Right Care Right Place
Accessing Urgent Care
Landing Page Content

Easy Read

December 2020

Right Care Right Place

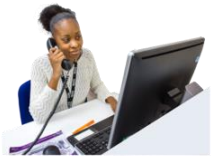
The way we get urgent care has changed. You need to know how to get the care you need.

You can phone 111 (NHS 24) if you:

- Think you need to go to Accident and Emergency, but it's not a life-threatening emergency
- Think you cannot wait for your GP surgery to open
- Have symptoms of coronavirus which are getting worse

NHS 24 will help you get the right care:

- When you need it
- Where you need it
- Without necessarily going to Accident and Emergency



You can still contact your GP surgery during opening hours.

If there is a life-threatening emergency, you should **phone 999** or go directly to **Accident and Emergency.**

There are different ways to contact NHS 24 on 111

Language Line

If you do not speak English you can use the free interpretation service Language Line.

British Sign Language (BSL)

If you use British Sign Language (BSL), you can use the free interpreting video relay service contactSCOTLAND-BSL

Relay UK

If you use a textphone you can contact NHS 24 on 18001 111. You can also contact NHS 24 with the Relay UK app.

Visit a local Minor Injury Unit (MIU) if you:

- have a cut
- have a minor burn
- have a sprain or strain
- think you have broken or fractured a bone

This is often quicker than going to Accident and Emergency.

Find your local MIU

Looking after yourself

You can do some simple things now to help you cope if you become ill this winter:

- Keep your repeat prescriptions up to date
- Have cold and flu medicines ready at home
- Get the flu vaccine if you are eligible

Read further information about preparing for winter

NHS inform will give you good information to help you make decisions about your health. It has:

- Advice on common symptoms
- Self-help guides
- Information on where to go for medical care

You can get information on things like:

coronavirus (COVID-19)

flu

minor head injuries

preventing falls

eye problems (self-help guide)

food poisoning

muscle, bone and joints

mental health (self-help guides)

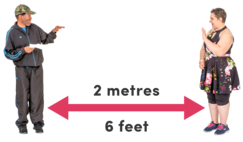
Community health care services include:

- Pharmacies
- GP practices
- Dentists
- Opticians

Because of coronavirus the way we use these has changed.

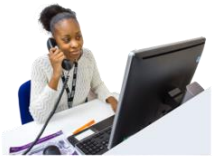
You can:

- Speak to your pharmacy for advice on minor illnesses, treatments and medicines
- Contact your optician if you have an eye problem
- Use our self-help guides for everyday illnesses
- Contact your GP, optician or dentist by phone or online first
- Follow physical distancing measures if you go to any of these



Do not:

- Visit your GP practice, optician or dentist without an appointment
- Arrive early or late for your appointment
- Go if you, or someone you live with, have symptoms of coronavirus



If you are isolating and have another urgent health concern, contact your GP, hospital or outpatients. They will tell you what to do. Read further information about changes to community health care services

Mental health support Our mental health resources include:

- How to deal with low mood, anxiety, phobias and stress
- Where to get help
- Ideas to improve your wellbeing

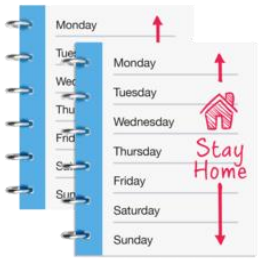
BREATHING SPACE
0800 83 85 87
www.breathingspace.scot

If you need help with your mental health or emotional support, you can phone Breathing Space on 0800 83 85 87.

Breathing Space is available on weekdays from 6.00pm to 2.00am and at weekends from Friday 6.00pm to Monday 6.00am.

If you need urgent mental health support, phone **NHS 24 on 111,** day or night.

Coronavirus (COVID-19)



If you have coronavirus symptoms, stay home for 10 days from the start of your symptoms. Arrange to be tested.

People who live with you should isolate for 10 days from the start of your symptoms. The most common symptoms are :

New continuous cough

Fever/high temperature (37.8C or greater)

Loss of, or change in, sense of smell or taste (anosmia)

A new continuous cough is:

- A new cough that's lasted for an hour

- 3 or more episodes of coughing in 24 hours
- Coughing more than usual

A high temperature is if you feel hot to touch on your chest or back (you don't need to measure your temperature). You may feel warm, cold or shivery.

Only phone **NHS 24 on 111** if you are in a high or very high-risk group and:

- You are isolating and your symptoms get worse
- You are finding it harder to breathe
- If you are not any better within 10 days

Coronavirus (COVID-19): General advice

Coronavirus (COVID-19): Test and Protect

Coronavirus (COVID-19): Guidance for households with possible coronavirus infection

Protect Scotland app

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