

KNOW WHO TO TURN TO

Nationally, the [Know Who To Turn To](#) website has been produced by the NHS to help you get the right medical assistance when you're ill, injured or have a long term condition. 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.

We have added some extra Montrose details to further inform our patients.

999

FOR SERIOUS ILLNESS

examples suspected heart attack or stroke, chest pain, breathing difficulties, severe loss of blood, severe burns, choking, fitting, a child with sudden unexpected symptoms:

TURN TO 999 WITHOUT DELAY and Scottish Ambulance staff will respond with the most appropriate help for your situation or **visit the nearest A&E (for people who live in Angus this is usually Ninewells Hospital in Dundee or Perth Royal Infirmary.)**

Please do not attend A&E with a problem that you would normally see your GP with. This will allow A&E to concentrate on people with emergency or life threatening conditions.



Self care

If you have a sore throat, cough, cold, flu, constipation, indigestion, minor cut, sprain or graze TURN TO SELF CARE

A well stocked medicine cabinet means you can access the right treatment immediately. Treat your coughs and colds by keeping warm, resting and drinking plenty of non-alcoholic fluids. Most healthy people recover from viral infections like coughs and colds and the flu within four to seven days.

Most colds and coughs, sinusitis, earache and sore throats get better without antibiotics. Community pharmacists can help provide advice on over the counter medicines to treat symptoms and help with self-care.

NHS Inform

Need answers to everyday questions about your health? TURN TO NHS INFORM Visit www.nhsinform.scot or call **0800 22 44 88**

NHS Inform is Scotland's health information service. The website, webchat and phone service provides information to help you look after your own and your family's health. You can find the answers to a wide range of everyday health questions, with up to date information covering subjects such as conditions and treatments, healthy living and information on health services across Scotland.

Remember not all internet sites give good evidence based advice.

GP

TURN TO YOUR GP if you have an illness or injury that just won't go away, for example vomiting or sore stomach.

Your GP can deal with illnesses and chronic conditions such as high blood pressure, diabetes and asthma. They can also give general care and treat people who suddenly become unwell. They can arrange for a specialist to see you urgently and arrange emergency admission if required.

Is your GP surgery is closed? If you have an urgent problem that cannot wait until your GP surgery opens **TURN TO OUT OF HOURS SERVICE (NHS 24) DIAL 111.** NHS 24 will offer advice and decide with you the best way to meet your needs. This may be a phone call from a doctor, nurse or mental health nurse. They can also arrange a consultation at an Out of Hours Centre or arrange a visit in your home. If your condition is serious or life threatening, an ambulance will be arranged for you.

Repeat prescriptions. Please allow 48 working hours to process a repeat prescription request. The out-of-hours service cannot provide repeat prescriptions. If you run out of medication while your GP surgery is closed, please contact your local pharmacy and they may be able to give you an emergency supply.



Practice Nurse

Our Practice Nurses are involved in most aspects of patient care.

TURN TO YOUR PRACTICE NURSE for

- ! obtaining blood samples
- ! [electrocardiograms](#) (ECGs)
- ! minor and complex wound management including leg ulcers
- ! travel health advice and vaccinations
- ! immunisations advice (child immunisations now done by central team, currently flu and travel immunisation done by practice nurse)
- ! family planning & women's health including cervical smears
- ! HRT reviews
- ! men's health screening
- ! sexual health services
- ! chronic disease reviews and management

Some of our nursing team have extra skills in **minor illness** and would assess you on the day with minor illness as below and can usually prescribe for you also if required:

- ! Ear, nose and throat infections including sinusitis
- ! Eye infections
- ! Coughs and colds, chest infections
- ! Exacerbations of asthma
- ! Exacerbations of COPD (emphysema and bronchitis)
- ! Skin and soft tissue infections
- ! Injuries
- ! Feverish children (over the age of 3 months)
- ! New onset of abdominal pain
- ! Urinary tract infections (male and female)
- ! Contraception

Dentist

TURN TO YOUR DENTIST if you have severe toothache, infection or injury in your mouth or teeth that need urgent attention.

If you are registered with a dental practice you should contact your dental practice for an appointment. If your dentist is closed you will hear a message which provides details of their out of hours arrangements.

