

**Right Care
Right Place**



Getting the Right Care from the Right Place

Easy Read Version

December 2021



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Winter is the busiest time for Scotland's NHS and social care services.

This year it is busier because of the pandemic.



We can help ease the pressure on the NHS and social care services.

This guide will help you to:



- Get the right care in the right place
- Know which service to use for different health matters
- Know how to look after your health and the people you care for this winter



Here is what you can do help prevent illness and help our NHS services.

Make sure your COVID-19 vaccinations are up to date.



Come forward for your booster vaccine when you are invited.



If you are pregnant, you should get the vaccine. This is recommended.



Get your **free** flu vaccination if you are eligible.



If you develop any COVID-19 symptoms self- isolate right away and book a test.



For more information on COVID-19 or flu vaccinations and how to get them, visit

NHSinform.scot or call

0800 030 8013 between 8am and 8pm, 7 days a week.



Wear a face covering where required.



Keep a safe distance from others.

Keep windows or doors open when you are inside with other people.



Take regular lateral flow tests. This will help to reduce the risk of spreading COVID-19 to others.



Keep appointments for any health checks such as screening services.



Keep your repeat prescriptions up to date.

Keep some cold and flu medicines at home.

Make sure you are registered with a local General Practice and Dental Practice.



You can find out how to do this at

NHSinform.scot



It is important to get your care:

- Quickly
- Safely
- From the right place



NHSinform.scot is Scotland's national health information website.

It gives you the information you need to make the right decisions about your health needs.



This includes:

- How to manage common symptoms such as fever, earache, and vomiting
- Information and guidance on home treatments and over-the-counter remedies
- Symptom checkers to let you know where to go if you need further medical care



At NHSinform.scot you can also find details of health and wellbeing services near you.



This includes names, addresses, opening times and service details. This is known as **Scotland's Service Directory**.



If you have a minor illness, a local pharmacy should be your first stop.

Your local pharmacy can give you advice.

How to treat minor illnesses

This would be on things like:



- Colds, cold sores, sore throats,
- Diarrhoea or constipation
- Repeat prescriptions
- Free emergency contraception



Through NHS Pharmacy First Scotland women can get help for urine infections.

Everything you talk to your pharmacist about is confidential.



Your pharmacist can direct you to another healthcare professional if needed.



You can use [NHSinform.scot](https://www.nhs.uk/infomart) to check your nearest pharmacy and opening times before you go.

Please allow at least 3 working days, when reordering medication.



Please do not order more medicines than you need.



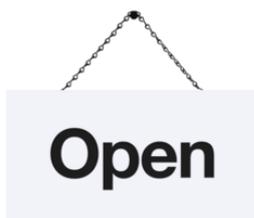
Sometimes, if you run out of medicines, your pharmacist can provide one cycle of your medication.

The pharmacist can do this without a prescription from your doctor.



You can ask your pharmacy for help if:

- You cannot go to the pharmacy
- You have no one who can collect it for you



The General Practices are open for you. Because of COVID -19 they are working differently and are busy.



Before you contact your practice think if you can:

- Manage the problem yourself
- Get advice from [NHSinform.scot](https://www.nhs.uk/inform)
- Get advice from your pharmacy



To get an appointment, call the practice or, if available, make an online enquiry.



Only visit if you have an appointment or no other way of contacting them.



Your doctor might not be the person who can help you. There are other professionals who work at your practice.

They are:

- Practice nurses
- Mental health nurses
- Physiotherapists
- Occupational therapists
- Other experts



Depending on your health needs it might be better for you to see one of these.



When you call, staff will ask for some information about your needs.



This will be treated confidentially. It will help you to speak to the most appropriate expert in the team.



Depending on your needs you will get:

- A face-to-face consultation
- A telephone consultation
- A video consultation



If you have an urgent problem when your General Practice is closed, you can call **NHS 24 on 111**.



It is important you attend any appointment for a screening service.



Detecting cancer early can improve your chances. If you have any symptoms, you should contact your General Practice as soon as possible

It is important that you register with a General Practice.



To find your nearest practice and download a registration form: Visit

www.NHSinform.scot/caresupport-and-rights



If you cannot wait and need urgent care services call **NHS 24 on 111** - day or night.



If you have an emergency call **999** or go directly to Accident & Emergency (A&E).



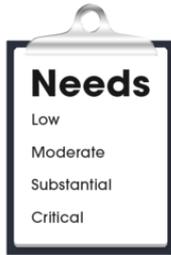
If you have already been to A&E for a non-life -threatening condition you should call first.



NHS 24 on **111** helps you get the right care if:



- You think you need A&E but your condition is not life threatening
- Your GP or dentist is closed, and you cannot wait till they open



When you call, they will assess and advise you on next steps.

If 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 go there
- Refer you to your local NHS Board team for further assessment



This might involve a telephone or video call first. They will decide what is best.

They might tell you to come to hospital at a certain time.



If they don't think you need to attend A&E they will help you get the care you need.

This will be as quickly, safely, and as close to home as possible.

You might be asked to attend your local **Minor Injuries Unit** for things like:



- Cuts
- Minor burns
- Sprains and strains

Text phone, and BSL users can call NHS 24 111 on **18001 111**.



How?

