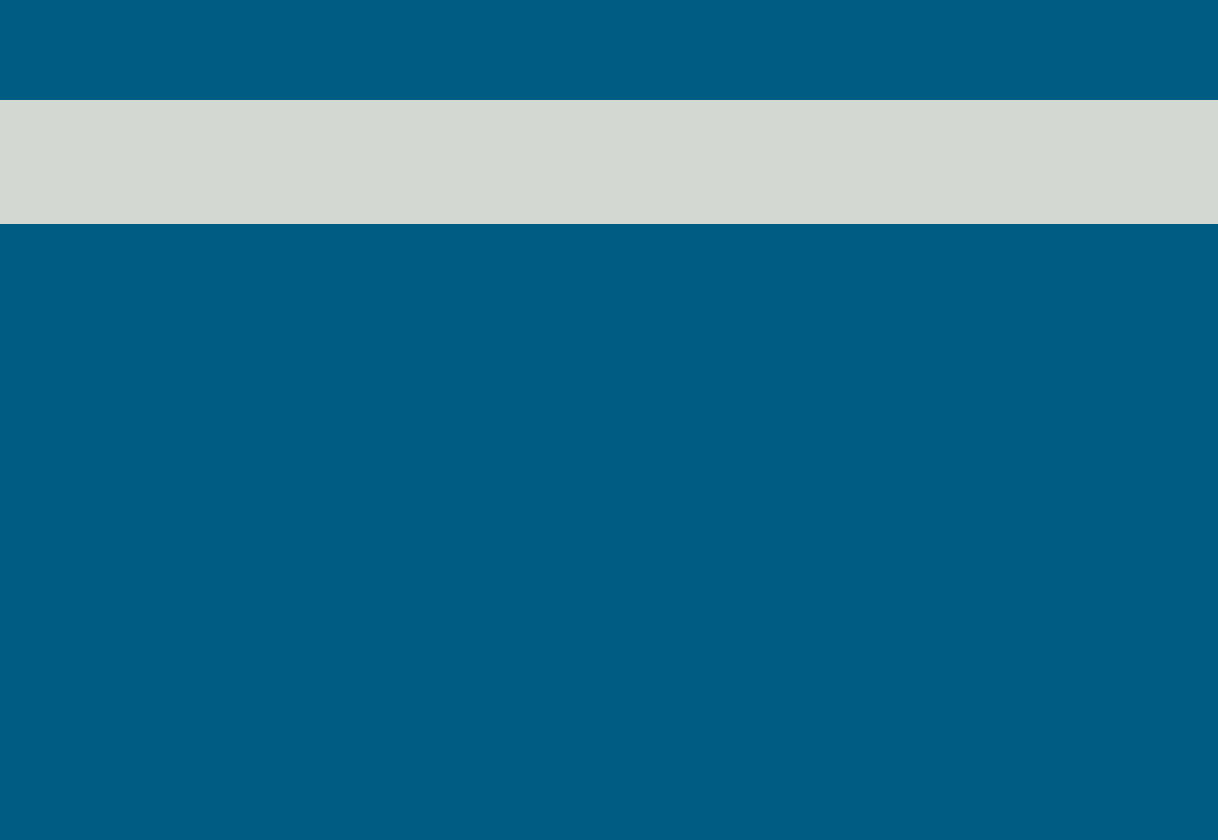


Homelessness and Health



Your guide for Services in Moray





INTRODUCTION



This booklet contains useful information to help you get the maximum benefit from services.

It is easy to forget about your health when other things seem to take over and become more important. Everyone has the right to be healthy and you have the right to the highest standard of healthcare.



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Housing

If you are homeless, or threatened with homelessness you need to fill in a homeless application form. You can get this by contacting your local area housing office.

Buckie Area Housing Office

Cluny Square, Buckie
AB56 1AJ

Tel: 01542 837200

Elgin Area Housing Office

Council Building
High Street Elgin
IV30 1BX

Tel: 01343 563429

Forres Area Housing Office

Auchernack
High Street, Forres
IV36 1DX

Tel: 01309 694000

Keith Area Housing office

The Institute
Mid Street, Keith
AB55 5BJ

Tel: 01542 885500

After 5pm or at a weekend, phone the Housing and Social Work out-of-hours service

Tel:08457 565656

GP and hospital services are free to everyone

You can contact any doctor if you require immediate, necessary treatment.

