

KNOW WHO TO TURN TO.



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

This publication is also available in large print and on computer disk. Other formats and languages can be supplied on request. Please call Equality and Diversity on 01224 551116 or 552245 or email grampian@nhs.net

Ask for publication CGD 110634

May 2012

WHEN YOU'RE ILL, INJURED OR HAVE A LONG TERM CONDITION KNOW WHO TO TURN TO.

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

This booklet has been produced to help you get the right medical assistance when you're ill or injured or have a long term condition.

There are nine options to choose from.

SELF CARE	4 - 5
PHARMACIST	6 - 7
GP	8 - 9
NHS OUT OF HOURS SERVICE	10 - 11
SELF MANAGEMENT	12 - 13
OPTICIAN / OPTOMETRIST	14 - 15
DENTIST	16 - 17
MINOR INJURIES UNIT	18 - 19
A&E / 999	20 - 21

Going directly to the person with the appropriate skills is important. This can help you to a speedier recovery and makes sure all NHS services are run efficiently.

The following sections of this booklet give examples of common conditions, and provide information on who to turn to.

Remember, getting the right help is in your hands.

So please keep this booklet handy, and you'll always know who to turn to when you're ill or injured or have a long term condition.

Further information on all of the above services can be found at www.know-who-to-turn-to.com

HANGOVER. GRAZED KNEE. SORE THROAT. COUGHS AND COLDS. TURN TO SELF CARE.

For a speedy recovery, self care 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.

You can find out more about illnesses, health related services and what to keep in your medicine cabinet by visiting www.know-who-to-turn-to.com

Or you can call our free healthline on **0500 20 20 30**.

You can also visit your free NHS healthpoint at Aberdeen Royal Infirmary, Aberdeen Indoor Market, Dr Gray's Hospital, Elgin, The Hot Spot, Peterhead or High Street, Fraserburgh.



COUGHS AND COLDS. INDIGESTION. CONSTIPATION. ACHES AND PAINS. TURN TO YOUR PHARMACIST.

Drop into your local pharmacy anytime to get expert advice or information on healthcare, as well as help with your medicines. There is no need to make an appointment.

Your pharmacist sells a wide range of over the counter medicines to treat minor ailments such as hay fever, athlete's foot and cold sores (treatment for minor ailments is provided free of charge under the Minor Ailment Service to patients exempt from prescription charges).

All pharmacies dispense prescriptions and most supply emergency contraception on the NHS. If you run out of your regular medicines and can't obtain a prescription from your GP, your pharmacist can dispense an urgent repeat supply.

To find your local pharmacy call our free healthline on **0500 20 20 30** or visit **www.know-who-to-turn-to.com**



VOMITING.
EAR PAIN.
SORE BELLY.
BACKACHE.
TURN TO YOUR GP.

When you have an illness or injury that just won't go away, make an appointment to see your General Practitioner (GP).

Your GP, also known as your family doctor, will carry out detailed examinations and provide advice, information and prescriptions. Your doctor can also refer you to specialist healthcare professionals.

Everyone needs to register at their local GP surgery. To find out how to register, or find your nearest medical practice, simply visit www.know-who-to-turn-to.com or call our free healthline on **0500 20 20 30**.



TOO ILL TO
WAIT UNTIL YOUR
GP SURGERY
IS OPEN?

TURN TO YOUR
NHS OUT OF HOURS
SERVICE.

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.

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.

Call NHS 24 on **08454 24 24 24**.



