



# A GUIDE TO NHS SCOTLAND SERVICES

**Right Care  
Right Place**

[NHSinform.scot/right-care](https://nhsinform.scot/right-care)

PLEASE KEEP FOR FUTURE REFERENCE



# RIGHT CARE, RIGHT PLACE – A GUIDE TO **NHS SCOTLAND SERVICES**

Coronavirus is changing how our NHS Scotland works and how we access services to keep everyone safe. It's important we all know how to get the right care, safely.

This guide will help explain which NHS service to use for different health concerns, and how to look after your health and the people you care for.

## **Be prepared**

A few simple steps now will help you cope better if you become ill:

- Make sure repeat prescriptions are up to date
- Keep some cold and flu remedies in the house

## **Flu vaccination**

Flu is serious, and with coronavirus around it's even more important to get your free flu vaccination. To find out if you are eligible visit [NHSinform.scot/flu](https://www.nhs.uk/flu-vaccination) or call **0800 22 44 88**.

## **COVID-19 vaccination**

The COVID-19 vaccination is now available and we are prioritising the people who are at greater risk. If you have any questions about the COVID-19 vaccination, visit [NHSinform.scot/covid19vaccine](https://www.nhs.uk/covid-19-vaccination) or call **0800 030 8013** (open from 8am to 8pm, 7 days a week). You do not have to do anything – we will contact you to invite you to come forward to be vaccinated. You do not need to get in touch with your GP practice.

# GETTING THE RIGHT CARE IN THE RIGHT PLACE

There is a range of NHS health services. To make sure everyone can access the care they need quickly and safely it is important you choose the right care in the right place.

## NHSINFORM.SCOT

### What this service is for

NHSinform.scot is Scotland's national health information website. It provides accurate and reliable information to help you make informed decisions. This includes advice and information on:

- Common symptoms
- Self-help
- Where to go if you need further medical care

- Details of health and wellbeing services near you, including names, addresses, opening times and service details. This is known as **Scotland's Service Directory**.



# COMMUNITY PHARMACY

## What this service is for

If you have a minor illness, a local pharmacy should be your first stop. Your local pharmacy can help with:

- Managing your repeat prescriptions
- Access to free emergency contraception
- Advice and treatment for minor illnesses like colds, cold sores, sore throats, diarrhoea or constipation, indigestion, and aches and pains through NHS Pharmacy First Scotland
- Help with common conditions like urinary tract infections and impetigo through NHS Pharmacy First Scotland

Everything you discuss with your pharmacist is confidential. If required, your pharmacist can refer you to another healthcare professional.

## How to access the service

Local pharmacies are open. You may be asked to wait outside for a little while to allow for physical distancing inside.

For repeat prescriptions:

- Please allow plenty of time, usually 3 days, when reordering medication
- Please do not order more medicines than you need
- If you run out of your medicines, in certain circumstances your pharmacist can provide you with up to one cycle of your medicine without a prescription from your GP
- If you are unable to go to the pharmacy to collect your medicine, and do not have anyone who can collect it for you, ask your pharmacy if they can help

# GP PRACTICE

## What this service is for

GP practices are open and available for your health and wellbeing needs but are working differently as a result of coronavirus.

## How to access the service

GP practices are very busy, so before deciding to contact your practice, please think whether you can manage your problem yourself, get advice from [NHSinform.scot](https://www.nhs.uk/inform), or from your local pharmacy.

## Please do not turn up without an appointment.

Your doctor may not be the most appropriate person to help you, depending on your health needs. There are many different professionals who work in general practice, such as general practice nurses, and the wider community team such as community mental health nurses, district nurses, health visitors, learning disability nurses, physiotherapists, occupational therapists, paramedics, and other specialist professionals. When you call your practice, practice staff may ask you for some general

information to help you see or speak to the most appropriate person in the team.

When your GP practice is closed and you feel your condition can't wait until it reopens, you can access **out of hours GP services by calling NHS 24 on 111.**

## Persistent cough

Some symptoms of lung cancer are similar to coronavirus, like a cough. If you're aged 40+ and have a new or different persistent cough for more than 3 weeks, contact your GP practice. Finding lung cancer early makes it more treatable.



# MEDICAL ATTENTION THAT CANNOT WAIT

You can now access urgent care services by calling **NHS 24** on **111** – day or night. While people should continue to call **999** or go directly to **A&E** in emergencies, those with non-life threatening conditions who would usually visit **A&E** should now call **NHS 24** on **111**.