If you are not registered with a dentist there is an appointment only service in Springfield Medical Centre, Arbroath. Please call 01241 432481 at 8.30am to arrange an appointment on the same day. For problems that occur between 5pm and 8am or at weekends you should call NHS24 on 111. If appropriate you may be offered an emergency appointment.

There is a walk-in emergency service in the Dental A&E clinic at Dundee Dental Hospital which is available from 08.30 -11.00 and from 1:30 to 3 pm Monday to Friday. There are no appointments for this clinic and people will be seen on a first come first served basis, unless the person is unwell or has acute pain or infection. Please note that people attending the Dental Hospital Dental A&E clinic are usually treated by students under the supervision of qualified dentists.

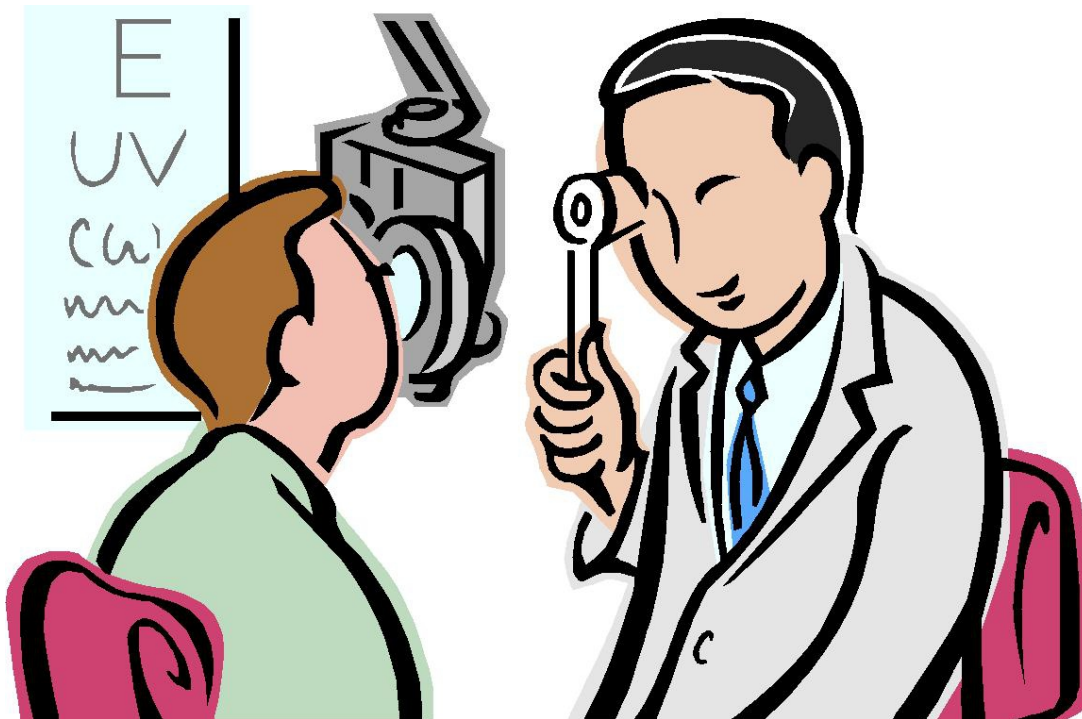


Optician

TURN TO YOUR OPTOMETRIST/OPTICIAN if you have blurred vision, painful or red eyes, sudden flashes or floaters.

If you have an eye problem, you can make an emergency appointment with an optometrist/optician. These appointments are provided free by the NHS and will ensure you receive the right specialist care as soon as possible. Optometrists/opticians have specialist equipment and may be able to treat and manage your eye condition without a need to go anywhere else. They can also refer you to the hospital eye clinic if necessary.

If your optician is closed please contact NHS24 on 111 for advice.



MIU

TURN TO YOUR MINOR INJURY AND ILLNESS UNIT (MIU) if you have an injury which you cannot treat yourself for example sprains and strains, minor burns and scalds, chemical splashes, insect and animal bites, minor eye injuries or ear infection.

The Minor Injuries Units (MIU) across Angus are nurse led - staffed by specialist nurses who have undergone additional training in both Minor Injuries and Minor Illness management.

