling, being sensitive to hot or cold, or feel that your limbs don't belong to you.

► Yes

Did it start suddenly?

This means over a few seconds or minutes.

► Yes



Contact your GP surgery now

[Dx05] What to do if it gets worse and self care

► I'm not sure

↔ Contact your GP surgery now

► No

↔ Contact your GP surgery now

► I'm not sure

↔ Contact your GP surgery now

► No

↔ Contact your GP surgery now

► No

↔ Do you have numbness or unusual feeling on one side of your

► No

↔ Have you been in contact with something that might be poison

► I'm not sure

↔ Have you been in contact with something that might be poison

► No

↔ Have you been in contact with something that might be poison

► No

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Have you suddenly not been able to grip things in one of your

► I have new problems speaking, understanding or I'm slurring my words

↔ Have you got the symptoms right now?

► My face has suddenly dropped on one side

↔ Have you got the symptoms right now?

► I'm not sure

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Has one leg suddenly become weak in the last 7 days?

► No

↔ Have you had any symptoms of a stroke in the last 7 days?

► I'm not sure

↔ Have you had any symptoms of a stroke in the last 7 days?

► No

↔ Have you had any symptoms of a stroke in the last 7 days?

► No

↔ Have you had a head, neck or back injury in the last 2 weeks

► My arm or hand

↔ Have you had pain like any of these in the last 24 hours?

► My tummy, back, chest, bottom or genitals

↔ Have you had pain like any of these in the last 24 hours?

► My leg or foot

↔ Have you had a head, neck or back injury in the last 2 weeks

► I'm not sure

↔ Have you had pain like any of these in the last 24 hours?

► No

↔ Where is the problem?

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0127]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

 **Call 999 now**

► I'm not sure

↔ *Call 999 now*

► No

Do you have any of these?

► My waters have broken

↔ *Call 999 now*

► My contractions are coming more often

↔ *Call 999 now*

► I'm not sure

Is the pain so severe you cannot focus on the TV, read a book, or carry out other simple daily tasks?

You may be crying out or groaning in pain. You could be completely still, or be rocking yourself to try to stop the pain.

► Yes

Have you got a new pain that is there non-stop?

The pain may come and go, but never goes completely.

► Yes

↔ *Call 999 now*

► I'm not sure

↔ *Call 999 now*

► No

↔ *Call 999 now*

- I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- It's black, sticky and also looks like tar
 - ↔ Call 999 now
- It's completely red
 - ↔ Call 999 now
- I'm not sure

Have you taken anything poisonous or harmful?

For example, drugs, an overdose of medicine, medicine meant for someone else, cleaning products, plants or an object like a battery or magnet. In children this also means they have drunk alcohol.

- Yes
 - ↔ Call 999 now
- I'm not sure
 - ↔ Call 999 now
- No

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- Yes

Do you feel breathless or more breathless than usual?

This means you're finding it harder to breathe. If this only happens briefly after coughing, answer no.

- Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

- Yes
 - ↔ Call 999 now
- I'm not sure
 - ↔ Call 999 now
- No
 - ↔ Call 999 now
- I'm not sure

Where is the tummy pain?

- Above my belly button
 - ↔ Call 999 now
- Below my belly button

Do you have any of the following?

We're checking for signs of pre-eclampsia. This is a complication in the later stages of pregnancy or the week after giving birth.

- New problems with my vision (floaters, flashing lights, double or loss of vision, blind spots)
 - ↔ Call 999 now
- Severe headache that won't go away
 - ↔ Call 999 now
- New severe swelling all over my body (not just puffy ankles or fingers)
 - ↔ Call 999 now
- I'm not sure

 **Call 111**

Contact your GP surgery now

[Dx11] Things to look out for and self-care

- No
 - ↔ Contact your GP surgery now
- I'm not sure
 - ↔ Do you have any of the following?
- No
 - ↔ Where is the tummy pain?

- ▶ I'm not sure
 - ↔ Where is the tummy pain?
- ▶ No
 - ↔ Where is the tummy pain?
- ▶ No
 - ↔ Have you taken anything poisonous or harmful?
- ▶ No
 - ↔ Is your poo black and sticky like tar or completely red?
- ▶ No
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ I feel ill, but can do some of my usual activities
 - ↔ Are you in labour?
- ▶ No - I feel well enough to do most of my usual daily activities
 - ↔ Are you in labour?
- ▶ I'm not sure
 - ↔ Is this problem stopping you from doing all of your simple e
- ▶ Less than 20 weeks
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ I'm not sure
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ No
 - ↔ Is the pain so severe you cannot focus on the TV, read a book
- ▶ I'm not sure

Is it possible you have been sexually assaulted?