A doctor must provide treatment that is considered to be immediately necessary.

You should then make sure you become registered with a doctor.

Registering with a Doctor

You can go along to any local doctor and ask to be registered. There are two different types of registration:

- 1. Permanent Registration**
 - is available for anyone who intends staying in the area for more than three months.
- 2. Temporary Registration**
 - is available for anyone who intends staying in the area for less than three months.

By registering with a Doctor, the Doctor can put you in touch with the following specialist services:

- **Mental Health Services**
- **A Midwife or Health Visitor**
- **Prescriptions - Repeat & New**
- **Back & Foot care**
- **Healthy Living Advice**



Contacting NHS health services in Grampian

General number

0845 456 6000

All NHS Grampian hospitals and departments are open 24 hours a day, 7 days a week. (All internal extensions can still be dialled direct).

Free healthline

0500 20 20 30

Information and advice on all health issues, current campaigns and local health services.

Open 9.00am - 5.00pm,
Monday to Friday

Dental advice line

0845 45 65 990

Help to access NHS dental Services
in Grampian. Open 9.00am
- 4.00pm, Monday - Friday

Urgent medical advice

Daytime - contact your own
GP surgery

Evenings, Weekends and
Holidays contact

NHS 24

0845 4 24 24 24

**For serious accidents and medical
emergencies contact the ambulance
service: 999**

GP Practices & Hospitals

Buckie and Cullen

Ardach Health Centre

Tel: 01542 831555

Cullen Medical Centre

Tel: 01542 840272

Seafield Medical Centre

Tel: 01542 835577

Fochabers Medical Centre

Tel: 01343 820247

Seafield Hospital:Buckie

Tel: 01542 832081

Elgin & Lossiemouth

Elgin Community Surgery

Tel: 01343 542234

Laich Medical Practice

Tel: 01343 812277

The Maryhill Practice

Tel: 01343 543788

Victoria Medical Centre

Tel: 01343 547512

Dr Grays Hospital:Elgin

Tel: 01343 543131

Forres

Castlehill Health Centre

Tel: 0845 337 1120

Forres Health Centre

Tel: 0845 337 1120

Leancoil Hospital:Forres

Tel: 01309 672284

Speyside & Keith

Aberlour Health Centre

Tel: 01340 871210

Fleming Hospital:Aberlour

Tel: 01340 871464

Dufftown Health Centre

Tel: 01340 820888

Stephen Hospital:Dufftown

Tel: 01340 820215

Glenlivet Medical Practice

Tel: 01807 590273

Keith Medical Group

Tel: 01542 882244

Turner Memorial Hospital:Keith

Tel: 01542 881004

Roths Surgery

Tel: 01340 831435

Tomintoul Health Centre

Tel: 01807 580219

Opticians

Most opticians offer free eye tests - please take advantage of this, you may be entitled to help towards the cost of your specs. If your eye sight is ok you should have a test every 2 years. If you have health problems such as diabetes or problems with your sight you should have an eye test every year.



Dental Emergencies

NHS Dental Emergencies
(Non - Registered Patients
only) Monday to Thursday
8.45am - 4.30pm
Fridays 8.45am - 4.00pm

Tel: 01343 567891

To register with NHS Dentists
Dental Advice Line

Tel: 0845 45 65 990



Drugs & Alcohol

If you are concerned about your drug or alcohol consumption, support and advice is available.

Moray Drug and Alcohol Services

Tel: 01343 552211

252 High Street, Elgin

Moray Drug Line

Tel: 01343 660118

Alcohol Anonymous (AA)

Tel: 0845 769 7555

Studio 8, A direct access for people: **16+**
8 South Street, Elgin IV30 1LE
Tel: 01343 543 792
Open Monday - Saturday



What your pharmacist can do for you

- **dispense prescriptions**
- **sell non-prescription medicines such as treatments for skin problems or coughs and colds**
- **give advice on healthy living, preventative treatments & minor ailments - how to deal with them eg. diarrhoea, coughs, colds, pain, stopping smoking**

- **all medicines - how to take them, when to take them and whether they should be taken with food**

Prescriptions are free if you are: Under 16, A full time student Under 18, Pregnant, 60 years and over, Income based job seekers allowance, In receipt of Income Support or partner receives Income support.

