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NHS 24 – Helping you find the right care

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Engagement Officer

Connecting – Caring – Collaborating

NHS 24 services - When to call 111



The 111 service provides urgent care telephone support when:

- you need help when your GP or Dental practice is shut
- 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

We cannot make appointments for you at your own GP or Dental practice

Our busiest times are:
6pm until 8pm
weekdays
9am until
midday
on a Saturday

Minor illnesses and advice on medicines

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.

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 at: [www.nhsinform.scot/self help guides/self help guide-accessing medicines](https://www.nhsinform.scot/self-help-guides/self-help-guide-accessing-medicines)

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
- 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

If CLWs or Practice staff have a question about health or services, they can phone NHS inform on 0800 22 44 88 Monday to Friday 0900-1700.

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



Getting help with your mental health

Urgent mental health care

- If you're distressed, in despair, suicidal or need emotional support you can phone **111**
- When you phone **111** choose the mental health option

Breathing Space

Breathing Space is a confidential listening service 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

- 24 hours at weekends
 - 6pm to 2am Monday to Thursday
- webchat service available at www.breathingspace.scot

Accessing our services in different ways

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
- 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**

Guide to Services



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 or Dental 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 6pm - Monday 6am

For urgent mental health support call 111

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

Keep in touch



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