

A Focus on Primary Care in Moray

On behalf of Health & Social Care Moray

July 2023



Welcome to an update focusing on Primary Care in Moray.

In this brief, we want to share important information about the healthcare services we offer in Moray, how these services have changed in recent years and how we can help you to access the care you need when you need it. We will also introduce you to the members of your local healthcare team and tell you about some exciting new initiatives that can make it easier for you to get healthcare advice and treatment.

What is Primary Care?

Primary care is usually the first place you go when you need healthcare. It includes services like General Practice (GP Surgeries), Out of Hours care, Community Pharmacy, Dentistry, and Optometry and provides every day care for people of all ages. Our healthcare professionals can diagnose and treat a wide range of conditions, from minor injuries and illnesses to more serious and long-term diseases. They also focus on preventing illness by providing advice, support, treatment, screening tests and immunisations to keep you healthy and help protect our communities. Family Planning and Sexual Health services are also part of primary care and are available to everyone.

We hope you enjoy the brief and find out some useful information.

Different types of consultation

Many different types of consultations now exist and this newsletter will describe these to you in more detail. As you will hear, Pharmacies, Opticians and Dentists can offer direct advice and treatment and GP practices offer a choice of face to face appointments, telephone, video and online consultations provide different and flexible ways to get access healthcare.

Online consultations

Online consultations allow you get advice and access treatment online. An online form is used to gather information and then submit an enquiry which typically results in an online response within 24 hours. If your symptoms are flagged as urgent, it will advise you to take immediate action and provide instructions. You may also be directed to another service e.g. your local pharmacy or NHS 24, ensuring that you receive the most appropriate treatment or advice.



What can you do to help?

Providing detailed information and describing what you would like to happen helps us to provide the best response. It is helpful to understand your preferences as well as any worries or concerns you might have.

What is care signposting?

Care signposting describes the process of helping you find the care you need. All primary care staff are trained to do this so whenever you contact your local practice, pharmacy or out of hours service, our staff will ask you some questions to help guide you to the most appropriate service –this allows for your enquiry to be dealt with quickly and effectively.

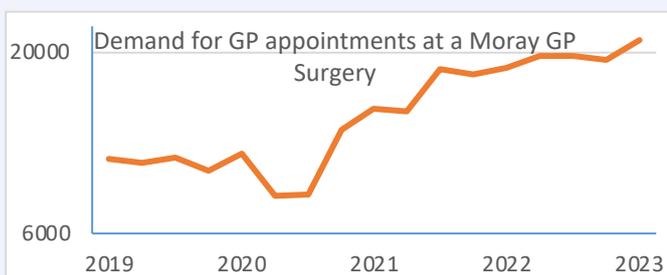


You can find helpful advice in our longer brief accessed here:



Why can't I always see someone as quickly as I would like?

Like hospital services and emergency departments, Primary Care is also under significant strain at present. There are many factors involved, but an aging population with increasingly complex medical needs, a rising number of mental health problems and longer hospital waiting lists all mean that our services are facing very high levels of demand. In addition, there are fewer GP practices, fewer GPs and a greater difficulty in recruiting all healthcare staff to rural areas such as Moray and all of this means there is a greater demand for primary care services.



We understand this means that we may not always be able to see you as quickly as you would

like. Limited NHS resources require us to prioritise patients based on their clinical needs.

Urgent conditions receive same day attention, while routine and non-urgent problems may need to wait longer.

Did you know that GP practices in Scotland see 10% of the population - approximately 500,000 patients - every week whilst utilising approximately 7% of the NHS budget?

We are doing everything possible to improve our services and build more capacity: our healthcare teams have expanded to meet demand and new services such as Pharmacy First, Pharmacy First Plus and the introduction of online consulting options provide more flexible and user friendly solutions and help improve access to healthcare services and treatment.

Now, let's explain how these services work and introduce you to the members of your primary healthcare team.

Meet Moray Pharmacotherapy Team

Following an investment aimed at addressing the shortage of GPs, we have successfully expanded our primary care pharmacy team. This evolving Pharmacotherapy service now provides a range of technical and prescribing pharmacy services to all GP practices and their patients in Moray. Our team of pharmacists and pharmacy technicians are involved in medication reviews, medication reconciliation, and providing support for high-risk medications and patients who are at high-risk or frail. We also offer consultations for polypharmacy and chronic diseases, following a patient-centred approach based on the recommendations of Realistic Medicine.