## NHS 24 ON 111

### What this service is for

NHS 24 on 111 can help you get the right care if:

- You think you need A&E, but it's not life threatening
- Your GP or dental practice is closed and you cannot wait until they reopen

### How to access the service

Call NHS 24 on 111. They will assess and advise you on next steps.

Where a further medical assessment is required, NHS 24 will refer you to the most appropriate health professional. If they think you need A&E, they will either advise you to attend A&E directly, or refer you to your local NHS Board team for further assessment.

This may involve a telephone or video call in the first instance, where clinically appropriate.

If necessary, they may then arrange for you to arrive at hospital at a certain time, to keep you safe and help you get the right care at the right time. If they don't think you need to attend A&E they will help you get the care you need as quickly, safely, and as close to home as possible.

### Textphone and BSL users

#### Textphone and Relay UK

You can call NHS 24 111 on **18001 111** or NHS inform on **18001 0800 224488** or use the Relay UK app [relayuk.bt.com](https://www.relayuk.bt.com)

#### BSL

If you use BSL you can use the [ContactSCOTLAND-BSL](https://www.contactscotland-bsl.org) interpreting video relay service available 24/7 at [contactscotland-bsl.org](https://www.contactscotland-bsl.org)

# MINOR INJURIES UNIT (MIU)

## What this service is for

You can attend your local Minor Injuries Unit (MIU) for non-life threatening but painful injuries, like cuts, minor burns, sprains and strains. Visiting a MIU can often be quicker than going to A&E.

## How to access the service

If you think you need to visit a MIU, you should call **NHS 24** on **111** and they will direct you to the best care for your needs. Or if you are unsure where to go, visit **NHSinform.scot** for advice.

## A&E/999

## What this service is for

Your local A&E is open for life threatening accidents and emergencies, such as severe injury, a suspected heart attack or stroke, severe breathing difficulties or severe bleeding.

## How to access the service

In a life threatening emergency you should always go directly to **A&E** or call **999**. But, we are encouraging people to think carefully before attending A&E services. If you are unsure whether you need to go to A&E you should visit **NHSinform.scot** in the first instance. If you do need to go to A&E, but it is not an emergency, you should call **NHS 24** on **111**.





# MENTAL HEALTH SUPPORT

## What these services are for

In addition to your GP practice, mental health and wellbeing services are available to provide free support for a range of conditions such as stress, anxiety, depression and feelings of panic.

They also provide help for people of all ages who are experiencing distress and are in need of an immediate response.

## How to access the services

Your GP practice is open and available to help but please remember to make an appointment first.

**Telephone support** – If you're struggling with your mental health or need emotional support you can call:

- Breathing Space on **0800 83 85 87** open weekdays Monday - Thursday 6pm to 2am and weekends Friday 6pm - Monday 6am. You can also visit [breathingspace.scot](https://www.breathingspace.scot)
- For urgent support please call **NHS 24** on **111**, 24 hours a day

[NHSinform.scot/mentalhealth](https://www.nhsinform.scot/mentalhealth) has resources to help with your mental health, whether you're looking for advice, information or local support. Or you can visit [clearyourhead.scot](https://www.clearyourhead.scot) for practical advice and ideas on how to look after your mental wellbeing.





# DENTIST

## What this service is for

You should contact your dentist if you have any pain or problem in your mouth that you want to have checked. This includes mouth injuries and ulcers that won't heal.

## How to access the service

Please do not turn up without an appointment. Because of social distancing and infection control arrangements, dental practices have a limited number of appointments each day. Priority is being given to people with urgent problems and treatments. To make an appointment, call your dental practice or follow advice on their website.

If you have an urgent dental problem while your dental practice is closed, you can contact **NHS 24** on **111**.

If you're not registered with a dentist, you should phone your regional dental helpline. You'll find the number online at [NHSinform.scot/dental](https://www.nhs.uk/informationscotland/dental) - under 'Accessing emergency dental care'.

# OPTOMETRIST

## What this service is for

If you have an eye problem you should **always** contact an optometry practice in the first instance. The majority of eye conditions can be managed by optometrists, who are highly skilled clinicians.

Free NHS eye examinations are available to all UK residents. It's important that you have your eyes regularly examined, even if you're not worried about your vision, to help early detection of eye problems and signs of other significant health conditions. If necessary your optometrist can refer you for any further help you need.

## How to access the service

To make an appointment phone or email a practice or follow advice on their website.