Links Health Centre MIU

Open Monday – Friday 0900 until 1630

Closed weekend and public holidays

Arbroath Infirmary MIU

Open 24 hours

Montrose patients should attend Arbroath MIU when Links MIU is closed for the above conditions

Pharmacy

TURN TO YOUR PHARMACIST for medications, queries about your medications, minor ailments such as

acne	headache	athlete's foot	head lice
backache	indigestion	cold sores	mouth ulcers
constipation	nasal congestion	cough	pain
diarrhoea	period pain	earache	thrush
eczema	allergies	sore throat	piles
threadworms	hay fever	warts	verrucae

Other Pharmacy services

- Uncomplicated Urinary Tract Infection (UTI) in women aged 16 and 65 who are otherwise well and not pregnant- your pharmacist can provide an antibiotic (Symptoms of UTI include- burning or stinging sensation on passing urine, need to pass urine frequently, need to pass urine urgently)
- Impetigo (red/yellow crusted spots around nose or mouth)
- Smoking cessation including tablets Champix
- Emergency contraception

What is the minor ailment service? We all can access these services from pharmacy however FREE treatment for the above conditions is available if you qualify as below

You can use the NHS Minor Ailment Service if:

- you are registered with a GP surgery in Scotland, and
- you are under 16, or under 19 and in full-time education
- you are 60 or over
- you have a valid maternity exemption certificate, medical exemption certificate, or war pension exemption certificate
- you get Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, or Pension Credit Guarantee Credit, or
- you are named on, or entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate.

How do I access this service? Register with your pharmacy

Pregnant?

TURN TO YOUR MIDWIFE

If you have found out you are pregnant it is important to contact a midwife early so that she can advise you about healthy living, stopping smoking services, pregnancy screening tests and what to expect please call 01241 822537 .

If you are unsure about your pregnancy you can contact the Sexual and Reproductive Health Service on 01382 425542 who can advise about clinics taking place across Angus.

New Baby?

TURN TO YOUR HEALTH VISITOR

For support and advice regarding feeding, sleeping, more straight forward concerns- if you feel your baby is unwell you should see your GP.

Child wellbeing?

TURN TO THE SCHOOL NURSE for some help with children of school age. In communication with the school they can establish if your child needs assessment with regards to their mental wellbeing, behaviours and learning needs- educational psychologists are available to the school to help also. The school nurse or your practice can refer children who have more significant mental health concerns to child and adolescent mental health service CAMHS.

Sexual Health

TURN TO SEXUAL HEALTH CLINIC

www.sexualhealthtayside.org

01382 425 542

- Self refer
- Sexual infections
- Contraception including emergency
- HIV or Hepatitis testing
- Unplanned pregnancy
- Pregnancy test
- Sexual Health Advice
- Free condoms
- Menopause
- Men only sexual issues

Local sexual health clinic is at

Abbey Health Centre Arbroath

Walk in clinics there are

- Monday 1.30- 3.30 pm
- Thursday 1.30- 4pm

Appointments are also available by phoning above number

Physiotherapy

TURN TO PHYSIOTHERAPY if you have a 'musculoskeletal' problem (such as a sore back or sports injury), please phone the [MSK Helpline](#) in the first instance. A trained advisor will be able to direct you to the right care for you.

You can access a leaflet about the MSK Helpline online (google NHS Tayside physiotherapy leaflet)- the physiotherapist will likely give you home exercises so this will allow you to start these.



Phone 0800 917 9390 (9.00am to 5.00pm, Monday to Friday). Calls are free from landlines and mobiles.

For patients who are housebound there is a home visit physiotherapist.

Podiatrist

TURN TO PODIATRIST for an expert and complete range of foot care. They are the same as chiropodists.

This can range from routine corn, callous and nail care to the extremely specialised ‘high risk’ cases such as diabetic foot ulcer care, nail surgery, complex assessment and treatment, through to provision of insoles and orthotics.

NHS podiatry treats those over 65, diabetics, offers nail surgery for ingrowing toenails to all ages and is accessed via a **self referral podiatry form** at Annat Bank reception.



Audiology

TURN TO AUDIOLOGY for specialist hearing service.

Sometimes referral to Audiology for further tests or consideration of a hearing aid is needed.

Already have a hearing aid and needing help with it?