We prioritise the training and development of our staff, offering training programs and education to enhance their skills. While many of our staff members are relatively new, we are already proud of our achievements. We recently held a training afternoon where we planned further contributions to primary care.



Who's Who in my GP practice - the Multidisciplinary Team



Care Navigators

Care Navigators play a vital role in gathering information about your care request and provide advice to guide you to the most suitable professional or service. They deal with electronic consultations, medication requests, processing electronic and paper correspondence and tests and samples, data collection and coordinating medical and health insurance reports.

What you can do to help?

Please provide as much information as possible. Regrettably, our care navigators have experienced an increase in abusive behaviour. We kindly ask you to be polite and respectful towards our staff when they are trying to help you.

Practice pharmacist and the Pharmacotherapy Team

These are specialist clinicians who provide advice regarding medications and process a huge number of requests and enquiries each day. Many pharmacists are now also trained to manage chronic disease clinics.

Our nursing team

Our nursing team are highly skilled and specialise in a wide range of health conditions and are trained to deal with chronic disease management, wound care, diagnostic tests and procedures, screening tests such as smear tests as well sexual health and contraception advice.

Advanced nurse practitioners and paramedic practitioners

These experienced clinicians are frequently involved in triage and assessment and will often be involved if you present with acute or urgent symptoms. They are able to assess, diagnose and treat acute and chronic conditions and are trained to deal with a broad range of problems from minor illness to complex chronic diseases.

Mental Health

Arrows

Arrows offers a listening ear and provides advice and information for people facing substance use issues.
01343 610 500
arrows@quarriers.org.uk

Breathing Space

Breathing Space is a confidential listening service for people over 16 experiencing low mood, depression or anxiety. You don't have to give your name or any personal details unless you want to. 0800 83 85 87

Childline

Childline provide support for young people under 19 struggling with mental health issues, or any other problem 24 hours a day, 7 days per week. 0800 1111

Carers

Quarriers Carer Support Service

01343 556031
carersmoray@quarriers.org.uk

Access Team (social work)

The Access Care Team is the single point of contact for all initial enquiries about care and support, making it easier and quicker for people to get the right information and services they need.
01343 563999 Monday to Friday from 8.45am to 5pm

NHS Inform

If you're well, but have a question about your health or local NHS services, phone our helpline on 0800 22 44 88.

Our helpline is open Monday to Friday from 8.00am to 6.00pm.
www.nhsinform.scot

NHS 24

Call 111, 7 days a week, 24 hours a day. Can refer to out of hours GP service.



Dental Services: I don't have a dentist, how can I access help?

Grampian dental practices who are currently accepting NHS patients can be accessed here:

<https://www.nhsgrampian.org/service-hub/dental-services/dental-practice-registration-availability/>

If you have a dental query or experience dental pain or swelling whilst waiting to register with a dentist, please contact the NHS Grampian Dental Information Advice Line (DIAL): 0345 4565 990 between 8.05am - 6pm, Monday-Friday for advice from a qualified dental nurse who can also, if necessary, arrange an urgent appointment for you. If you are affected by a dental emergency out with these hours or at the weekend you should call NHS 24 on 111.

More information about maintaining good oral health can be found at: www.teethtlc.com

Why can't I find a more local dentist and what is being done?

Across Scotland there has been a significant reduction in the number of new dentists. The Scottish Dental Access Initiative now provides grants of £50,000 and above available to allow dental practices to be established or extended – provided there is a seven year commitment to providing NHS treatment. A recruitment and retention bonus is also being offered to eligible new dentists in Moray.

Optometry

Community Optometry in Moray plays a vital role in providing eye care, both for routine eye examinations and unscheduled eyecare. Your local Optometrist / Optician is able to treat a wide range of eye conditions and as such, they should be the first port of call for any eye or vision related problems.

