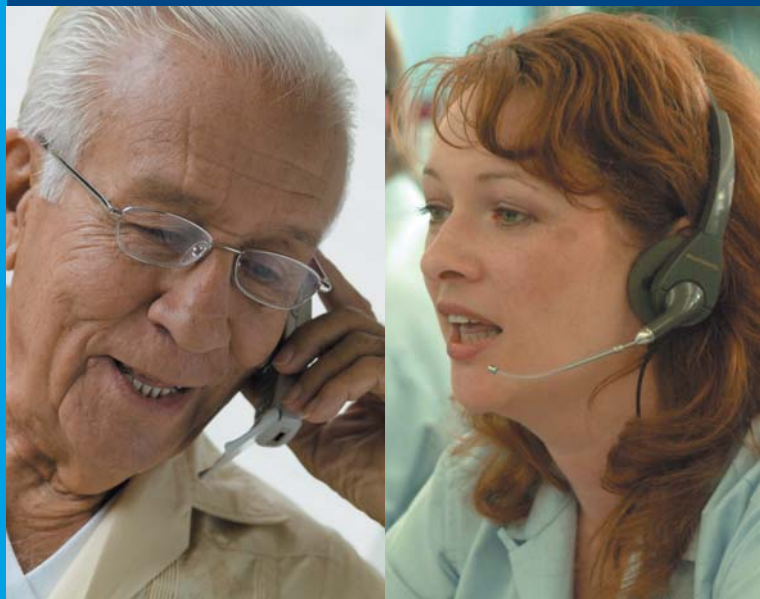


NHS 24  
08454 24 24 24  
www.nhs24.com

HELPTHEAGED WE WILL™



MY IMPORTANT  
INFORMATION FOR  
NHS 24



08454 24 24 24  
www.nhs24.com



HELPTHEAGED WE WILL™



IMPORTANT  
INFORMATION FOR  
OLDER PEOPLE

**Can people with hearing and speech impairments use NHS 24?**

Yes. NHS 24, through the Tynetalk service (which is sponsored by BT and the RNID), can provide the same services to people who are deaf, hard-of-hearing and speech-impaired, as long as they have a textphone.

**If you want to use the Tynetalk service, call 18001 08454 24 24 24.**



08454 24 24 24  
www.nhs24.com

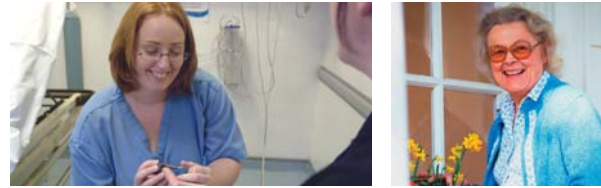
HELPTHEAGED WE WILL™



**When should I call NHS 24?**

If your GP surgery is closed and you are too ill to wait until it re-opens, phone NHS 24 on **08454 24 24 24**. NHS 24 is open to take calls 24 hours a day, 365 days a year.

**If you think your life is in danger and you need an emergency ambulance always dial 999.**



**Don't know what medication you are on?**

If you are unsure about the name of any medication you are taking, ask your GP or your pharmacist/chemist and they will help you with this.

**Need more cards?**

If you need more cards for you or your family you can download a copy from the NHS 24 website, **www.nhs24.com**, or call the NHS Helpline on **0800 22 44 88**. Textphone users dial **18001 0800 22 44 88**.

**Keep this card by your phone**

Your name .....

Date of birth .....

Address .....

.....

.....

Post Code .....

Phone number .....

GP's name/practice .....

• Allergies .....

.....

.....

.....

• Conditions/Illness .....

.....

.....

.....

• Medication .....

.....

.....

.....

Local pharmacy phone number

.....

Local pharmacy opening times

.....

Tip: If you are on a lot of medication, you might want to keep a copy of your repeat prescription form with this card.



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## NHS 24 – here to help

Please take some time to read this booklet - it explains what NHS 24 is, when you should use it, and what will happen when you call. Knowing what to expect from NHS 24 will help you if you have to call, perhaps through the night, when you are ill and anxious. We explain how NHS 24 works with your local NHS Board to provide you with health care services when your GP practice is closed. This booklet has been produced following consultation with a focus group of older people, brought together by Help the Aged.