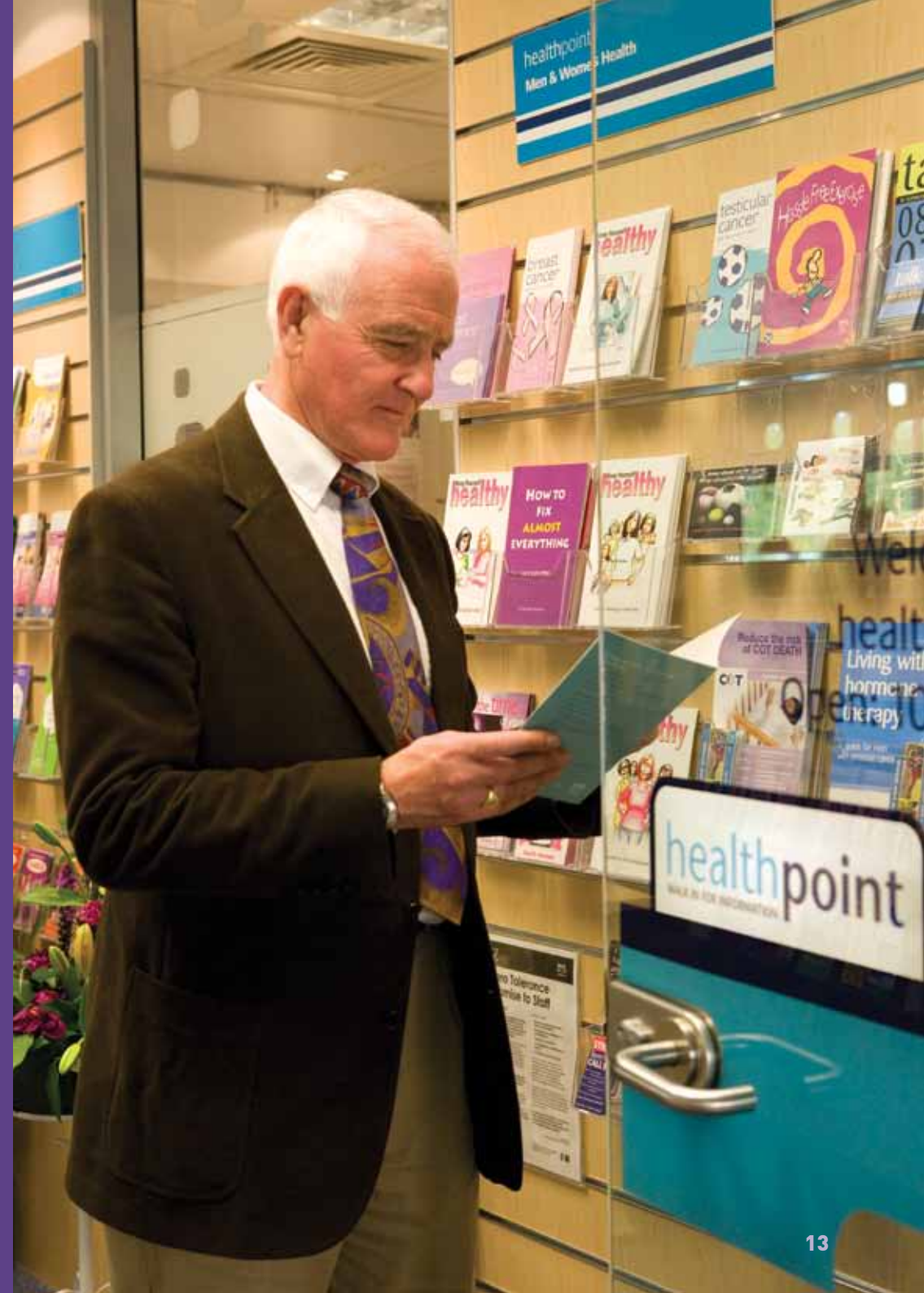
DIABETES. COPD. DEMENTIA. HEART DISEASE. TURN TO SELF MANAGEMENT.

If you're living with a long term health condition, additional assistance is available to help you access a range of services that offer the level of support you may need at different stages of your condition, including benefits entitlement, stress management and support groups. And most of these back-up services are **free**.

Self management enables you to take greater control of your health and improve your quality of life.

To find out more visit
www.know-who-to-turn-to.com
or call our free healthline on **0500 20 20 30**
or email **healthpoint@nhs.net**

You can also visit your free NHS healthpoint at Aberdeen Royal Infirmary, Aberdeen Indoor Market, Dr Gray's Hospital, Elgin, The Hot Spot, Peterhead or High Street, Fraserburgh.



SUDDEN LOSS OF VISION.
BLURRED VISION.
PAINFUL OR RED EYES.
SUDDEN FLASHES AND
FLOATERS.

**TURN TO YOUR
OPTICIAN/OPTOMETRIST.**

If you have an eye problem, you can make an emergency appointment with an optician (also known as an optometrist). These appointments are provided free by the NHS and will ensure you receive the right specialist care as soon as possible.

