

# Choose the right service!



## NHS 24 - Call 111

### USEFUL INFORMATION



# Information:

**Outwith normal working hours, Patients can contact NHS 24 if they are too ill to wait until services reopen.**

If a patient is unsure of a symptom or is looking for immediate advice they can contact NHS 24.

The patient will speak to a call handler first; they may then put the patient through to a health professional to talk about their symptoms to determine the best help available.

**NHS 24 is designed to help you get the right care, from the right people, at the right time.**

**Call FREE on 111**  
**[www.nhs24.com](http://www.nhs24.com)**



**NHS**  
**24**



# www.nhsinform.scot

## What you'll find on NHS inform:

- Information about:
- Medical conditions
- Injuries
- Tests and treatments
- Healthy living topics - such as smoking, alcohol, food and nutrition and mental wellbeing
- Health news and events
- National health campaigns
- Services provided by GPs, pharmacies and dental surgeries in Scotland
- Your rights when using these services



## We also have a number of interactive tools:

**Self-help guides** for common illnesses and injuries.

A **National Services Directory** containing hundreds of support groups and thousands of NHS services in Scotland.

**Info for Me tool** that helps you to gather, save, publish and share your own health information.

## How to contact us - [www.nhsinform.scot](http://www.nhsinform.scot)

If you can't find what you are looking for:

**Phone our helpline on 0800 22 44 88**

Monday to Friday, 8am to 10pm

Saturday and Sunday, 9am to 5pm

**Webchat with our health information team -**

Ask us a question using our feedback form and someone will get back to you.

NHS  
inform 



# Choose the right service!

## Community Connectors

- Affected by isolation or lacking confidence at any age?
- Increase your Social Interaction
- Connect to services, support and activities
- Telephone 01475 728628



## Self Care NHS Inform

- Need general health advice
- Minor illnesses • Sore Throat
- Diarrhoea • Cold / Flu • Vomiting
- Telephone 0800 22 44 88
- [www.nhsinform.scot](http://www.nhsinform.scot)



## Social Care

- Benefits advice / money worries
- Support for People at risk
- Assessment for personal / practical support
- Support to live independently
- Telephone 01475 715299



## Physiotherapy

- Advice on muscle, joint or back pain visit: [nhsinform.msk.zone](http://nhsinform.msk.zone) - [www.nhsinform.scot](http://www.nhsinform.scot)
- Further help, self refer to Outpatient Physiotherapy (Adult service only). Self referrals forms available in physio depts & GP Practices.



## Pharmacy First



- Pain Relief • Shingles
- Emergency Contraception
- Cough / Cold • Cystitis (Females 16-65)
- Impetigo • Stop Smoking
- Contact your local Pharmacy



## NHS 24 Call 111

- Unsure about a symptom
- Need help, can't wait until your regular NHS service re-opens
- Telephone for FREE, dial 111



## Optician Services

- Experience sudden loss or changes in vision
- Have sore, irritated, red, sticky or watery eyes
- Contact your local Optician



## Dentist Services

- Pain in mouth, jaws or gums
- Facial swelling, bleeding from mouth
- Contact your local Dentist



## GP (Doctor) Team

- An illness or injury that won't go away
- Monitoring and management of ongoing conditions
- Contact your Practice