They can call NHS inform on **018001 0800 224488** or use the Relay UK app relayuk.bt.com

A&E is for emergencies such as:



- A suspected heart attack or stroke
- Severe breathing difficulties
- Severe bleeding

In an emergency always go to A&E or call 999.



Because of Covid A&E is very busy. Think carefully about whether you need to go there.



If you go and it is not the right place the team will tell you where to go to get help.

NHS Scotland are still treating patients depending on the urgency.



While you are waiting for your appointment or procedure, and you get worse you should: Contact your hospital clinic team or your GP



Maternity services continue to give care during the pandemic. Some of these may change.



Your midwife will tell you what appointments to attend and ones that will be by video call.



Your midwife will make sure you have phone numbers to contact about your care.



If you are worried about anything do **NOT** wait to get help. Contact your midwife right away.



You can also get information at **[NHSinform.scot/ready-steady-baby](https://www.nhs.uk/information-centre/scotland/ready-steady-baby)** or at **parentclub.scot**

Covid -19 and Flu vaccines are recommended in pregnancy.

More information is available at **[Nhsinform.scot/flu-vaccine/whocan-get-the-vaccine/pregnantwomen](https://www.nhs.uk/information-centre/scotland/flu-vaccine/whocan-get-the-vaccine/pregnantwomen)**

Mental health and wellbeing services are available as well as your GP services.



They give free help for:

- Stress and anxiety
- Depression
- Feelings of panic



Your GP can tell you where to go for help from these services.



You can also contact:

Breathing Space on **0800 83 85 87**. They are open Monday – Thursday **6pm – 2am** and Friday – Monday **6pm – 6am** or visit **breathingspace.scot**



Clearyourhead.scot can give you practical advice on your mental health and wellbeing



If you need urgent help, call **NHS 24 on 111** – 24 hours a day

If you have pain or a problem with your mouth contact your dentist.



Because of Covid dentists have to do some things differently. This is to keep everyone safe.

You might be assessed by phone for Covid – 19 and other breathing infections.



If you have an infection your appointment will be delayed. You will be seen when stricter infection controls can be put in place.



For urgent dental problems or if the dentist is closed call **NHS 24 111**.



If you have an eye problem, you should contact an optician.



If your optician is closed and you are worried phone **NHS 24 on 111**



You should have your eyes tested regularly. This helps to detect any eye problems and some other health conditions.

Your optician can refer you for other help you need.

You should make your appointment by calling your optician.



If you cannot leave home because of illness or disability you can arrange a home visit.



For more information on eye health and care visit [Eyes.Scot](https://www.eyes.scot.nhs.uk)



Social Care Services help children, young people and adults who need extra support.

They also help paid and unpaid carers.



The local Health and Social Care Partnerships (**HSCP's**) deliver these services in Scotland.



They make sure people get information to help them have choice and control over their support.



You can get more information at:

Careinfoscotland.scot or call **0800 011 3200**

Living made easy

Livingmadeeasy.org.uk is an information website. It is run by DLF.



shaw trust
DLF is part of Shaw Trust

This used to be called the Disabled Living Foundation



It has good information from occupational therapists about things that make life easier.



AskSara at livingmadeeasy.org.uk is a tool which helps you to see what you might need. It also tells you where you can buy things to help you.



Older people can call the Age Scotland helpline on **0800 12 44 222**. It is free and open Monday – Friday 9am – 5pm

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If you or people you live with have breathing or other Covid-19 symptoms you should:

- Isolate
- Book a PCR test right away



The symptoms are:

- Fever
- Loss of sense of taste or smell)
-



Book on [NHSinform.scot/test-and-protect](https://www.nhs.uk/informationscotland/test-and-protect)

Or call: **0800028 2816**



Do not wait to see if your symptoms improve before you book a test.

If you need help booking call **0300 303 2713**



If you test positive stay at home for 10 days.
Stay home longer if the fever continues.



The contact tracing team will speak to you so your close contacts can be identified.

The contact tracing team will tell you what you need to do to isolate.

They will also tell people you live with and other close contacts what to do.



Isolation needs depend on the age and vaccination status of people you live with and other close contacts.

The contact tracing team will advise on this.

You can find more information at:



[NHSinform.scot](https://www.nhs.uk/infocentre).



If your fever lasts more than 10 days, keep isolating for 48 hours after it ends.



Symptoms like coughing or continued loss of sense of taste or smell, can continue beyond 10 days.

These do not need you to isolate longer.



If you have to self-isolate and need support, you can phone the National Assistance Helpline on **0800 111 4000** or textphone **0800 111 4114** from **9am to 5pm, Monday to Friday.**



If you earn low wages the helpline can advise you about the £500 Self isolation Support Grant.



The **Protect Scotland app** at protect.scot is free.

It helps contact tracing to break the spread of Covid-19 quicker.

For more Covid-19 information visit:

[NHSinform.scot/coronavirus](https://nhsinform.scot/coronavirus)



Health and social care workers are working hard to keep delivering our care.

They are doing this despite the added pressures of the pandemic.



We thank you for your patience and support as services adjust to the increased work.



Our NHS staff are here to help.

Unfortunately, they continue to receive abuse from a small minority.



Violence and aggression will not be tolerated. It will not speed up care for anyone.



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