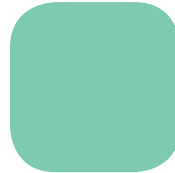


NHS 24

Urgent health care
in your language



NHS
24

What is NHS 24?

NHS 24 is a telephone and online service, providing health advice and information to people in Scotland. We work in partnership with local NHS boards so you can access support out of hours when your GP practice is closed.

Call **08454 24 24 24** if you're unwell and feel you can't wait until your GP practice is open. We will take your details and one of our health professionals will discuss your symptoms with you. Depending on your situation, they can tell you how to treat yourself at home, recommend you see a doctor or, in an emergency, arrange an ambulance.

Important: If you think a life is in danger and you need an emergency ambulance, always phone 999 direct.



Can I speak to NHS 24 in my own/preferred language?

Yes. If English is not your first or preferred language you can still use our service. NHS 24 uses interpretation service, Language Line, to support callers who cannot or prefer not to speak English.

Who is this for?

Anybody can request an interpreter when calling NHS 24, including people whose first language is not English or who have difficulty in explaining their needs in English or have no English at all.



Do I have to pay for Language Line?

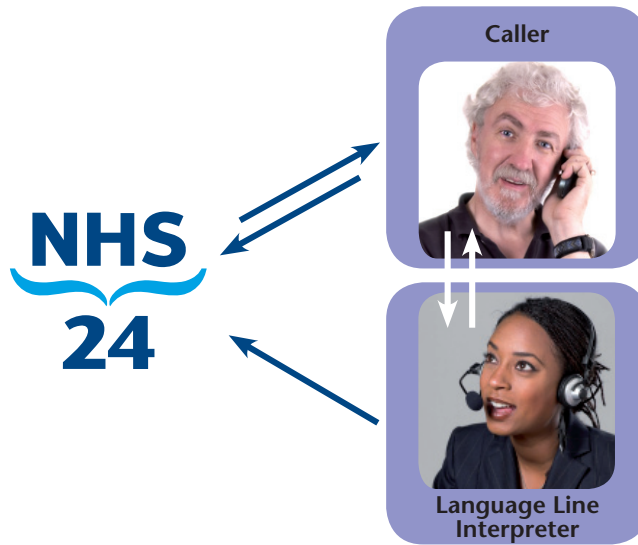
No, there is no cost to the Language Line interpretation service.

How can I access this service?

Call NHS 24 on 08454 24 24 24 and tell them, in English, that you need an interpreter in your preferred language (just say the name of the language). You will be connected to an interpreter who speaks your language as soon as possible.

How does this work?

Once you are connected to an interpreter you will have a three way conversation with NHS 24 to explain the problem in your language and get the help you need.



Will my call to NHS 24 be treated in confidence?

Yes. All your phone calls to NHS 24 are private and confidential. We will record them as part of your patient record and we may use them for training purposes.

When you phone us we will ask you for your permission before we pass any information about you to another service.

How can I give feedback to NHS 24 on its service?

We want to know what you think about our services.
Please contact us using the following details:

- Patient Affairs Manager
NHS 24
Caledonia House
Cardonald Park
Glasgow
G51 4ED
- Phone: 0141 337 4582
- You can also send us an email through our website at www.nhs24.com

If you need a copy of this leaflet in another language,
please phone: 0800 224488 or e-mail: feedback@nhs24.scot.nhs.uk

