

# Where to find reliable health information online (England, Wales, Scotland)

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Finding accurate and up-to-date health information online can be a challenge. In the UK, government bodies and trusted healthcare organisations are excellent starting points for reliable health resources.

As a rule of thumb, website addresses ending in .nhs.uk, .gov.uk, .org.uk or .ac.uk are likely to have the most reliable information.

We've listed some key resources below to help you and your learner make informed choices.



## The NHS website

The [NHS website \(www.nhs.uk/\)](https://www.nhs.uk/) is the most reliable source for health information in the UK, containing evidence-based information compiled from high-quality research studies. It offers [guides](#) to the various NHS services available online, including contacting your GP or ordering repeat prescriptions, and help with setting up the [NHS app](#).

It has a handy [A-Z section](#) for health conditions and their symptoms, causes and treatments, as well as information and support on [mental health](#), [healthy living](#), [pregnancy](#) and [social care and support](#). On this page you can find links to health resources in other languages: [www.nhs.uk/about-us/health-information-in-other-languages/](https://www.nhs.uk/about-us/health-information-in-other-languages/).

## NHS App

The NHS app is a comprehensive tool that allows you to check symptoms, book and manage appointments, and order repeat prescriptions. The [NHS website](#) offers information on setting up and using the app. Download on [Google Play \(Android\)](#) and [App Store \(Apple\)](#).

## NHS 111

NHS 111 is a non-emergency helpline available 24/7. As an alternative to dialling 111, you can also visit [NHS 111 online \(https://111.nhs.uk/\)](https://111.nhs.uk/) which takes users through an online questionnaire about their symptoms to signpost them to the relevant services and information.

## General medical websites (non-NHS)

[Net Doctor \(www.netdoctor.co.uk/\)](https://www.netdoctor.co.uk/) is a trusted medical website written and edited by medical professionals covering topics such as medical conditions, healthy living, parenting and sexual health.

[Patient.info \(https://patient.info/\)](https://patient.info/) is a reputable UK-based healthcare website providing a wide range of health information written and reviewed by healthcare professionals

[Easy Health \(https://patient.info/\)](https://patient.info/) is an online library of accessible, 'easy read' health information guides, with short sentences and clear pictures.

[WebMD \(UK\) \(www.webmd.com/\)](https://www.webmd.com/) is an American website covering a range of topics including conditions and

symptoms, medication and wellbeing. Bear in mind that it is American and not all the services/treatments mentioned will be available in the UK.

The World Health Organization (WHO): [www.who.int/](http://www.who.int/). While not UK-specific, WHO is an international health organisation offering valuable global health information and resources.

## Health Charities

Health charities often have high quality specialist online guides, online communities and/or helplines that offer support and information on a particular condition, for example -

[Macmillan \(www.macmillan.org.uk\)](http://www.macmillan.org.uk) - cancer support helpline, information, and online community.

[Marie Curie \(www.mariecurie.org.uk/help/support\)](http://www.mariecurie.org.uk/help/support) - cancer support helpline, information, and online community.

[Cancer Research UK \(www.cancerresearchuk.org/about-cancer/\)](http://www.cancerresearchuk.org/about-cancer/) - information on cancer and nurse helpline.

[British Heart Foundation \(www.bhf.org.uk/informationsupport\)](http://www.bhf.org.uk/informationsupport) - heart health helpline, information, and online community.

[Mind \(www.mind.org.uk/information-support/\)](http://www.mind.org.uk/information-support/) - Mental health information and support, and helplines.

[Terrence Higgins Trust \(www.tht.org.uk/hiv-and-sexual-health/sexual-health\)](http://www.tht.org.uk/hiv-and-sexual-health/sexual-health) - Sexual health information and helpline.

[St John's Ambulance \(www.sja.org.uk/get-advice/\)](http://www.sja.org.uk/get-advice/) - First Aid advice and guides.

[Alzheimer's Society \(www.alzheimers.org.uk/\)](http://www.alzheimers.org.uk/) - Dementia support line, information, online community.

[Age UK \(www.ageuk.org.uk/information-advice/\)](http://www.ageuk.org.uk/information-advice/) - information on health conditions, services and care support for older people.

## Public Health Bodies

The following government bodies provide news, guidance and latest research tailored to specific regions in the UK:

Public Health England: [www.gov.uk/government/organisations/public-health-england](http://www.gov.uk/government/organisations/public-health-england)

Public Health Wales: <https://phw.nhs.wales/>

Public Health Scotland: [www.hps.scot.nhs.uk/](http://www.hps.scot.nhs.uk/)

England NHS: [www.england.nhs.uk/](http://www.england.nhs.uk/)

NHS Wales: [www.nhs.wales/](http://www.nhs.wales/)

Scottish NHS: [www.scot.nhs.uk/](http://www.scot.nhs.uk/)

## How to Identify Reliable Sources: The 'Three Ws'

The [Royal United Hospitals Bath](http://www.royalunitedhospitalsbath.nhs.uk/) has come up with some simple rules to help you and your learner identify reliable sources of health information using the three Ws: Who?, What?, Where?

### Who?

Who wrote/published the information you're reading? Consider the site's source and ask yourself about its purpose and potential bias. For example, is the site designed to provide information or is it trying to sell you something? A reliable site will provide contact information or an 'About Us' page. If a site doesn't have either or both of these, be wary of it.

### What?

What content is published on the site? Check the site's accuracy and quality. Make sure its information is current and up to date. Does the site base its information on relevant, factual research? And does it say where it got its information from? If not, it may not be trustworthy. Check when the information was last updated. A reliable site will be monitored and updated regularly.

## Where?

Where in the world has the information on the site come from? Certain types of information might not be relevant if they relate to somewhere outside the UK. Check the site's web address. This will give you an idea of the site's country of origin. It will also help to reveal the kind of organisation that produced it, e.g. a government, a not-for-profit organisation, an individual, or a company.


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## Next steps

- ▶ [Best ... healthy living and fitness apps](#)
- ▶ [Best... mental health and wellbeing podcasts](#)
- ▶ [Best....apps for managing your medication](#)
- ▶ [Best... home workout websites](#)



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