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 also refer you to the hospital eye clinic if necessary.

To make an emergency appointment, telephone your optician/optometrist or contact NHS24 on **08454 242424**.



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 will hear a message which provides details of their out of hours arrangements for providing advice and treatment.

IF YOU ARE NOT REGISTERED WITH A DENTIST

Help is available by contacting the NHS Grampian Dental Information and Advice Line DIAL on 0845 45 65 990. This service is available between 8.05am - 5.45pm and can also be used if you are just visiting the Grampian area and cannot wait until you see your local dentist. For problems that occur between 6pm and 8am, you should call NHS 24 on **08454 24 24 24.**

Are you worried about persistent mouth, tooth or gum problems? Arrange an appointment with your dentist to get a dental check up.



CUTS AND MINOR BURNS.

SPRAINS.

NOT SURE IF YOU HAVE A BROKEN BONE?

TURN TO YOUR MINOR INJURIES UNIT.

If you require urgent care for a minor injury, you should attend your local Minor Injury Unit.

Most Minor Injury Units are open 24 hours a day. You can be treated for a range of ailments including sprains, burns and simple fractures. If your injury happened a few days ago, or if it's an old injury that has got worse again, please turn to your GP for advice.

There are Minor Injury Units based within the following hospitals;

ABERDEEN ROYAL INFIRMARY	(Within A&E Department) Foresterhill, Aberdeen AB25 2ZN	Open 24 hours seven days a week
ABOYNE HOSPITAL	Bellwood Road, Aboyne AB34 5HQ	Open 24 hours seven days a week
CHALMERS HOSPITAL	Clunie Street, Banff AB45 1JA	Open 24 hours seven days a week
DR GRAY'S HOSPITAL	(Within A&E Department) Pluscarden Road, Elgin IV30 1SN	Open 24 hours seven days a week
FLEMING HOSPITAL	Queens Road, Aberlour, Banffshire AB38 9PR	Open 24 hours seven days a week
FRASERBURGH HOSPITAL	Lochpots Road, Fraserburgh AB43 9NH	Open 24 hours seven days a week
INSCH WAR MEMORIAL HOSPITAL	Rannes Street, Insch, Aberdeenshire AB52 6JJ	Open 24 hours seven days a week
INVERURIE HOSPITAL	Upperboat Road, Inverurie, Aberdeenshire AB51 3UL	Open 6pm - 8.30am Monday to Friday and 24 hours Sat/Sun
JUBILEE HOSPITAL	Bleachfield Street, Huntly AB54 8EX	Open 24 hours seven days a week
KINCARDINE COMMUNITY HOSPITAL	Kirkton Road, Stonehaven AB39 2NJ	Open 24 hours seven days a week
LEANCHOIL HOSPITAL	91 St Leonards Road, Forres, Morayshire IV36 2RD	Open 24 hours seven days a week
PETERHEAD COMMUNITY HOSPITAL	Links Terrace, Peterhead AB42 2XB	Open 24 hours seven days a week
SEAFIELD HOSPITAL	Buckie, Banffshire AB56 1EJ	Open 24 hours seven days a week
STEPHEN HOSPITAL	Stephen Avenue, Dufftown, Banffshire AB55 4BH	Open 24 hours seven days a week
TURNER HOSPITAL	Turner Street, Keith AB55 5DJ	Open 24 hours seven days a week
TURRIFF HOSPITAL	Balmellie Road, Turriff, Aberdeenshire AB53 4DQ	Open 24 hours seven days a week

**SUSPECTED STROKE
OR HEART ATTACK.
SERIOUS ILLNESS
OR INJURY.**

**TURN TO 999.
OR YOUR HOSPITAL'S
A & E DEPARTMENT.**

The Scottish Ambulance Service and Accident and Emergency departments provide care for people with symptoms of serious illness or who have been badly injured.

When you call 999 the Scottish Ambulance Service will respond with the most appropriate help for your situation.

Of all the NHS services, 999 and A&E are services that should only be used for serious illnesses or injuries.

This means that essential treatment is given to those who need it as quickly as possible.

A&E Departments are located at Aberdeen Royal Infirmary, Aberdeen and Dr Gray's Hospital, Elgin.

