

Connecting Health

Engaging with
our Primary Care
Community



Programme Background

Since 2020, NHS 24's range of services have expanded to offer greater support for people 24 hours a day, 365 days a year.

In addition to the 111 Urgent Care pathway and Out of Hours, NHS 24 offers a range of mental health services. These include the Mental Health Hub, Breathing Space and Psychological Therapy Services plus a range of digital mental health care guides on NHS inform.

To better support the wider Primary Care community, we recently launched the *Connecting Health Programme* to promote knowledge of our range of services, and how and when to signpost to them.

Programme Deliverables

A Primary Care Guide to NHS 24 Services has been developed to support knowledge and understanding of our key services.

An initial suite of content has been created to support patient signposting for websites, waiting area digital screens, SMS patient messaging.



Guide to NHS 24 Services - overview

111 OOH and Urgent Care

111 Mental Health Hub

Breathing Space

NHS inform

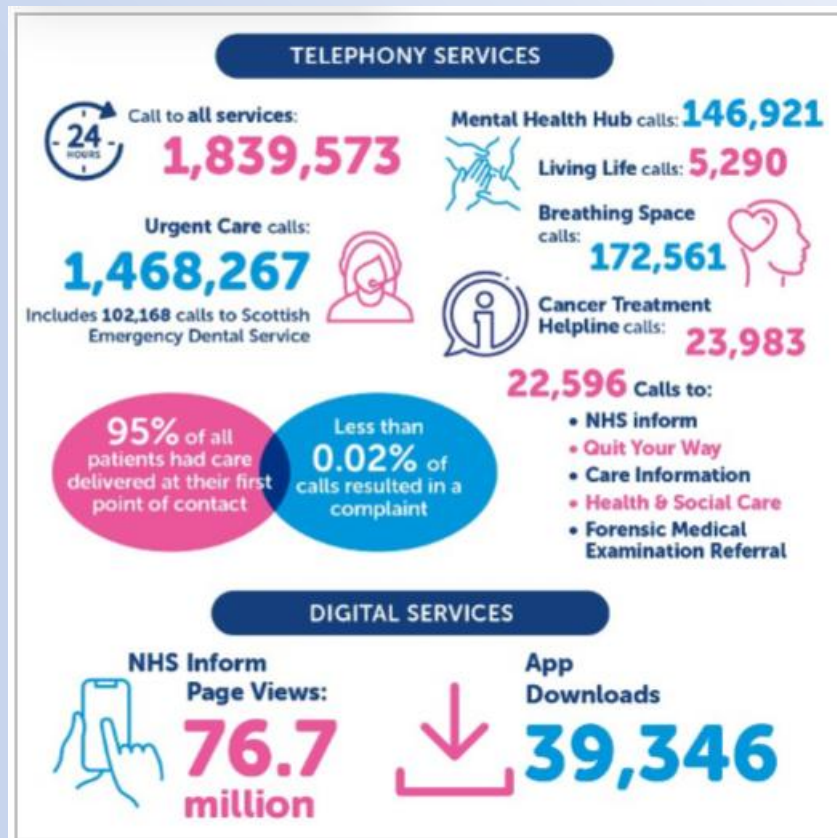
Scottish Emergency Dental Service

Cancer Treatment Helpline

Care Information Scotland

Health Information Services

Patient contacts with NHS 24 services



NHS 24 Core Mental Health Services

Breathing Space – a free, confidential, phone and webchat service for anyone in Scotland aged 16 and over.

*When to
signpost:*

- Stressful situations
- Relationship difficulties
- Loneliness and isolation
- Low mood
- Bereavement and loss

111 Mental Health Hub – this service is for people in need of Urgent Mental Health Care

*When to
signpost:*

- Suicidal thoughts
- Self-harm (considering or active)
- Depressive illness (diagnosed)
- Young people in distress (u-16)
- Anxiety (ongoing), GAD, social anxiety, PTSD

Contacts with our mental health services

NHS 24's Mental Health Service – phone lines



Confidential
listening, advice
& information

**12,917 +
calls per month**

111

**Mental Health
Hub**

Compassionate
response & option of
onward referral

**11,304 +
calls per month**



Cognitive Behavioural
Therapy support

**432 inbound
per month**

**Distress Brief
Interventions**

**504 referrals
per month**



Police Scotland

**204 referrals
per month**

**National
(Workforce)
Wellbeing
Helpline**

**Available 24hrs/
7 days**

Guide to NHS 24 Services for Community Link Workers

We would welcome the opportunity to develop a Guide to NHS 24 Services specifically for Community Link Workers.

