

Information about your telephone calls:

- 1 All your calls are private and confidential (we will not tell anyone)
- 2 We will keep copies of your calls in your file
- 3 We may use the information about you for training staff
- 4 We will always ask you first before we give information about you to other services

Feedback:

What do you think about this service?

Please let us know:

by Telephone: 18001 0141 337 4582 (through TextRelay "typetalk")

or by Email: [Through our website \(www.nhs24.com\)](http://www.nhs24.com)

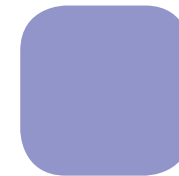
or by Letter to: Patient Affairs Manager
NHS 24
Caledonia House
140 Fifty Pitches Road
Cardonald Park
Glasgow G51 4ED

Further information about NHS 24 in BSL format is available:

on our Website www.nhs24.com

by Telephone: 18001 0800 224488 (through TextRelay "typetalk")

or by Email: feedback@nhs24.scot.nhs.uk



OUR PHONE SERVICES

Telephone: 08454 24 24 24

Textphone: 18001 08454 24 24 24

You can phone NHS 24 if you are ill and cannot wait to see your doctor.

If you phone us we will ask you:

- 1 where you phoning from?
- 2 why you are phoning us?

We ask you so that we can give you the right help and let you talk to:

a nurse,
or a pharmacist (chemist),
or a dental nurse.

They will talk to you about:

- 1 why you feel ill?
- 2 how to get better?

Maybe they will tell you what to do:

- 1 treat yourself at home,
- or 2 see your doctor,
- or 3 see another person in the health service.

Or maybe they will phone for an ambulance for you.

BUT:

**If you or someone is very ill, phone for an ambulance:
Telephone 999 or Textphone 18000 (through TextRelay "typetalk")**



OUR HEALTH INFORMATION SERVICE

Textphone: 18001 0800 22 44 88

Website: www.nhs24.com

We can give you information about:

All pharmacies (chemists)
All GP surgeries, health centres
All dentists



We also have lots of information (some leaflets) about:

Illnesses
Treatments
NHS services
Other health support services

Also information about:

Health news, worries and topics such as
Strokes, Asthma and Diabetes

We can give you advice and information about:

How to look after your health
How to look after your family's health

How you can get information:

- 1 By textphone 18001 0800 22 44 88 (through TextRelay "typetalk") (and talk with a health information officer)
- 2 From our website at www.nhs24.com (and download information if you want)
- 3 Send your question by email through our website (www.nhs24.com)

