

Helping you find the right care

A guide to our services



When to visit NHS inform

NHS inform is a website from NHS 24. www.nhsinform.scot

It offers health and care information to help you make decisions about your own health and the health of anyone you care for.

It includes information about:

- illnesses, injuries and conditions
- tests and treatments
- immunisations and vaccinations
- healthy living advice including help to stop smoking
- help for your mental wellbeing if you are feeling anxious, stressed or low, or you are having problems sleeping or dealing with grief.

What if I can't get online?

If you are well, but have a question about your health or services phone

NHS inform on 0800 22 44 88

Try our symptom checkers

Our online **symptom checkers** are a quick, safe way to get the advice you need.

We will ask you a few questions. Once you have answered all of the questions, you will get advice on what to do next, and how soon to do it. You can also get advice about medications. The advice you will be given is based on the answers you have provided.

This could be self-care advice, or advice to visit your pharmacist, speak to your **GP**, or to call **111**.



How symptom checkers can help

It can take as little as **1 minute** to get answers to your questions. They cover common symptoms and reasons that people seek help. There are guides for abdominal pain, back pain, urinary infections and what to do if you run out of medicines.

Some guides can help with your mental health including low-mood, stress or anxiety and depression.



Where can I use the symptom checkers?

Our symptom checkers, and information on when to call NHS 24's 111 service can be found at **www.NHS24.scot**

You can also use the symptom checkers using our mobile app '**NHS 24 Online**'. The app can also help you find the nearest health and care service, when it's open, and the contact details for that service.

'**NHS 24 Online**' is available for all devices and free to download.

<https://nhs24.info/app-apple>

[https://nhs24.info/app- android](https://nhs24.info/app-android)



or scan the QR codes



Android Devices

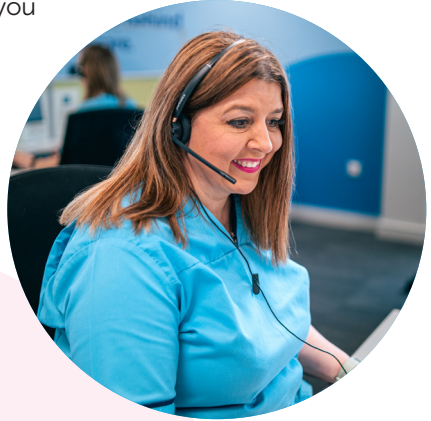


Apple Devices

When to call 111

The 111 service provides urgent care telephone support when:

- you need help when your GP or Dental practice is closed we cannot make appointments for you at your own GP or Dental practice
- you think you need A&E but it's not life or limb threatening
- you need to visit a Minor Injuries Unit for cuts, sprains or burns
- you are experiencing mental health distress and need urgent support



What happens when I call 111?

The first thing you will hear is a message with options to choose from.

Listen carefully so that your call gets through to the right person for your needs.

Please **do not hang up and redial** as you will lose your place in the queue.

Continue to hold and we will answer your call as soon as we can.

Safety information

For safety we will ask you for the following details about yourself or the person you are calling for:

- name
- date of birth
- home address or the address where you are calling from
- the telephone number you are calling from and a number we can call you back on if we need to
- GP's name and practice

Getting you the right care

We will then ask a set of questions to find out more about why you are calling.

Our call handler will share your answers with a healthcare professional in our team.

Together they will choose the right care for you based on the reasons for your call.

You might speak to a pharmacist, nurse, or dental nurse.

They may give you self-care advice, or tell you to attend your GP practice or community service.

If you are advised you will get a call back

We do not manage call back times or appointments. If you are advised you will get a call back or are waiting on an appointment, these will come from your local health board.

Right Care Right Place



NHS inform

- Check your symptoms
- Find local services and opening times
- Health advice to help you stay well



Pharmacist

- Coughs, colds, and sore throats
- Aches, pains and UTIs
- Diarrhoea or constipation
- Help if you run out of your repeat prescription



Optometrist

- Red and/or sticky eye
- Blurred or reduced vision
- Flashes and floaters



GP Practice

A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues



NHS 24

When your GP and pharmacy are closed, and you are too ill to wait call NHS 24 on 111

If you think you need to attend A&E, but it is not life or limb threatening call **NHS 24** on **111**



*Remove this guide and pin to your
fridge or notice board*

NHS 24 Online App

A handy app to help you check your symptoms and find your nearest service



Mental Wellbeing

- Help for mental wellbeing: nhsinform.scot/mind-to-mind
- Breathing Space: 0800 83 85 87
- For urgent mental healthcare call NHS 24 on 111



Dentist

- Injury to mouth or teeth
- Swelling in mouth
- Toothache and general dental advice



Minor Injuries Unit

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures



999 or A&E

For emergencies including:

- Suspected heart attack or stroke
- Severe breathing difficulties
- Severe bleeding



To check your symptoms visit: nhsinform.scot

Urgent care and minor injuries



If you think you need A&E

If it's a life or limb threatening emergency, you should call 999 or go straight to A&E.