### SECTION 1 A GUIDE TO NHS 24

## What is NHS 24?

NHS 24 is a health service providing health advice and information for the people of Scotland.

When your GP surgery is closed we work with your out-of-hours services, taking urgent calls from people who are too ill to wait until their GP surgery re-opens.

If you need to be seen for face-to-face care, NHS 24 will link you with your local out-of-hours NHS services, Accident & Emergency departments or the Scottish Ambulance Service.

This means that when you call NHS 24, we will help you get the care you need.



## Calling NHS 24

If your GP surgery is closed and you are too ill to wait until it re-opens, phone NHS 24 on **08454 24 24 24**.

**If you think your life is in danger and you need an emergency ambulance always dial 999.**

## Who will I be talking to?

- When you call NHS 24 you will be asked some straightforward questions to enable us to help you.
- Depending on your needs you will be put through to a health professional,

such as a nurse, pharmacy advisor or dental nurse, who will recommend the most appropriate care.

- If your call is a general health information enquiry, you will speak to a health information advisor.

## Care Homes

If you live in a care home and you become ill or your health is not improving either physically or emotionally, the staff will contact your doctor or other relevant healthcare team member. If your doctor's surgery is closed and you are too ill to wait until it reopens the staff will contact NHS 24.

**Scottish Government National Care Standard: care homes for older people: Standard 14.9**



## SECTION 2 IF YOU ARE ILL AND NEED HELP



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 for training and research purposes.

You will be given the option to choose either flu or pharmacy advice.

**Step 1:** When you call NHS 24, one of our call handlers will answer your call.

The call handler will introduce themselves and ask you clear questions that are easy to follow. NHS 24 does not have access to

your GP medical records, so these details 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 to complete.

### **The call handler will ask you:**

- **The reason for your call.**
- **Your name.**
- **Your date of birth.**
- **To confirm your home address (or give the address of where you are calling from, if different).**
- **Your phone number.**
- **Your GP's name/practice.**

### 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 - even if they are unable to speak to NHS 24 themselves.

### Not calling from home?

- If you are not calling us from home, we will need to know – for your own safety - where you are and the phone number you are calling from.
- If, for any reason, your call is cut off, NHS 24 will call you back.

### Step 2: Transferring your call.

Depending on your needs you will be put through to a health professional, such as a nurse, pharmacy advisor or dental nurse, who will recommend the most appropriate care.

If you are looking for general health information you can talk to one of our health information advisors.

### Talking to a Nurse

If you are unwell and calling about symptoms, the call handler may put you through to a nurse.

The nurse will, for your protection:

- Check your details (in case you need help quickly, such as an ambulance, or your call gets cut off).

- Ask you for more detailed information on why you have called.
- Ask you about your medical history – for example, medication or allergies.
- The nurse will ask you questions about your symptoms to assess what care you need.
- Be reassured that the questions asked by the nurse are designed to eliminate ‘worst case’ illnesses first.

### Special Patient Notes

For people who have particular health care needs, such as palliative care or for chronic illness, GPs can provide your out-of-hours services with special patient notes, which can also be accessed by NHS 24. These special patient notes provide information which helps the NHS 24

nurse decide how to deal with your call. If you want to know if a special patient note would be helpful for you, or for someone you look after, please discuss this with your GP.



On completing the assessment, the nurse may:

- Give you practical healthcare advice about how best to look after yourself, if you do not require face-to-face care.
- Give you information and reassurance on symptoms.

- Tell you where your nearest pharmacy/chemist is and when it is open - e.g. late at night – or arrange for you to speak to one of NHS 24's pharmacists on the phone.
- Ask you to go to a Primary Care Emergency Centre – this is where your local NHS Boards' out-of hours doctors and nurses are based.
- Arrange for a doctor to see you (out-of-hours).
- Advise you to contact your GP (during the day).
- Ask you to go to Accident and Emergency (A&E) - the nurse will send your details to them first so they know to expect you.

- Get you an ambulance – you will be asked to stay on the line whilst this is arranged for you.

**If you think your life is in danger and you need an emergency ambulance always dial 999.**

### **When NHS 24 is busy**

At extremely busy times, NHS 24 may have to call you back. This is so that the most serious and urgent cases can be handled first.