If you are unable to leave home unaccompanied because of a physical or mental illness or disability, you can have a home visit. Contact an optometry practice to get help in arranging this. To find your local optometry practice visit [NHSinform.scot/optometry](https://www.nhs.uk/informationscotland/optometry)

## MATERNITY CARE

Maternity services continue to provide high quality care and support throughout the pandemic. Your midwife will speak to you about what appointments you should attend such as your routine scan appointments. However, how you receive some of your care may change, for example by video call instead of in person.

Your midwife will make sure that you have phone numbers to contact for care, but further advice is also available at [NHSinform.scot/ready-steady-baby](https://www.nhs.uk/inform-scot/ready-steady-baby) and [parentclub.scot](https://parentclub.scot)

You should continue to follow health advice during your pregnancy, including monitoring your baby's movements and get in touch immediately with your midwife if you feel your baby is moving less than normal for them. If you have any concerns at all throughout your pregnancy please do not delay speaking to your midwife.

## PLANNED HOSPITAL CARE (ELECTIVE CARE / OUTPATIENTS)

The pandemic has unfortunately had an impact on services resulting in reduced capacity. However, NHS Scotland is continuing to treat patients based on their clinical urgency, with the necessary infection prevention and PPE requirements in place.

If you are currently waiting for an appointment or procedure and your symptoms worsen please contact your hospital clinical team or GP practice.

Coronavirus will be with us for some time, and restarting paused services has to be measured against the need to keep the virus under control, while continuing to protect the NHS, and save lives.



# CORONAVIRUS SAFETY – WHAT TO EXPECT

**To keep everyone safe, this is what you need to know and what to expect:**

## Appointments

- When making an appointment with any NHS service you must tell the health team if you, or anyone you live with, have any coronavirus symptoms, whether you have had a test or not
- You will be given a precise time for your appointment. Please don't arrive too early or late
- Please read any information you are given about what to expect at your appointment
- If you develop coronavirus symptoms before your appointment you should rearrange it

## Telephone and video consultations

- Many appointments are now carried out over the phone or through Near Me, which is a video call using your computer, tablet or mobile
- Don't worry if you cannot use these devices as it will not prevent you getting the care you need
- Telephone and Near Me are not always suitable and you may need to see a health professional in person

## When visiting a healthcare location

- You should not attend in person if you, or someone you live with, is isolating due to coronavirus unless told otherwise
- You should wear a face covering, unless you are exempt
- Please keep a 2-metre distance from others
- Staff will be wearing appropriate PPE
- Follow any instructions you are given by staff

**Please treat NHS Scotland staff with respect. They are doing their best to deliver the care you need and there is zero tolerance of abuse or violence.**

# CORONAVIRUS – PROTECTING YOURSELF AND OTHERS

## Test & Protect:

If you have any coronavirus symptoms (fever, new continuous cough, loss of sense of taste or smell) you and your household need to isolate immediately and book a test straightaway – [NHSinform.scot/test-and-protect](https://www.nhs.uk/inform-scot/test-and-protect) or **0800 028 2816**. Do not wait to see if your symptoms improve before booking a test and call **0300 303 2713** if you need help booking.

## Self-isolation advice:

If you test positive you should stay at home for 10 days (or longer if fever persists). For your close contacts, including those in your household, it is also 10 days. If you test positive, a contact tracer will get in touch with you so that people you have been in close contact with can be asked to isolate. If you're told you are a close contact, you must self-isolate as directed by contact tracing.

If symptoms worsen or last for more than 10 days, call **NHS 24** on **111**. If you have a fever for more than 10 days, continue isolating for 48 hours

after it ends. Other symptoms, such as coughing or continued loss of sense of taste or smell, may continue beyond the 10 day isolation period but do not require continued isolation.

## Self-isolation support:

If you're asked to self-isolate and need support, you can phone the National Assistance Helpline (0800 111 4000) or textphone (0800 111 4114) from 9am to 5pm, Monday to Friday. The helpline can also advise you on the £500 Self-isolation Support Grant, available for workers on low income benefits.

Older people can also call the free Age Scotland helpline on 0800 12 44 222, providing information, advice and friendship for those looking for a chat. It is open from 9am to 5pm, Monday to Friday.

## Protect Scotland app:

Download the free **Protect Scotland app** at [protect.scot](https://protect.scot). It only takes a few minutes and helps contact tracing to break the chains of transmission quicker.

**For coronavirus information visit [NHSinform.scot/coronavirus](https://www.nhs.uk/inform-scot/coronavirus)**



Visit [gov.scot/right-care](https://www.gov.scot/right-care) for this booklet in additional languages and formats or write to Scottish Government, St Andrew's House, Regent Road, Edinburgh EH1 3DG quoting reference 'right care'.