This means any sexual contact you did not consent to.

- ▶ Yes



Self care / GP

Get help now

[Dx94]

- ▶ I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

- ▶ I'm hot and sweaty or cold and shivery or both
 - ↔ Is there a chance you're pregnant?
- ▶ I have taken my temperature and it's high
 - ↔ Is there a chance you're pregnant?
- ▶ I'm not sure
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Is there a chance you're pregnant?
- ▶ No
 - ↔ Have you had a high temperature in the last 12 hours?
- ▶ No
 - ↔ Is it possible you have been sexually assaulted?

- ▶ No
 - ↔ Have you also got tummy pain?
- ▶ I cannot check
 - ↔ Is your skin very pale, grey or slightly blue?

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx0162]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↔ *Call 999 now*

► No

Have you been sick (vomited)?

If you've only felt sick, but not been sick, answer no.

► Yes

Have you also got diarrhoea?

► Yes

Have you vomited any of the following?

► Red blood

Has a doctor said you have an aortic aneurysm?

► Yes

↔ *Call 999 now*

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↔ *Call 999 now*

► No

Are you in pain?

► Yes

Have you got pain like this?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

↔ *Call 999 now*

► A pain that spreads to my arm, neck or jaw

↔ *Call 999 now*

► A pain that spreads to my shoulder

↔ *Call 999 now*

► I'm not sure

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Are you feeling faint or dizzy?

Also answer yes if you have recently fainted.

- ▶ Yes

Have you suddenly become confused, or much more confused than normal?

For example you're not making sense, aren't sure where you are, or you're behaving strangely.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Call 999 now*
- ▶ No
 - ↔ *Call 999 now*

- ▶ I'm not sure

Do you have either of these signs of meningitis?

- ▶ My neck is so stiff I am completely unable to touch my chest with my chin
 - ↔ *Call 999 now*
- ▶ I cannot bear daylight, or any light from a screen
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Have you suddenly become confused, or much more confused than normal?*
- ▶ No
 - ↔ *Have you suddenly become confused, or much more confused than normal?*

- ▶ No

↔ Do you have either of these signs of meningitis?

- ▶ No
 - ↔ *Are you feeling faint or dizzy?*

- ▶ I feel ill, but can do some of my usual activities

Have you got unbearable pain?

For example, this is the worst pain you've ever had and you can't think about or do anything else.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure

Has a doctor diagnosed you with any of these conditions?

- ▶ Liver disease
 - ↔ *Call 999 now*
- ▶ Cancer or leukaemia
 - ↔ *Call 999 now*
- ▶ Kidney failure or I've had a kidney transplant
 - ↔ *Call 999 now*
- ▶ I'm not sure

Is your poo black and sticky like tar or completely red?

We're checking for signs of internal bleeding. This will make your poo black, sticky or completely red. It may also have clots in it.

- ▶ It's black, sticky and also looks like tar
 - ↔ *Call 999 now*
- ▶ It's completely red
 - ↔ *Call 999 now*
- ▶ I'm not sure

Have you taken or swallowed anything that could harm you?

For example, drugs, alcohol, an overdose of medicine, medicine for someone else, cleaning products, plants or an object like a battery or magnet.

- ▶ Yes
 - ↔ *Call 999 now*
- ▶ I'm not sure
 - ↔ *Are you feeling faint or dizzy?*
- ▶ No

↩ Are you feeling faint or dizzy?

► No

↩ Have you taken or swallowed anything that could harm you?

► No

↩ Is your poo black and sticky like tar or completely red?

► No

↩ Has a doctor diagnosed you with any of these conditions?

► No - I feel well enough to do most of my usual daily activities

↩ Have you got unbearable pain?

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is this problem stopping you from doing all of your simple e

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↩ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

Do you have either of the following?

You can only pick one answer. If you have both, pick the one bothering you most today.

► I'm being sick (vomiting) all the time

↩ Call 999 now

► I have tummy pain

↩ Call 999 now

► I'm not sure

↩ Call 999 now

► No

↩ Call 999 now

► I'm not sure

Have you also got tummy pain?

► Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

► Yes

How many weeks pregnant are you?