For example, anyone experiencing a sudden loss of vision, painful red eyes or flashes and floaters in their vision should call their local optician for emergency care. You will get free NHS specialist care using

specialist equipment and if necessary, we can refer you direct to any other service you might need. You will be given an appointment appropriate to your symptoms and if the practice you call cannot see you, they will contact another optician in NHS Grampian to find you an appointment within the advised timeframe. You may need to travel.

This service is available during normal opening hours (usually Monday-Saturday). Go to NHS Inform Website to find your nearest optician.

www.nhsinform.scot/



Pharmacy First

The Pharmacy First scheme provides professional health care advice, treatments, and medicines for common illnesses from your local pharmacy, without the need for an appointment. Please see us for: Minor illnesses, Coughs & Colds, Cystitis, Earache, Sinusitis, Dermatitis rashes, Medication advice or contra-indication.

Community Pharmacies

We are often on your local high street and are your first

stop for minor illness and medication advice. You can walk into any pharmacy in Scotland and receive face-to-face advice. Most pharmacies now have a consultation room where you can speak to the pharmacist in private. Read more about what Pharmacy First and what it can do for you here:

<https://www.gov.scot/publications/nhs-pharmacy-first-scotland-information-patients/documents/>

Hello from Dr Taylor, Maryhill Practice, Elgin

My typical workday begins just before 7am. I often have early morning surgeries specifically designed to assist patients who are unable to visit during regular consulting hours due to their work commitments.

I continue with various clinical responsibilities, conducting both face-to-face and phone surgeries in the mornings and afternoons. I also have regular sessions as the "duty doctor," supporting a skilled clinical team of advanced nurses and practitioners who handle urgent, same day issues from patients in need.

Additionally, we manage scheduled and booked clinics for GPs, chronic diseases, and other specialised nurse clinics. We also handle numerous incoming phone calls requesting help with various matters.

There are then referrals to be made for patients who require hospital visits. We often correspond with consultants to seek advice on managing the increasingly complex cases we handle, and then results to look over, then home visits with my day ending at 7pm.

I have been a GP in Elgin for over 31 years, and I cannot remember a more challenging time for patients and staff. Despite this I still take great pride in my job and try to do the best for my patients.

Hello from ... a First Contact Physiotherapist

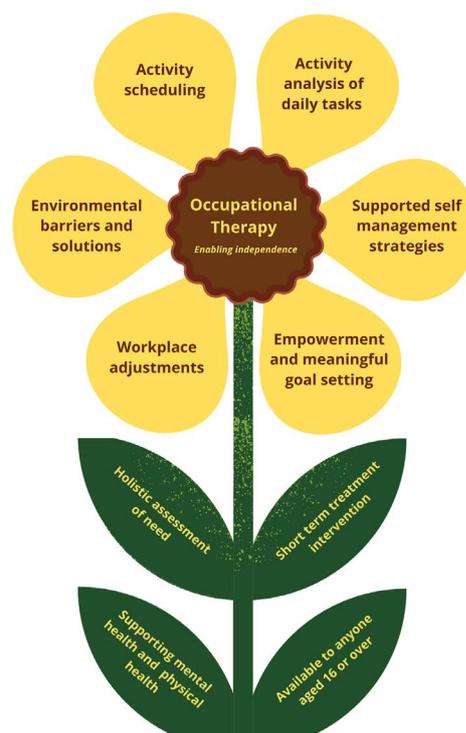
I am a Physiotherapist and have been in this role for 35 years, working for Moray Physiotherapy Service since moving here in 1994. In this new role I work as a First Contact Physiotherapist (FCP)/Advanced Practice Physiotherapist (APP), utilising my extensive experience in the clinical assessment, diagnosis and management of musculoskeletal (MSK) conditions. I also have a leadership role which involves developing the FCP Service across Moray Primary Care Services. Having a First Contact Physiotherapy service in Moray means a patient presenting to the GP practice with a MSK Condition can opt to see or speak to a physiotherapist at their first appointment, accelerating their access to specialist assessment, treatment and onward referral or further investigations as deemed necessary.

Patients can be appointed directly to the FCP via admin teams or triage systems. This benefits the wider Primary Care Team (PCT) saving them both time and resource to manage other and perhaps more complex medical conditions. To enhance patient experiences, FCP's not only work closely with PCT's but also have robust networks to integrate with pathways for Out - Patient Physiotherapy, Orthopaedics, Rheumatology and Pain.

