

SELF CARE



PHARMACIST



GP



NHS  
OUT OF HOURS  
SERVICE



MINOR  
INJURIES  
UNIT



A&E / 999  
EMERGENCY  
SERVICE



WHEN  
YOU'RE  
ILL,  
KNOW  
WHO  
TO  
TURN  
TO.



# WHEN YOU'RE ILL, KNOW WHO TO TURN TO.

[www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)

This booklet has been produced to help you get the right medical assistance when you're ill or injured.

There are six options to choose from.

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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.

The following sections of this booklet give examples of common conditions, and provide information on who to turn to.

Remember, getting the right help is in your hands.

So please keep this booklet handy, and you'll always know who to turn to when you're ill or injured.

Further information on all of the above services can be found at [www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)

# HANGOVER. GRAZED KNEE. SORE THROAT. COUGHS AND COLDS. TURN TO SELF CARE.

For a speedy recovery, self care is the best option when you have a minor illness or injury.

A well-stocked medicine cabinet means you'll receive the right treatment immediately.

You can find out more about illnesses, health related services and what to keep in your medicine cabinet by visiting [www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)

Or you can call our free healthline on **0500 20 20 30**.

You can also visit your free NHS healthpoint at:

**ABERDEEN INDOOR MARKET**  
**ABERDEEN ROYAL INFIRMARY**



# COUGHS AND COLDS. INDIGESTION. CONSTIPATION. ACHES AND PAINS. **TURN TO YOUR PHARMACIST.**

Drop into your local pharmacy anytime to get expert advice or information on healthcare, as well as help with your medicines. There is no need to make an appointment.

Your pharmacist sells a wide range of over the counter medicines to treat minor ailments such as hay fever, athlete's foot and cold sores (treatment for minor ailments is provided free of charge under the Minor Ailment Service to patients exempt from prescription charges).

All pharmacies dispense prescriptions and most supply emergency contraception on the NHS. If you run out of your regular medicines and can't obtain a prescription from your GP, your pharmacist can dispense an urgent repeat supply.

To find your local pharmacy call our free healthline on **0500 20 20 30** or visit **[www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)**



# VOMITING. EAR PAIN. SORE BELLY. BACKACHE. TURN TO YOUR GP.

When you have an illness or injury that just won't go away, make an appointment to see your General Practitioner (GP).

Your GP, also known as your family doctor, will carry out detailed examinations and provide advice, information and prescriptions. Your doctor can also refer you to specialist healthcare professionals.

Everyone needs to register at their local GP surgery. To find out how to register, or find your nearest medical practice, simply visit [www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com) or call our free healthline on **0500 20 20 30**.



TOO ILL TO  
WAIT UNTIL YOUR  
GP SURGERY  
IS OPEN?

TURN TO YOUR  
NHS OUT OF HOURS  
SERVICE.

When your GP surgery is closed, and you're too ill to wait until it re-opens, you can access appropriate out of hours services through NHS 24.

Your local NHS out of hours service works with NHS 24 to make sure that urgent medical advice and care is always available to you.

Call NHS 24 on **08454 24 24 24**.



**CUTS AND MINOR  
BURNS.**

**SPRAINS.**

**NOT SURE IF YOU HAVE  
A BROKEN BONE?**

**TURN TO YOUR  
MINOR INJURIES UNIT.**

If you require urgent care for a minor injury, you should attend your local Minor Injury Unit.

Most Minor Injury Units are open 24 hours a day. You can be treated for a range of ailments including sprains, burns and simple fractures. If your injury happened a few days ago, or if it's an old injury that has got worse again, please turn to your GP for advice.

There are Minor Injury Units based within the following hospitals;



ABERDEEN ROYAL INFIRMARY	(Within A&E Department) Foresterhill, Aberdeen AB25 2ZN	Open 24 hours seven days a week
ABOYNE HOSPITAL	Bellwood Road, Aboyne AB34 5HQ	Open 24 hours seven days a week
CHALMERS HOSPITAL	Clunie Street, Banff AB45 1JA	Open 24 hours seven days a week
FLEMING HOSPITAL	Queens Road, Aberlour, Banffshire AB38 9PR	Open 24 hours seven days a week
FRASERBURGH HOSPITAL	Lochpots Road, Fraserburgh AB43 9NH	Open 24 hours seven days a week
INSCH WAR MEMORIAL HOSPITAL	Rannes Street, Insch, Aberdeenshire AB52 6JJ	Open 24 hours seven days a week
INVERURIE HOSPITAL	Upperboat Road, Inverurie, Aberdeenshire AB51 3UL	Open 6pm - 8.30am Monday to Friday and 24 hours Sat/Sun
JUBILEE HOSPITAL	Bleachfield Street, Huntly AB54 8EX	Open 24 hours seven days a week
KINCARDINE COMMUNITY HOSPITAL	Kirkton Road, Stonehaven AB39 2NJ	Open 24 hours seven days a week
LEANCHOIL HOSPITAL	91 St Leonards Road, Forres, Morayshire IV36 2RD	Open 24 hours seven days a week
PETERHEAD COMMUNITY HOSPITAL	Links Terrace, Peterhead AB42 2XB	Open 24 hours seven days a week
SEAFIELD HOSPITAL	Buckie, Banffshire AB56 1EJ	Open 24 hours seven days a week
STEPHEN HOSPITAL	Stephen Avenue, Dufftown, Banffshire AB55 4BH	Open 24 hours seven days a week
TURNER HOSPITAL	Turner Street, Keith AB55 5DJ	Open 24 hours seven days a week
TURRIFF HOSPITAL	Balmellie Road, Turriff, Aberdeenshire AB53 4DQ	Open 24 hours seven days a week

To find out more about your local Minor Injuries Unit, visit [www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)

**SUSPECTED STROKE  
OR HEART ATTACK.  
SERIOUS ILLNESS  
OR INJURY.**

**TURN TO 999.  
OR YOUR HOSPITAL'S  
A & E DEPARTMENT.**

The Scottish Ambulance Service and Accident and Emergency departments provide care for people with symptoms of serious illness or who have been badly injured.

When you call 999 the Scottish Ambulance Service will respond with the most appropriate help for your situation.

Of all the NHS services, 999 and A&E are services that should only be used for serious illnesses or injuries.

This means that essential treatment is given to those who need it as quickly as possible.

A&E Departments are located at Aberdeen Royal Infirmary, Aberdeen and Dr Gray's Hospital, Elgin.





**[www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com)**

This publication is also available in large print and on computer disk. Other formats and languages can be supplied upon request. Please call Corporate Communications on **(01224) 554400** or email: **[grampian@nhs.net](mailto:grampian@nhs.net)**