Your feedback on the resources in the next slides and whether something similar might be helpful for the work you do in your local communities would help us shape what a toolkit might look like.

NHS 24 Digital & Print Resources

When to call 111

NHS 24 offers several ways for people to access urgent care help. Call 111 for the following:

- you think you need A&E and it's not a life or limb threatening emergency
- painful but non-life-threatening injuries such as sprains, minor burns, cuts needing stitches, and minor fractures
- you need urgent health care advice that cannot wait until the Practice re-opens

Waiting Area Screens & Posters



For quick, accurate, and trusted health advice use the NHS 24 symptom checker. This tool will assess your symptoms and tell you what to do next to help you find the right care, at the right place.

Direct links to NHS inform content via SMS Messaging

We have created an initial list of SMS messages that hyperlink directly to information on NHS inform to support signposting to helpful resources. We would welcome expanding this content to support your work.

Addictions

Supportive information to help you can be found here:

- [*Alcohol, tobacco and drugs | NHS inform*](#)
- [*Problem gambling | NHS inform*](#)

MSK HUB

Please see more information here on your condition:

- [*Muscle, Bone and Joint Conditions*](#)

Falls

These links provide access to a series of short films demonstrating exercises for maintaining stability as well as clips on how to get up safely from a fall, or what to do if the person can't get up.

- Please see more information here:
[*Falls Prevention Exercises*](#)
- Please see more information here:
[*What to do if you fall*](#)

Smoking Cessation

- Additional information can be found here:
[*Quit Your Way Scotland*](#)

A CLW Toolkit could provide more detailed information on our range of services, such as:

111 OOH and Urgent Care

Mental Health Services

Health Information Services

NHS inform

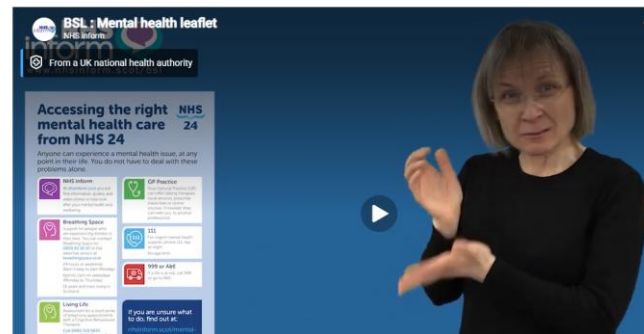
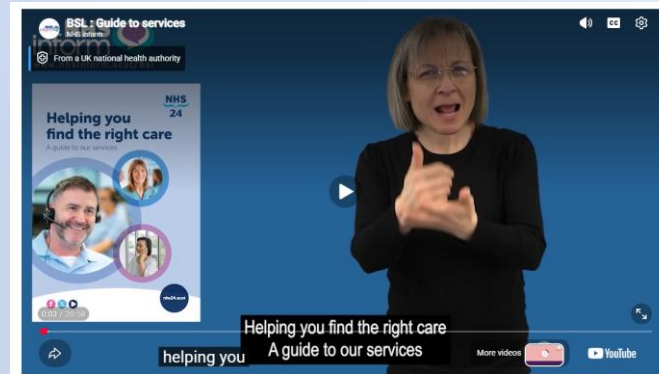
Scottish Emergency Dental Service

Care Information Scotland

Additional Languages

We have created leaflets on our services in a range of community languages and BSL.