► 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

► Yes

i Call 999 now

► I'm not sure

↩ Call 999 now

► No

Do you have any of these?

► My waters have broken

↩ Call 999 now

► My contractions are coming more often

↩ Call 999 now

► I'm not sure

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Are you in labour?

► Less than 20 weeks

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

↩ Is this problem stopping you from doing all of your simple e

► No

↩ Is this problem stopping you from doing all of your simple e

► I'm not sure

- ↪ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↪ *Is this problem stopping you from doing all of your simple e*
- ▶ No
 - ↪ *Have you also got tummy pain?*
- ▶ I'm not sure
 - ↪ *Have you vomited any of the following?*
- ▶ No
 - ↪ *Have you vomited any of the following?*
- ▶ I'm not sure
 - ↪ *Have you also got diarrhoea?*
- ▶ No
 - ↪ *Have you also got diarrhoea?*
- ▶ No
 - ↪ *Have you been sick (vomited)?*
- ▶ I cannot check
 - ↪ *Is your skin very pale, grey or slightly blue?*

Does the skin on your chest, back or tummy feel cold when you touch it?

This means your bare skin feels colder than normal - not warm or hot.

► Yes

Is your skin very pale, grey or slightly blue?

If you have brown or black skin, check the palms of your hands.

► Yes

 **Call 999**

Call 999 now

[Dx012]

► No

Do your lips, tongue or gums look grey or blue?

We are checking for signs of life threatening shock.

► Yes

↪ *Call 999 now*

► No

Have you become breathless, or are you more breathless than usual?

► Yes

Do you have swelling of your eyes, mouth, lips, tongue or throat that is new or getting worse?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

Did the swelling start or get worse in the last 6 hours?

► Yes

Do you have any rapid swelling of your tongue, throat or inside your mouth?

It may feel like your throat is suddenly getting tight, or you cannot swallow.

► Yes

 **Call 999 now**

► I'm not sure

Have you got rapid swelling of your lips?

We're checking for signs of a severe allergic reaction.

► Yes

↪ *Call 999 now*

► I'm not sure

Has a doctor told you to monitor your blood oxygen levels?

Some people with a long-term condition have been told to use a pulse oximeter to do this.

► Yes

Are you worried about your blood oxygen reading?

Readings will be more accurate on a device that clips on your finger than a smart watch or other wearable device.

► Yes

What is the blood oxygen reading on the pulse oximeter?

This is the SpO2 number on the screen. 100 is the maximum.

► 90 or less - you will need emergency help

↪ *Call 999 now*

► 91 or 92

Have you been very unwell or got much worse in the last 24 hours?

► Yes

↪ *Call 999 now*

► I'm not sure

Do you think you're having an asthma attack?

► Yes

Are you breathing harder or faster than usual when doing nothing at all?

It may feel like you're panting.

► Yes

Is this problem stopping you from doing all of your simple everyday tasks, like concentrating on the TV or reading a book?

This means you feel too ill to do the things you normally do.

► Yes - I have stopped doing everything I usually do

Do you have one or more new spots or marks like bruises or bleeding under your skin?

We're checking for signs of meningitis or sepsis. The spot or marks may be red, blue, purple or brown pinpoint marks that can turn into larger dark blotches. Also check your palms, bottom of your feet or the roof of your mouth for colour changes. These may be harder to see on brown or black skin. Small red marks and blotches on white skin. 1 Blotchy marks on the leg of a child. Shown on black skin. 2 Video of a person pressing a glass over spots on a person's arm. 3 An example of red marks on white skin. Credit: The BMJ

► Yes

↔ Call 999 now

► I'm not sure

Are you feeling confused, drowsy or agitated (unusually restless or anxious)?

You may feel that something is very seriously wrong.

► Yes

↔ Call 999 now

► I'm not sure

Have you had pain like any of these in the last 24 hours?

We're checking for signs of a heart attack.

► A crushing or severe aching pain like a tight band or heavy weight on my chest, upper back or upper tummy

Have you had the pain at any time in the last 12 hours?

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Chest pain that spreads to my arm, neck or jaw

↔ Have you had the pain at any time in the last 12 hours?

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► No

↔ Have you had pain like any of these in the last 24 hours?

► No

↔ Are you feeling confused, drowsy or agitated (unusually rest)

► I feel ill, but can do some of my usual activities

↔ Have you had pain like any of these in the last 24 hours?