Urgent but not life or limb threatening care

Phone **NHS 24** on **111** for urgent care, day or night if you think you need to go to A&E but it's not life threatening.

We will refer you to a local Flow Navigation Centre (FNC). You will get a video or phone appointment with a health care professional. These centres offer quick, direct access to emergency care.

After your consultation you might get:

- self-care advice or be told to phone back if your symptoms get worse
- an appointment to attend A&E or a Minor Injuries Unit
- a referral to another specialist service



Minor injuries (cuts, sprains, burns)

If you need to visit a Minor Injuries Unit (MIU), our call handlers will contact your local health board. The health board can organise an appointment.

An MIU clinician may call you back with a video or phone consultation, or they may ask you to attend the MIU for physical treatment.



If you need emergency dental care

If your dental practice is closed and you need emergency care, our dental team will get the right care for you.

You may get self-care advice or an appointment with a healthcare professional.

Accessing our services in different ways

If English isn't your first or preferred language, you can use the free interpretation service Language Line for all our telephone services. To use **Language Line, phone 111**. Tell the call handler you need an interpreter and which language you prefer.

If you use BSL, you can use the free BSL interpreting video relay service.

Contact Scotland BSL

If you use a **textphone** you can contact **NHS 24** on **18001 111** or by using the Relay UK app.

Access to 111 in other languages

If you call 111 you will hear a message with options to help you get the right support. You can now listen to this message in Arabic, Mandarin, Polish, Spanish, Romanian, Sorani, and Ukrainian.

Mental Health Services



Getting help with your Mental health

If you need an emergency ambulance or to keep someone safe, phone 999.

Urgent mental health care

If you're distressed, suicidal or need emotional support you can phone **111**, choose the mental health option, and speak to our team of psychological wellbeing practitioners (PWP).

Our PWPs are specially trained advisors who work alongside a team of mental health nurses to provide help and care for those with urgent mental health needs.

They can:

- offer advice on coping with mental health symptoms
- recommend and connect you with other services
- access a range of both NHS and other organisations to find the right support for you

Why people seek mental health support

People phone **111** for many reasons.

The most common reasons include:

- thinking about suicide
- anxiety
- low mood and depression
- psychosis
- self-harm



About Breathing Space

Breathing Space is a confidential listening service for people in Scotland. It's for anyone age **16 years and over** experiencing low mood, depression or anxiety.

How to contact Breathing Space

You can phone **Breathing Space** on **0800 83 85 87**

The Breathing Space phoneline is available

- **24 hours at weekends**
(6 pm Friday to 6 am Monday)
- **6 pm to 2 am on weekdays**
(Monday to Thursday)

Calls are **free**
from landlines
and mobiles.

There's also a **webchat** service available at
www.breathingspace.scot

What happens when I call Breathing Space?

When you phone **Breathing Space**, a specialist advisor will answer your call. They come from a range of mental health, counselling, and social work backgrounds.

You don't have to give your name or any personal details unless you want to.

We understand that you might feel nervous about picking up the phone, and unsure about what to expect.

You can talk at your own pace about what's on your mind or ask about helpful resources in your area.

Minor illnesses and advice on medicines



Getting advice from a pharmacy

If you have a minor illness, a pharmacy is the first place to go for advice. You can go to any pharmacy and you do not usually need an appointment.

For some common conditions, a pharmacist may be able to provide free medicines as part of the **NHS Pharmacy First Scotland** service. Examples are treatments for head lice, urinary infections, and emergency contraception.

How does Pharmacy First work?

The pharmacist, or a member of their team, will:

- ask about your symptoms
- give advice on your condition
- provide medication under the **Pharmacy First Scotland** service (if applicable) or
- recommend an over-the-counter treatment for you to buy

You can ask to use the pharmacy's consultation space if you want to speak to the pharmacist in private.

What to do if you run out of medicine

Many community pharmacists can help if you run out of a prescribed medicine when your GP Practice is closed.

You can find out what medicines they may be able to prescribe from the NHS inform website.

www.nhsinform.scot/self-help-guides/self-help-guide-accessing-medicines