Hello from... Primary Care Occupational Therapy:

This service covers every GP Practice in Moray. Delivering early intervention for prevention, self-management strategies and short term interventions for physical, cognitive and mental health issues, it is proving to be responsive and person centred. The biggest focus has been on Falls Prevention and responding to Unscheduled Care needs to prevent admission and help people stay at home.

Patient's feedback includes feeling listened to, safer at home and more able to manage their conditions. They also feel the service is holistic, personalised and responsive. Carers welcome a tailored service and worry less about their family member. GPs are particularly appreciative of the easy referral process, find the service practical and responsive and notice a reduction in consultations following OT intervention.



Hello from... a care navigator

A typical day in the life of a GP Admin Assistant includes various different tasks. Usually I have one or two phone shifts throughout my day which vary from around 1 hour 15 minutes – 1 hour 45 minutes. This involves Care Navigation and all staff receive regular training for this so that we can ensure patients get the right information on the many different services which are available to them, helping with patient queries and arranging appointments. We also get calls and queries from the hospital, care homes, home carers, social work, etc.

I also deal with eConsults (online consultations) which come through from patients. This involves saving them, filing them, answering administrative queries or ensuring they go to the most appropriate clinical staff member to deal with.

Issuing patients' repeat prescriptions is also a big part of my job. This involves collating all the prescription requests which come through online, gathering the paper requests which come in from our collection boxes in our foyer and we also have prescription requests which come through from the local pharmacies. The Admin Team are trained to issue straightforward repeat prescriptions, and can pass on more complex requests to our Practice Pharmacy Team. Prescriptions are then passed to the GPs to sign and, once signed, they are sorted into bundles for each of our local pharmacies who collect from us twice each day.

Being at the Front Desk is another big part of my role. This consists of checking patients' in for appointments, dealing with patient queries, arranging appointments, issuing/collecting sample kits, receiving document requests for patients (and collecting cash/card payments for these if appropriate), sorting the mail which comes in so it can be either scanned on to patient's records or passed to the GPs, as well as phoning patients to advise if anything is ready for collection (e.g. test results, sick notes, paperwork).

All patient documents are scanned to our electronic filing system, and the Admin Team also receive a large amount of electronic "tasks" and "workflows" for these documents from the GPs, Nurses and Pharmacy Team each week if we need to contact patients. This could be relating to a test result, query, prescription or appointment.

We also manage the Florence Home BP Monitoring Scheme for patients. This enables patients to submit their blood pressure readings via text message for clinical staff members to monitor.

Hopefully this gives a flavour of what the GP Admin role covers. I know that my own family and friends are amazed at the variety of tasks I cover at work when they ask!

Hello from a Community Care and Treatment Nurse...

My name is Paula Bateman and I am a community treatment and care nurse (CTAC) in Lossiemouth. I work part time as a CTAC nurse and a practice nurse in the same GP surgery. I have been in the CTAC role since 2020 when it was first launched in Grampian. CTAC nurses cover all aspects of treatment room duties including minor injuries, disease monitoring, catheter care, complex wound assessment and treatment, to name but a few. No two shifts are the same and I find that the variety keeps the job interesting. As a CTAC nurse you are part of a large multidisciplinary team however, you are lone working on a regular basis therefore must be confident and competent with working autonomously. CTAC nurses are required to be expertly trained in many skills/procedures and it is vital that these skills remain up to date so we provide our patients with the highest standards of care. I would recommend this is job for both newly qualified nurses and those wishing to move into the primary care setting.

Hello from an Advanced Primary Care Pharmacist...

I am Joyce Hayden, Advanced Primary Care Pharmacist based at Forres Health Centre working with Culbin and Varis GP practices. I started my career with the NHS more than 25 years ago, qualified as a supplementary prescriber, specialising in the management of hypertension and heart failure. My role was then expanded in 2012 with achievement of independent prescriber qualification. In 2017 I switched specialties by undertaking a post-graduate diploma in Diabetes Care and have since then been greatly involved in the development of practice-based diabetes care involving the review and treatment of patients with type 1 and type 2 diabetes. My role has since further advanced to supervising insulin initiation in type 2 patients and working closely with my Diabetes Specialist Nurse colleagues. One of the rewarding parts is seeing patients face to face for consultations and making a difference to their health.