► No - I feel well enough to do most of my usual daily activities

↔ Have you had pain like any of these in the last 24 hours?

► I'm not sure

Do you have any pain in your chest or upper back right now?

You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

Has a doctor told you that you have a heart problem or a condition that can affect the heart?

We do not mean high blood pressure.

► Yes

Has a doctor ever diagnosed you with a heart attack?

► Yes

Are these symptoms the same as your previous heart attack?

► Yes

↔ Call 999 now

► I'm not sure

Have you had an operation or procedure to unblock the arteries of your heart?

For example, a heart bypass, angioplasty, stent, graft or balloon to unblock the arteries.

► Yes

Was this in the last 3 months?

► Yes

↔ Call 999 now

► I'm not sure

Has a doctor said you have an aortic aneurysm?

► Yes

How does the skin on your chest, tummy or back feel when touched?

We're checking for signs of shock.

► Normal, warm or hot

↔ Call 999 now

► I'm not sure

Does your skin look extremely pale, or is starting to turn grey or blue?

We're checking for signs of shock. On brown or black skin check the palms of the hands for changes in colour.

► Yes

↔ Call 999 now

► I'm not sure

↔ Call 999 now

► No

↔ Call 999 now

► Colder than normal

↔ Does your skin look extremely pale, or is starting to turn g

► I cannot check

↔ Does your skin look extremely pale, or is starting to turn g

► No

Has a doctor said you have Marfan's syndrome?

► Yes

↔ How does the skin on your chest, tummy or back feel when tou

► No

Has a doctor said you have a genetic condition that causes weakness of your arteries?

This may include rare conditions like Ehlers-Danlos, Loeys-Dietz or Turners syndrome.

► Yes

↔ How does the skin on your chest, tummy or back feel when you

► No

↔ How does the skin on your chest, tummy or back feel when you

► No

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Has a doctor said you have an aortic aneurysm?

► No

↔ Have you had an operation or procedure to unblock the arteries?

► No

↔ Have you had an operation or procedure to unblock the arteries?

► No

↔ Has a doctor said you have an aortic aneurysm?

► I'm not sure

Have you had any pain in your chest or upper back in the last 24 hours?

Your upper back is from the bottom of your neck to the bottom of your ribs. You may also have pain in your arms, shoulders, neck or jaw. This is not the same as feeling sore from coughing too much.

► Yes

↔ Has a doctor told you that you have a heart problem or a condition?

► I'm not sure

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Is this problem stopping you from doing all of your simple everyday activities?

► No

↔ Have you had any pain in your chest or upper back in the last 24 hours?

► No

↔ Do you have any pain in your chest or upper back right now?

► I'm not sure

↔ Do you have any pain in your chest or upper back right now?

► No

↔ Do you have any pain in your chest or upper back right now?

► No

↔ Do you think you're having an asthma attack?

► 93 or 94

↔ Do you think you're having an asthma attack?

► 95 to 100 - this is normal

↔ Do you think you're having an asthma attack?

► No

↔ Do you think you're having an asthma attack?

► No

↔ Do you think you're having an asthma attack?

► No

↔ Has a doctor told you to monitor your blood oxygen levels?

► No

↔ Have you got rapid swelling of your lips?

► I'm not sure

↔ Do you have any rapid swelling of your tongue, throat or inside of your mouth?

- ▶ No
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ I'm not sure
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ No
 - ↪ Has a doctor told you to monitor your blood oxygen levels?
- ▶ I'm not sure

Have you got pain in any of the following?

- ▶ My chest
 - ↪ Has a doctor told you that you have a heart problem or a con
- ▶ My upper back
 - ↪ Has a doctor told you that you have a heart problem or a con
- ▶ My lower back

Was the problem caused by bending, twisting, lifting something or a sudden movement?

We are checking if the pain or swelling was caused by a sprain or strain. Pushing, coughing or sneezing may also have caused the problem.

- ▶ Yes

Is there any new pain or swelling in your leg?

- ▶ Pain and swelling

Have you also got tummy pain?

- ▶ Yes

Is there a chance you're pregnant?

This includes waiting for a pregnancy test result, missed or late periods. Also answer yes, if you're showing signs of miscarriage or you've recently taken abortion pills.

- ▶ Yes

How many weeks pregnant are you?

- ▶ 20 weeks or more

Are you in labour?

This means your waters have broken, you are getting frequent cramps (contractions) or you see or feel the baby coming.

