

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 do not usually need an appointment and you can go to any pharmacy.

For some common conditions they 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 the service 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 area or room if you want to speak to the pharmacist in private.

What to do if your medicines run out

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

Find out what medicines they may be able to prescribe from the Self-Help Guides page on the **NHS inform** website.

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

Helping you find the right care

A guide to our services

NHS
24



nhs24.scot

When to visit NHS inform

Have a question about your health?

Concerned about symptoms?

Not sure what to do?

NHS inform is NHS 24's online health and care information service.

At www.nhsinform.scot you'll find information, care guides and symptom checkers to help you find the right care in the right place.

Try our symptom checkers

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

You will be asked a few questions to answer **YES** or **NO**. At the end, you will be shown what to do next, and how soon to do it. The advice is based on the answers you have given.

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

You can also use the symptom checkers and get advice about medications using NHS 24's mobile app '**NHS 24 Online**'.

The App can also help you find the nearest health and care service, how far away it is, 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>

» or scan the QR codes



Android Devices



Apple Devices



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 from 111**. The most-used guides include abdominal pain, back pain, urinary infections and what to do if you run out of medicines.

There are guides for low-mood, stress or anxiety and depression too.

The full list is on the **NHS inform** home page at www.nhsinform.scot



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

When to call 111

The 111 service provides urgent care telephone support when:

- you need help when your GP or Dental practice is shut
- **We cannot** make appointments for you at your own GP or Dental practice
- 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.



Our busiest times are:

6pm until 8pm
weekdays

9am until midday
on a Saturday

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 the team. Together they will choose the right care for you.

Depending on the reasons for your call, this could be with 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

Please note the call back will come from your local health board, **not NHS 24.**

If you are waiting for an appointment time, please note that **NHS 24 does not manage appointments in your local area.**

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 need to go to A&E but it's not life threatening.

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

Like a physical A&E, a few things can happen 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 get in touch with your local health board. The health board can organise an appointment.

You may be called back with a video or phone consultation with an MIU clinician. 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 to receive specialist support.

Accessing our services in different ways

Accessibility

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 a translator 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

Callers to the **111** service first hear an automated Interactive Voice Response (IVR) message with options to help them get the right support. You can now choose to listen to our IVR messages in other languages. These include Arabic, Mandarin, Polish, Spanish, Romanian, Sorani, and Ukrainian.

Guide to Services

Remove this guide and pin to your
fridge or notice board



At www.nhsinform.scot you'll find information, care guides and symptom checkers.

NHS Inform



Phone **111** for urgent care that cannot wait for your GP Practice to reopen.

NHS 24 call handlers can help with self-care advice or refer you to your local health services if you need more help. This includes A&E and minor injuries units.

111

- If you need to go to A&E but its not life or limb threatening
- if you need to visit a Minor Injuries Unit (MIU) for cuts, sprains or burns



- Colds
- Cold sores
- Sore throat
- Diarrhoea or constipation
- Indigestion
- Aches and pains
- Help if you run out of repeat prescriptions

Pharmacist



Breathing Space: 0800 83 85 87

Weekdays: Monday - Thursday
6pm to 2am

Weekend: Friday 6 p.m. -
Monday 6 a.m.

Mental Well-being



- Tooth pain
- Swelling to your mouth
- Injury to your mouth
- Painful or bleeding gums
- Advice on oral hygiene

Dentist



- Red or sticky eye
- Pain in or around your eye
- Blurred or reduced vision
- Flashes and Floaters

Optometrist



- Doctors, nurses and sometimes pharmacists and physiotherapists to help you with both mental and physical health issues.

GP practice



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

Minor Injuries Unit



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

A&E or 999

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, in despair, suicidal or need emotional support you can phone **111**.

When you phone **111** and choose the mental health option, you'll connect to our team of Psychological Wellbeing Practitioners (PWP).

Our PWP are specially trained advisors who work in mental health. They work alongside a team of mental health nurses.

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

Reasons for seeking support

People phone **111** for a lot of different 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. It is for people **over 16 years of age** experiencing low mood, depression or anxiety.

How to contact Breathing Space

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

The Breathing Space phonenumber is available:

- **24 hours at weekends**
(6pm Friday to 6am Monday)
- **6pm to 2am 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**, your call will be answered by a specialist advisor. 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.