Hello from a Physiotherapist...

I am a Physiotherapist and have been in this role for 35 years, working for Moray Physiotherapy Service since moving here in 1994.

In 2019 following changes to the GP contract I took the opportunity to move from Physiotherapy Out-Patient Services to a Physiotherapy in Primary Care role. In this new role I work as a First Contact Physiotherapist (FCP)/Advanced Practice Physiotherapist (APP), utilising my extensive experience in the clinical assessment, diagnosis and management of musculoskeletal (MSK) conditions.

I also have a leadership role which involves developing the FCP Service across Moray Primary Care Services. Having a First Contact Physiotherapy service in Moray means a patient presenting to the GP practice with a MSK Condition can opt to see or speak to a physiotherapist at their first appointment, accelerating their access to specialist assessment, treatment and onward referral or further investigations as deemed necessary. Patients can be appointed directly to the FCP via admin teams or triage systems. This benefits the wider Primary Care Team (PCT) saving them both time and resource to manage other and perhaps more complex medical conditions.

To enhance patient experiences, FCP's not only work closely with PCT's but also have robust networks to integrate with pathways for Out-Patient Physiotherapy, Orthopaedics, Rheumatology and Pain.

Hello from a GMED ANP...

My name is Faye and I have been an Advanced Nurse Practitioner (ANP) within GMED for the last 10 years. I have an MSc in Advancing Nursing Practice along with other Qualifications such as European Diploma in Palliative Care, Care of Unwell Child & Young Person and BASICS Scotland Pre-Hospital Emergency Care (PHEC).

My role as an ANP is to perform telephone/video assessments, centre consults and home visits for patients that require urgent care in the Out of hours (OOH) period. We work closely with other teams in both secondary care and the Scottish Ambulance Service (SAS).

We assess, diagnose, treat and prescribe for patients that require. We deal with patients from birth. Trainee ANP staff within the service have a comprehensive portfolio to complete and are supervised/mentored throughout the training process. Despite the demands on the job, like all nursing roles, it is very rewarding. Being able to help patients and families at their time of need is why we all came into nursing.

For anyone wishing to progress their career into Advanced Practice I would highly recommend it, and we would welcome anyone to the GMED service.



Hello from GMED Out of Hours Service...

GMED is an Out of Hours Primary Care Service that cares for patients who have urgent care needs and cannot wait until their GP Practice is opened. GMED covers whole of Grampian. GMED is not an emergency service.

GMED operates 6pm to 8am each weekday, all weekends and each public holiday including the festive period.

Patients are referred to our service mostly via NHS 24, where triage takes place to decide whether a patient needs to be seen and also make a decision about the location of care (home visit centre consult) and degree of urgency (1, 2 or 4 hours). Community Pharmacies, Scottish Ambulance Service (SAS) and Community Nursing can refer patients directly to the dispatch hub via the professional-to-professional telephone line.

GMED works in partnership with a host of other health and social care services or organisations which we refer to as Primary Care OOH Stakeholders.

These are the stakeholders we work with in partnership, please be advised that this list is not exclusive: Marie Curie & OOH Nursing; NHS 24; Community Hospitals; MIU; Labs; Scottish Prison Service; Custody; Emergency Departments; Mental Health; SAS; Public Health; Police; Pharmacy; Opticians ; Day Time GP; Care Homes etc.

KNOW WHO TO TURN TO.

WHEN YOU ARE ILL OR INJURED



GP

**VOMITING/EAR PAIN/SORE BELLY/BACKACHE.
TURN TO YOUR GENERAL PRACTICE.**

When you have a medical condition that just won't go away, contact your General Practice (GP) either by phone or eConsult.

Your GP, or a member of the extended clinical team, will provide advice, information and carry out an examination if clinically indicated and will arrange appropriate treatment prescriptions.

The clinician can refer you to another specialist healthcare professional if clinically required.

