

111, the NEW free number for NHS 24

www.nhs24.com

If you are looking for advice on caring for yourself, you can visit www.nhs24.com and use our Self-Help Guide which will help to direct you to the right care. We can also give you contact details of all pharmacies, GP practices, hospitals and dental practices in Scotland, as well as your local support groups and services.

www.nhsinform.co.uk

NHS inform is our national health information service that provides the information you need online or over the phone. We can give you information that you can trust on medical conditions, answer common health questions and keep you up to date with all the latest health-related news. We also have lots of information on specific health and welfare topics, from living with diabetes to finding out how to register with a GP.

- Phone us on 0800 22 44 88 and talk to a health information advisor (8am – 10pm, seven days a week)
- Visit our website at www.nhsinform.co.uk



**If it can't wait until your
GP surgery reopens**

If you are ill when your GP surgery is closed, either through the night or at the weekend, and you can't wait until it reopens, you can call NHS 24 free on 111.



We will direct you to the right care for you or the person you are calling for. This may be to your local out of hours services including an out of hours GP; Accident and Emergency department; or the Scottish Ambulance Service.

If appropriate, we may recommend some steps you can take to look after yourself at home.

If you think someone's life is in danger and you need an ambulance, always dial 999.

WHEN YOU CALL NHS 24

When you call NHS 24 you will hear a message explaining that all calls are recorded as part of your patient record and may be used anonymously for research purposes. This is to ensure that we continue to provide the best possible service to our patients. You will also be given a few options to allow us to deal with your call quickly and easily. Please listen to all options before making your selection.

Your call will then be answered by a highly trained call handler.

The call handler will introduce themselves and ask you clear questions that are easy to follow. We do not have access to your medical records, so the details we ask for are important in case we need to get you help quickly or we need to call you back. This part of the call will take a couple of minutes.

You will be asked to provide the following details about yourself or the person you are calling for:

- name
- date of birth
- home address or the address where you are calling from
- telephone number you are calling from
- GP's name and practice.

You will then be asked some questions about the reason for your call. This is to make sure that you are passed to the most appropriate person.

CALLING FOR SOMEONE ELSE?

You can call NHS 24 on behalf of someone else – for example, if you are a carer for a child, elderly relative or a neighbour – if they cannot speak to us themselves.

If you need to speak to a nurse, the call handler will transfer your call. If you are calling about dental symptoms, medication or have a pharmacy related query, the call handler will transfer your call to either a dental nurse or pharmacist.

WHEN NHS 24 IS BUSY

At busy times, we may have to call you back. This is so that we can handle the most serious and urgent cases first. You will be given an indication of the time within which you will be called back.

Remember, you can call us back at any time if you are still worried or your symptoms worsen.

If you think someone's life is in danger and you need an ambulance, always dial 999.