- ▶ Yes
 - ↪ Call 999 now
- ▶ I'm not sure
 - ↪ Call 999 now
- ▶ No

Do you have any of these?

- ▶ My waters have broken
 - ↪ Call 999 now
- ▶ My contractions are coming more often
 - ↪ Call 999 now
- ▶ I'm not sure
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↪ Are you in labour?
- ▶ Less than 20 weeks
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ No
 - ↪ Is this problem stopping you from doing all of your simple e
- ▶ I'm not sure
 - ↪ Is there a chance you're pregnant?
- ▶ No
 - ↪ Is there a chance you're pregnant?
- ▶ Pain only
 - ↪ Have you also got tummy pain?
- ▶ Swelling only
 - ↪ Have you also got tummy pain?
- ▶ I'm not sure
 - ↪ Have you also got tummy pain?

► No

↔ Have you also got tummy pain?

► I'm not sure

Have you previously had lower back pain or stiffness when you move?

► Yes

Are these lower back pain symptoms similar to ones you've had before?

► Yes

↔ Is there any new pain or swelling in your leg?

► I'm not sure

↔ Is there any new pain or swelling in your leg?

► No

↔ Is there any new pain or swelling in your leg?

► I'm not sure

↔ Is there any new pain or swelling in your leg?

► No

↔ Is there any new pain or swelling in your leg?

► No

↔ Have you previously had lower back pain or stiffness when you

► My tummy

Do you have any of these with the tummy pain?

You can only pick one from this list, choose the one bothering you most.

► I'm being sick (vomiting)

Have you vomited any of the following?

► Red blood

↔ Has a doctor said you have an aortic aneurysm?

► Dark brown or black sick (vomit) like garden soil or coffee grounds

↔ Has a doctor said you have an aortic aneurysm?

► Something that looks and smells like poo

↔ Call 999 now

► I'm not sure

Have you also got diarrhoea?

► Yes

↔ Is there a chance you're pregnant?

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ Is there a chance you're pregnant?

► No

↔ Have you also got diarrhoea?

► I've got diarrhoea

Are you also being sick (vomiting)?

► Yes

↔ Have you vomited any of the following?

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ Is there a chance you're pregnant?

► I've got diarrhoea and I'm being sick (vomiting)

↔ Have you vomited any of the following?

► I'm bleeding from my bottom or have blood in my poo

↔ Is there a chance you're pregnant?

► I've got pain or swelling in my groin

↔ Is there a chance you're pregnant?

► I'm not sure

Do you have any of the following with the tummy pain?

► Vaginal bleeding or my period

↔ Is there a chance you're pregnant?

► Vaginal discharge

↔ Is there a chance you're pregnant?

► Vaginal swelling

↔ Is there a chance you're pregnant?

► I'm not sure

↔ Is there a chance you're pregnant?

► No

↔ *Is there a chance you're pregnant?*

► No

↔ *Do you have any of the following with the tummy pain?*

► I'm not sure

Have you had any of these in the last 2 weeks?

We're checking for blood clotting problems.

► Bruises appearing for no reason

↔ *Is this problem stopping you from doing all of your simple e*

► Any unusual bleeding (gums, eyes, in my pee, poo or heavier periods)

↔ *Is this problem stopping you from doing all of your simple e*

► I'm not sure

Have you had a high temperature in the last 12 hours?

Your tummy, chest or back may feel hot and sweaty when you touch it or you may feel cold and shivery.

► I'm hot and sweaty or cold and shivery or both

Did you start to feel unwell after you did something very energetic or got very hot?

For example, being outside in very hot weather or a very hot environment, or you exercised more than usual.

► Yes

↔ *Have you become breathless, or are you more breathless than*

► I'm not sure

↔ *Is this problem stopping you from doing all of your simple e*

► No

↔ *Is this problem stopping you from doing all of your simple e*

► I have taken my temperature and it's high

↔ *Did you start to feel unwell after you did something very en*

► I'm not sure

↔ *Is this problem stopping you from doing all of your simple e*

► No

↔ *Is this problem stopping you from doing all of your simple e*

► No

↔ *Have you had a high temperature in the last 12 hours?*

► No

↔ *Have you had any of these in the last 2 weeks?*

► No

↔ *Have you got pain in any of the following?*

► No

↔ *Have you become breathless, or are you more breathless than*

► I cannot check

↔ *Is your skin very pale, grey or slightly blue?*