When your GP surgery is closed, and you're too ill to wait until it re-opens, you can access appropriate out of hours services through NHS 24 on 111.

Your local NHS out of hours primary care service works with NHS 24 to make sure that urgent medical advice and care is always available to you. In NHS Grampian this out of hours service is known as GMED.



NHS OUT OF HOURS

TOO ILL TO WAIT UNTIL YOUR GP SURGERY IS OPEN?

When your GP practice is closed, and you're too ill to wait until it re-opens, you can access appropriate out of hours services through NHS 24 on 111.

Your local NHS out of hours service works with NHS 24 to make sure that urgent medical advice and care is always available to you.

<https://www.nhsinform.scot/>

www.know-who-to-turn-to.com



DENTIST

**SEVERE TOOTHACHE, INFECTION OR INJURY IN YOUR MOUTH OR TEETH THAT NEEDS URGENT ATTENTION?
TURN TO YOUR DENTIST.**

If you are registered with a dentist:

You should contact your dental practice for an appointment. Even if your practice is closed, you should hear a message which provides details of their out of hours arrangements for providing advice and treatment.

Outside normal working hours (between 6pm and 8am on weekdays or anytime at weekends), if you have an URGENT dental need, please contact NHS 24 on 111.

If you are not registered with a dentist:

Help is available by contacting the NHS Grampian Dental Information and Advice Line DIAL on 0345 45 65 990. This service is available between 8.05am - 6.00pm (Mon-Fri) and can also be used if you are just visiting the Grampian area and cannot wait until you see your local dentist. For URGENT dental problems that occur between 6pm and 8am or any time at weekends, you should call NHS 24 on 111.

Are you worried about persistent mouth, tooth or gum problems?
Contact your dentist to discuss further.

<https://www.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/dental-advice-information.pdf>



MENTAL HEALTH

**LOW MOOD/STRESSED/ON EDGE/ANXIOUS/DISTRESSED.
TURN TO LOCAL SUPPORT SERVICES**

When you need help with your mental health or are finding it difficult to cope with things; know who to turn to.

Breathing Space (Tel 0800 83 85 87) Confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety. Open weekdays 6pm - 2am and 24 hours at weekends.

The Samaritans (Tel 116 123) Day or night, a Samaritans volunteer is there to give support to anyone feeling down or struggling to cope.

Living Life (Tel 0800 328 9655) A free appointment-based telephone service for anyone over the age of 16 with low mood, mild to moderate depression and/or anxiety. Open Monday to Friday, 1pm to 9pm.

NHS Grampian healthpoint (freeline 08085 20 20 30) for local help, advice and support.



MINOR INJURIES

CUTS AND MINOR BURNS. SPRAINS. NOT SURE IF YOU HAVE A BROKEN BONE?

You can turn to a minor injury unit.

To enable us to treat patients with minor injuries safely and efficiently you must book an appointment prior to your visit. This helps us to avoid people gathering in the unit whilst they await treatment and to carry out cleaning procedures between patients.

Please call NHS 24 on 111 to discuss your injury and the best course of action. NHS 24 111 is available 24 hours a day, 7 days a week.

Once assessed by telephone, where necessary, an appointment will be made for you at the most appropriate Minor Injury Unit.

If your injury is less severe please consider the other care options available. These include: accessing advice/medicine from your local chemist/pharmacy.

In an Emergency you should still call 999 or go to your nearest Accident and Emergency Department.



OPTICIAN

**SUDDEN LOSS OF VISION/BLURRED VISION/
PAINFUL OR RED EYES/SUDDEN FLASHES AND FLOATER.**

Opticians (optometrists) have the same specialist equipment as specialist eye doctors (hospital ophthalmologists) and may be able to treat and manage your eye problem without a need for you to go anywhere else. They can refer you to the hospital eye clinic if necessary.

To make an emergency appointment, telephone your optician/optometrist or contact NHS 24 on 111.

All initial contact with an optometry practice must be made by telephone or e-mail. Please do not turn up at the practice without an appointment.

Please note: if your optician cannot allocate you an appointment, within the advised timeframe they will arrange an alternative at another practice. You may need to travel. <https://www.nhsinform.scot/scotlands-service-directory>



PHARMACIST

COUGHS AND COLDS/INDIGESTION/CONSTIPATION/ACHES AND PAINS.