**Remember: You can call NHS 24 back at any time if you are still worried or symptoms change. Don't worry about calling back - we'd rather you did. We're here to help you.**

## Developing a more local service

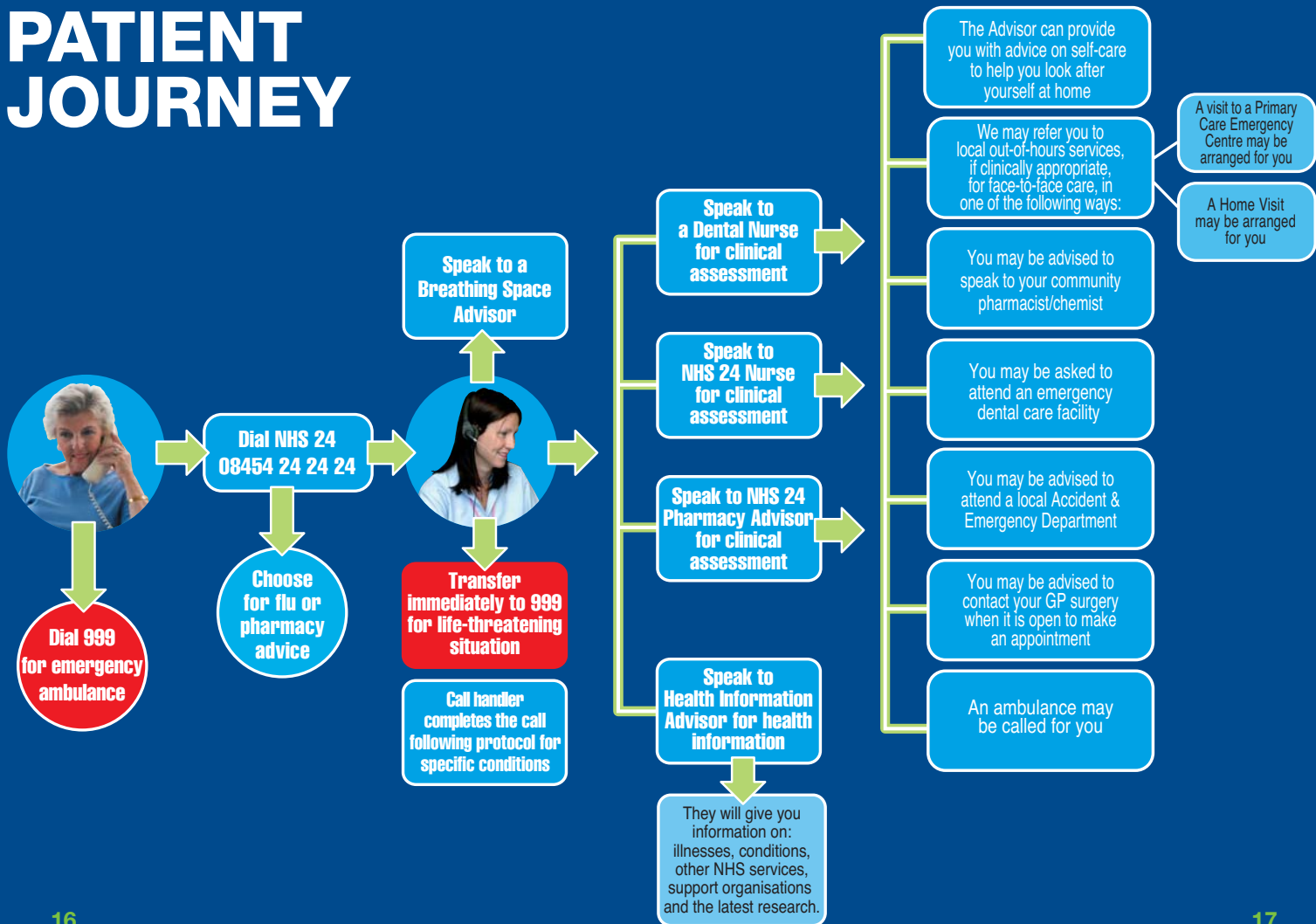
NHS 24 now has five local centres, developed in partnership with local NHS Boards in Highland, Ayrshire and Arran, Lanarkshire, Tayside and Dumfries and Galloway – these operate at peak times (evenings, weekends and public holidays).