1. TAYSIDE AUDIOLOGY SERVICE

Tayside Audiology Service operates an “appointment only” service for all hearing aid repairs and servicing.

To arrange an appointment please phone:

Audiology Admin Team: 01382 596965

Monday – Friday: 9am – 12.30pm and 1.30pm – 4pm

2. Local Volunteers

there is a drop in clinic in

Links Health Centre

Every Monday

between 10am and 12 noon

The service is run by volunteers who have been trained by NHS

Tayside Audiology Service

If you have an NHS hearing aid the volunteers can

- replace the tubing in ear moulds
- provide replacement batteries

(Unfortunately volunteers are unable to re-tube open fit aids which have the thin wire with tip in ear.)

It is important that hearing aid users bring along their yellow book as this is required to be produced to receive batteries.

Mental Health

TURN TO MENTAL HEALTH SERVICES for low mood, anxiety, stress, mental illness.

In some cases self help information is useful- see

www.nhstayside.scot.nhs.uk/healthyminds

In some cases speaking to your GP is best. We are happy to see you and discuss your mental health.

In the Links we have a [Mental Health Wellbeing Nurse](#), James Kennedy. You can self refer to him via Annat Bank Reception. He can assess your needs and provide self help or refer you to counselling/ psychology/ listening service if needed. He is a fully trained psychiatric nurse so has lots of experience of medications also.

In Crisis?

- Tell someone
- See your doctor or call 111 if out of hours
- Breathing space 0800838587
- Samaritans 116 123
- www.suicidehelp.co.uk
- www.moodjuice.co.uk



Want to find out more about Volunteering in Angus? **TURN TO VOLUNTARY ACTION ANGUS (VAA).** Call **01241 875525/01307 466113** or visit our website **<http://www.voluntaryactionangus.org.uk>**

VAA promotes an Angus that Actively Cares. 901 organisations offer a wide range of supports across the communities in Angus. This ranges from Arts to Life, befriending to gardening projects. Contact us if you want to find out more about what we do or find out about how to volunteer.

Are you a carer? TURN TO ANGUS CARERS. Call **01241 439157**, Email **enquiries@anguscarers.org.uk**, Website **<http://www.anguscarers.org.uk>**

You may not think of yourself as a ‘carer’ because you are looking after a member of your family, perhaps an elderly parent, a partner or a child with disabilities, but if you do, then you are a ‘carer’. The person being cared for can be of any age. If you want to get some help or find out more about your rights and support available, get in touch.

A listening ear is there for you at Angus Carers Centre. They can help you at an emotional, practical and social level, please call them and let them help you.

Do you need a bit of help to live at home? TURN TO INDEPENDENT LIVING ANGUS
Visit **www.independentlivingangus.org.uk**

Independent Living Angus is an internet based service which provides professional advice and guidance about a range of supports and services available in Angus.

**Want to talk to someone about care and support for an adult?
TURN TO FIRST CONTACT. Call 03452 777 778 or email
firstcontact@angus.gov.uk**

This is your access to the Social Work Department.

First Contact is a service for people in Angus aged 16 and older who need access to, or information about, a community care service. (If you already receive a community care service you should get in touch with your usual care worker, and they will help you).

First Contact provides information, advice, and assistance on:

- [care for adults](#)
- disability services
- [help to live at home](#)
- community mental health service
- [day care for older people](#)
- addictions (alcohol, drugs and bbv)
- [care homes and sheltered housing](#)
- welfare rights service
- concerns about the welfare or safety
- [support for carers](#)

We will carry out an assessment to establish your needs then pass the assessment to the appropriate people. We will arrange a home visit if necessary.

Concerned about your alcohol use?

TURN TO TAYSIDE COUNCIL ON ALCOHOL on

01382 456012 to find out about support groups or one to one counselling.

Concerned that you (or someone you care for) may have a **serious drug or alcohol problem**, which is affecting your employment, family life, physical or mental health?

TURN TO AIDARS on

01241 822502.

AIDARS is Angus Integrated Drug and Alcohol Recovery Service. AIDARS offers a number of treatment options to support recovery, which include motivational enhancement therapy, in patient and community detox for alcohol and opiates, opiate replacement therapy, overdose awareness (including Naloxone dispensing), harm reduction and blood borne virus interventions, relapse prevention either on a one to one or group based supports.