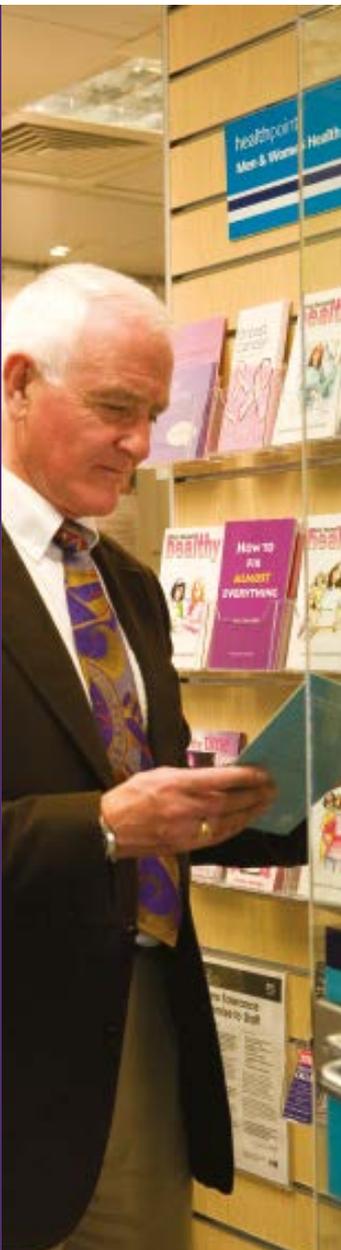
Telephone or pop into your local pharmacy to get expert advice or information on healthcare, as well as help with your medicines.

Dispense your prescription.

Help if you run out of your regular repeat prescription.

Advise on medicines and advise, assess and provide treatment if required, for a range of minor ailments on the NHS Pharmacy First Scotland service. Provide services including emergency hormonal contraception and treatment for mild UTI symptoms in women over 16.

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/pharmacy/nhs-pharmacy-first-scotland>



SELF-MANAGEMENT (LONG-TERM CONDITION)

DIABETES/COPD/DEMENTIA/HEART DISEASE TURN TO SELF-MANAGEMENT.

Why is Self-management important?

People with long-term health conditions who self-manage and get support for self-management have a better quality of life, improve their self-confidence and have better health outcomes.

Self-management means

- Being informed about your condition so you can be involved in decisions about your health
- Knowing about your own health and how your condition(s) affect it now and in the future.
- Learning skills and adopting behaviours to manage any specific conditions and improve your overall health and wellbeing.

Self-management can be with or without the collaboration of the health care system. To find out more:

- Call the NHS Grampian Healthline on 08085 202030 to speak to trained advisors who can provide information on your condition, and living well.
- ALISS provides online information about local health services, community services, organisations and groups.
- Alliance Scotland has more information about Self-management.
- NHSinform has information about many medical conditions.
- It's OK to Ask | NHS inform it's important to know what's going on with your own healthcare. Knowing the right questions to ask can make all the difference.



SELF-HELP

**HANGOVER/GRAZED KNEE/SORE THROAT AND COLDS.
TURN TO SELF-HELP.**

For a speedy recovery, self-help is the best option when you have a minor illness or injury. A well-stocked medicine cabinet means you'll receive the right treatment immediately.

Looking for Help With Your Health? Turn to the NHS Healthline on 08085 202030



EMERGENCY DEPARTMENT/999 EMERGENCY SERVICES

**SUSPECTED STROKE OR HEART ATTACK.
SERIOUS ILLNESS OR INJURY.
TURN TO 999 OR YOUR HOSPITAL'S EMERGENCY DEPARTMENT.**

Phone NHS 24 on 111 for urgent care.

If you think you need to visit the Emergency Department but it's not life threatening, you can phone NHS 24 on 111, day or night.

In accordance with national guidance, if you attend an Emergency Department with a health problem that could be treated by a non-emergency service, you may be redirected to a more appropriate person such as a GP or pharmacist.

<http://www.scottishambulance.com/WhatWeDo/calling999.aspx>