### Patient Journey (see overleaf)

You will find the patient journey diagram overleaf. This explains what happens when you call NHS 24 and the options that are available to you.



# PATIENT JOURNEY





If you have a general health enquiry, NHS 24's health information advisors can help. We can give you details of all pharmacies, GP practices and dental practices in Scotland.

We also have a wide range of information about illnesses and conditions, treatments, NHS services and other support services. We have details about health campaigns and current health issues and we can give you advice and information on how you can look after your health.

### SECTION 3 IF YOU WANT GENERAL HEALTH INFORMATION

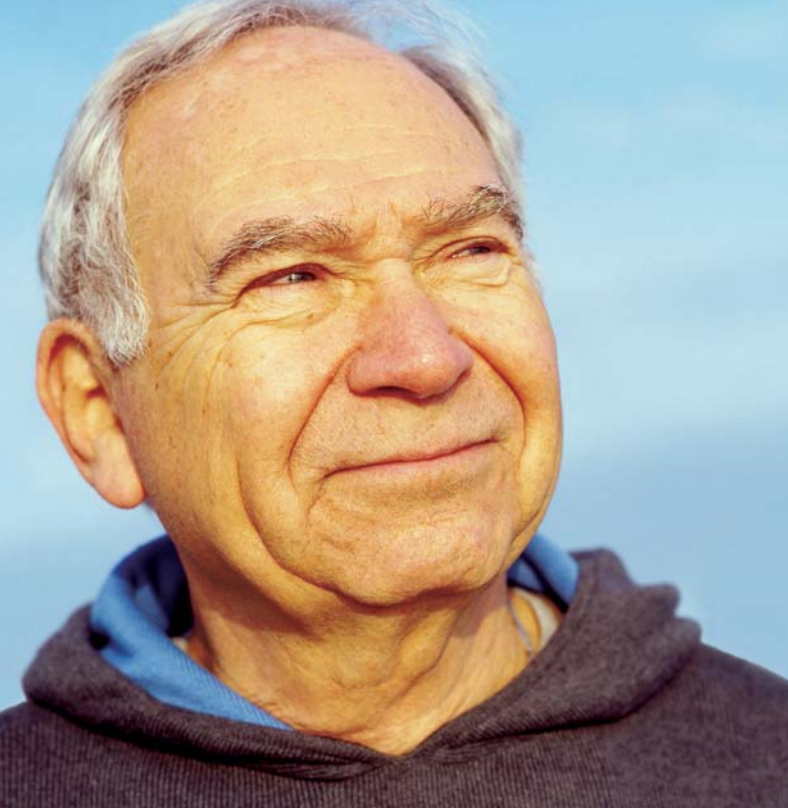


There are three ways you can get the information you need.

- Visit our website at **www.nhs24.com** (and download the information you need).
- Send us an email with your question (you can do this through our website **www.nhs24.com**).
- Phone us on **0800 22 44 88** and talk to a health information advisor (Textphone users dial 18001 800 22 44 88) available from 8am – 10pm every day.

You can also use NHS 24's website to access our NHS Health Library and our NHS Self-Help Guide – go to [www.nhs24.com](http://www.nhs24.com)

- The NHS Health Library provides information about a wide range of illnesses, conditions, tests and treatments.
- The NHS Self-Help Guide will help identify your symptoms. By answering simple step by step questions, you can work out the best course of action.
- You can also find details of pharmacies (including opening times), GP practices and dental practices in Scotland.



### **Confidentiality**

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.

## Complaints, compliments and comments

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

Patient and customer relations manager

**NHS 24**

**Caledonia House**

**Cardonald Park**

**Glasgow**

**G51 4ED**

**Phone: 0141 337 4501**

You can also send us an email through our website at **www.nhs24.com**

If you're not happy about the face-to-face care you received from a GP or nurse when your GP surgery was closed, please contact your local NHS Board and ask to speak to someone about complaints.

## What if English isn't my first language?

We have a language line service available for people whose first or preferred language is not English. Simply call NHS 24 on **08454 24 24 24** and state the name of the language preferred.