English	Farsi فارسی
Helping you find the right care	در یافتن مراقبت مناسب به شما کمک می کنیم
A guide to our services	راهنمای خدمات ما
When to visit NHS inform	چه زمانی باید به NHS inform مراجعه کنید
NHS inform is a website from NHS 24. www.nhsinform.scot	NHS inform یک وب سایت مستقل به NHS 24 است. 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.	اطلاعات سلامت و مراقبتی ارائه می دهد که به شما کمک می کند در مورد سلامت خود و سلامت کسانی که برایتان مهم است تصمیم گیری کنید.
It includes information about:	اطلاعات در زمینه های زیر را در بر دارد:
- Illness, 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.	- بیماری، آسیب دیدگی ها و عارضه ها - آزمایشات و درمان ها - ایمن سازی ها و واکسیناسیون ها - توصیه های داشتن زندگی سالم از کمک به ترک سیگار - کمک به سلامت روان شما چنانچه احساس اضطراب، استرس یا ناامیدی داشته باشید یا مشکلات خواب یا کنار آمدن با سوگ داشته باشید.
What if I can't get online?	اگر نتوانم آنلاین شوم چه؟
If you are well, but have a question about your health or services phone	اگر حالتان خوب است، اما در مورد سلامت خود یا خدمات سوالی دارید یا
NHS inform on 0800 22 44 88	NHS inform به شماره 0800 22 44 88 تلفن کنید



English	Punjabi / ਪੰਜਾਬੀ
Accessing the right mental health care from NHS 24	ਐਨ.ਐਚ.ਐਸ. 24 ਤੋਂ ਸਹੀ ਮਾਨਸਿਕ ਸਿਹਤ ਦੇਖਭਾਲ ਤੱਕ ਪਹੁੰਚ ਕਰਨੀ
Anyone can experience a mental health issue, at any point in their life. You do not have to deal with these problems alone.	ਕੋਈ ਵੀ ਵਿਅਕਤੀ ਆਪਣੀ ਜ਼ਿੰਦਗੀ ਦੇ ਕਿਸੇ ਵੀ ਸਮੇਂ, ਮਾਨਸਿਕ ਸਿਹਤ ਸਮੱਸਿਆ ਦਾ ਸਾਹਮਣਾ ਕਰ ਸਕਦਾ ਹੈ। ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਸਮੱਸਿਆਵਾਂ ਨਾਲ ਇਕੱਲੇ ਨਜਿੱਠਣ ਦੀ ਲੋੜ ਨਹੀਂ ਹੈ।
NHS inform	ਐਨ.ਐਚ.ਐਸ. ਇਨਫਾਰਮ
At nhsinform.scot you will find information, guides, and video stories to help look after your mental health and wellbeing.	nhsinform.scot ਤੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਮਾਨਸਿਕ ਸਿਹਤ ਅਤੇ ਤੰਦਰੁਸਤੀ ਦੀ ਦੇਖਭਾਲ ਵਿੱਚ ਮਦਦ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ, ਗਾਈਡਾਂ ਅਤੇ ਵੀਡੀਓ ਆਦਰਸ਼ ਕਹਾਣੀਆਂ ਮਿਲਣਗੀਆਂ।
GP Practice	ਜੀ.ਪੀ. ਪ੍ਰੈਕਟਿਸ
Your General Practice (GP) can offer talking therapies, local services, prescribe medicines or online courses. If needed, they can refer you to another professional.	ਤੁਹਾਡੀ ਜਨਰਲ ਪ੍ਰੈਕਟਿਸ (ਜੀ.ਪੀ.) ਬੋਲਣ ਸਬੰਧੀ ਥੈਰੇਪੀਆਂ, ਸਥਾਨਕ ਸੇਵਾਵਾਂ, ਦਵਾਈਆਂ ਦਾ ਮਸ਼ਵਰਾ ਜਾਂ ਆਨਲਾਈਨ ਕੋਰਸਾਂ ਦੀ ਪੇਸ਼ਕਸ਼ ਕਰ ਸਕਦੀ ਹੈ। ਲੋੜ ਪੈਣ 'ਤੇ, ਉਹ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਪੇਸ਼ੇਵਰ ਕੋਲ ਭੇਜ ਸਕਦੇ ਹਨ।
Breathing Space	ਬ੍ਰੀਥਿੰਗ ਸਪੇਸ

Next Steps & Q&A

- We would welcome your thoughts on the creation of a Guide to NHS 24 Services for Community Link Workers.
- And we would welcome any questions you might have on today's presentation or feedback on the services we deliver.

NHS 24 Contacts

Tony McLaren

Email: tony.mclaren@nhs24.scot.nhs.uk

Lisa-Jane Dock

Email: lisa-jane.dock@nhs24.scot.nhs.uk



nhs24.scot