Sexual Health

All types of contraception, Chlamydia tests, Pregnancy tests, cervical smears available at **Dr Grays Hospital** Mondays & Thursdays 5.30pm - 7.30pm
Tel: 01343 567574 to make an appointment.

GUM Clinic - Tests & treatment for all sexually transmitted infections, HIV tests, Hepatitis B vaccination, Genital wart treatment.

At Genito Urinary Medicine based at Dr Grays Hospital, Elgin There are 3 clinics per month.

Tel: 01224 555555 and ask for an Elgin appointment.

Everyone needs to feel comfortable with their sexuality. If you are gay, lesbian, bisexual, transgender unsure about your sexuality or are HIV positive, support is available from **Terence Higgins Trust Scotland**, 11 Waverley Place, Aberdeen,
Tel: 08452 412151

Healthpoint at 239 High Street in Elgin offers access to information, condoms, Emergency contraception, Chlamydia testing and pregnancy testing Monday to Friday, 9.00am - 5.00pm
Tel: 01343 545246

SMS young peoples drop-in available on Saturdays at **Healthpoint**, 239 High Street, Elgin, between 2.00pm - 4.00pm.

Lifestyle advice, contraception, Chlamydia tests, pregnancy tests, emergency contraception and condoms available.

Emergency contraception is available from GP's and 7 days a week from A & E, Dr Grays, Turner Hospital in Keith, Leancoil Hospital in Forres, Stephen Hospital in Dufftown and Fleming Hospital in Aberlour.
(see page 7 - 8 for contact details)

Help to be Healthy

Free confidential advice is available at **Healthpoint** 239 High Street, Elgin on all health issues such as:

- **Stopping Smoking**
- **Mental Health**
- **Healthy Eating**
- **Exercise**
- **How to look after you teeth**
- **Drugs & Alcohol**
- **Sexual Health advice**
- **Men/Womens Health**

You can also get

- **free condoms**
- **pregnancy testing**
- **emergency contraception**
- **Chlamydia testing**

Through the SMS Service based at the Elgin Healthpoint

Healthpoint is open

Monday to Friday

9.00am - 5.00pm

Tel: 01343 545246 or call the **free NHS Grampian healthline:**

0500 20 20 30

Saturday Opening Hours

1.30pm - 4.30pm

**Help to be
Healthy**



**Have you been
hurt or abused
by another person
either physically
or emotionally?
For support and
advice**

Contact:

Samaritans

Tel: 01343 543000

linkline **Tel: 08457 909090**

(cost of a local call) available

24 hours a day, 365 days

a year.

Victim Support

Tel: 01343 812995

Women's Aid

Tel: 01343 548549

Rape Crisis

Tel: 01224 639347

Monday to thursday

7.00pm - 9.00pm

Childline

Tel: 0800 11 11

**Say No to
Physical &
Emotional
Abuse!**



Other Useful Numbers

- **Citizens Advice Bureau**
30 Batchen Street, Elgin
IV30 1BH,
Tel: 01343 550088
- **Cruse Bereavement Care** (Moray Branch)
Tel: 01542 833 238
- **Shelter**, 8.00am - 12.00
(midnight)
seven days a week
Tel: 0808 800 4444

- **Grampian Fire Brigade**
Service Centre
Tel: 01224 696666

-
- **Grampian Police**
Service Centre
Tel: 0845 600 5 700

-
- **For serious accidents and medical emergencies**
Tel: 999

Job Centre Plus

- **Buckie**
Shanks lane
Tel: 01542 783838
- **Elgin**
21, Trinity Road
Tel: 01343 528000
- **Forres**
Tytler Street
Tel: 01309 542900
- **Speyside & Keith**
You would need to go to either
Buckie or Elgin.



My details

Name.....

Medication.....

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Allergies.....

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Medical Conditions.....

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Emergency Contact.....

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My Numbers

Name.....

Number.....

Name.....

Number.....

Name.....

Number.....

Name.....

Number.....

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Notes

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If you need this, or any other NHS Grampian publication in an alternative format (large print, audio tape etc) or in another language please contact Corporate Communications Telephone: **01224 554400** Please ask for publication CGD 060316