## Alternative formats

If you would like a copy of this leaflet in another language or format, such as large print or Braille, please contact us on **0800 22 44 88**. Textphone users dial **18001 0800 22 44 88**.

如果我的第一语言不是英语，该怎么办？  
 我们专为一些第一语言或者常用语言不是英语的人们提供使用 120 种语言的语言服务热线。您只需拨打 08454 24 24 24 致电 NHS 24 并指明您需要的语言即可。  
 如果你希望獲得本單張的中文譯本，請致電聯絡國民保健服務輔助線 0800 22 44 88。

यदि अंग्रेजी मेरी पहली भाषा न हो तो क्या होगा?  
 अंग्रेजी जिन लोगों की पहली या पसंदीदा भाषा नहीं है, उनके लिए हमारी एक लेंग्वेज लाइन सेवा है, जो 120 भाषाओं में उपलब्ध है। बस, NHS 24 को 08454 24 24 24 पर कॉल करें और वांछित भाषा का नाम बताएं।  
 यदि आप इस लीफ़्लैट की एक कॉपी हिन्दी में चाहते हैं, तो कृपया 0800 22 44 88 पर NHS हैल्पलाइन से सज़र्क करें।

ਜੇ ਅੰਗਰੇਜ਼ੀ ਮੇਰੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਾ ਹੋਈ ਤਾਂ ਕੀ ਹੋਏਗਾ ?  
 ਸਾਡੇ ਕੋਲ ਉਨ੍ਹਾਂ ਲੋਕਾਂ ਲਈ, ਜਿਨ੍ਹਾਂ ਦੀ ਪਹਿਲੀ ਜਾਂ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ, 120 ਭਾਸ਼ਾਵਾਂ ਦੀ ਇਕ ਲੈਂਗੂਏਜ਼ ਲਾਈਨ ਸੇਵਾ (Language Line service) ਹੈ। ਤੁਸੀਂ ਸਿਰਫ਼ NHS 24 ਨੂੰ 08454 24 24 24 ਤੇ ਕਾਲ ਕਰੋ ਅਤੇ ਜਿਸ ਭਾਸ਼ਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਉਸ ਦਾ ਨਾਂਅ ਲਉ।  
 ਜੇ ਤੁਸੀਂ ਇਸ ਲੀਫ਼ਲੈਟ ਦੀ ਇਕ ਕਾਪੀ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 22 44 88 'ਤੇ NHS ਹੈਲਪਲਾਈਨ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر انگریزی میری مادری زبان نہیں ہے تو کیا ہوگا؟  
 انگریزی جن لوگوں کی مادری یا ترجیحی زبان نہیں ہے، اُن کے لیے ایک لینگویج لائن سروس ہے، جو 120 زبانوں میں دستیاب ہے۔ صرف NHS 24 کو 08454 24 24 24 پر کال کریں اور مطلوبہ زبان کا نام بتائیں۔  
 اگر آپ اس پرچے یا لیف لیٹ کی نقل اردو میں چاہتے ہیں، تو براہ مہربانی 0800 22 44 88 پر NHS ہیلپ لائن سے رابطہ کریں۔

## Dè mura h-e Beurla mo chiad chànan?

Tha seirbheis Loidhne Cànanain againn ann an 120 cànan do dhaoine aig nach eil Beurla mar chiad chànan no mar an cànan as fheàrr leotha a chleachdadh. Cuir fios gu NHS 24 air **08454 24 24 24** agus innis dè an cànan a tha thu ag iarraidh.

Ma tha thu ag iarraidh na bileig seo ann an Gàidhlig, cuir fios gu Loidhne Cuideachaidh NHS air **0800 22 44 88**.



## SECTION 5

THE “KEEP IT FOR WHEN YOU NEED IT” CARD

We understand that you may be anxious or upset when you call us. To get you the help you need as quickly as possible, it would be helpful if you have some information to hand. So, when you have a minute, please:

1. Remove this card.
2. Fill it in, as appropriate.
3. Keep the card somewhere handy such as next to your phone (so that it's there when you need it).
4. Remember to update the card if any of the details change.

**Tip: If you are on a lot of medication, you might want to keep a copy of your repeat prescription form with this card.**