



Your guide to

winter

health and care services

2020 -2021



Your guide to winter health and care services

As a result of the global pandemic, how we provide services has had to change. This is so that we can keep you and the NHS safe. As we move into the busy winter period, this is more important than ever.

Whatever your healthcare needs, we want to make sure you receive the right care, in the right place, at the right time. This leaflet explains the services available to you this winter and gives advice on how you can help us keep you and our NHS safe by using our services wisely.



Urgent care

The way you access urgent care has changed. This is so that you get the right care in the right place and to keep people and the NHS safe this winter.

If you think you need to visit the emergency department (ED) but it is not life-threatening, there is a new way to do that.

NHS 24 telephone service on 111 is available day or night to assess your needs and direct you to the service you need. During normal opening hours, you should still call your GP practice, or get help online from a wide range of information and resources on by visiting www.nhsinform.scot

This will help you get the right care in the right place, often closer to home and without the need to go to ED. In emergencies, you should continue to call 999 or go directly to the ED

If you need urgent care:

- use the NHS inform website to access advice on common symptoms, guidance for self-help and where to go if you need further medical care;
- contact your local GP practice during the day for an appointment or over the phone advice;
- use the NHS 24 telephone service on 111 day or night if you think you need ED but it is not life-threatening;
- use the NHS 24 111 Mental Health Hub and Breathing Space telephone helpline to access mental health advice and guidance;
- use NHS 24 111 service and NHS inform out of hours when you are too ill to wait for your GP practice to open, or for worsening symptoms of COVID-19;
- use your local minor injuries unit for non-life threatening but painful injuries such as a deep cut, a broken or sprained ankle or a painful burn injury; and
- continue to call 999 or go directly to A&E for emergencies.

And remember, if you are showing symptoms of COVID-19 (new persistent cough; high temperature; and / or loss of taste and smell), please avoid entering our healthcare settings. Instead, call NHS24 on 111 for advice and support.

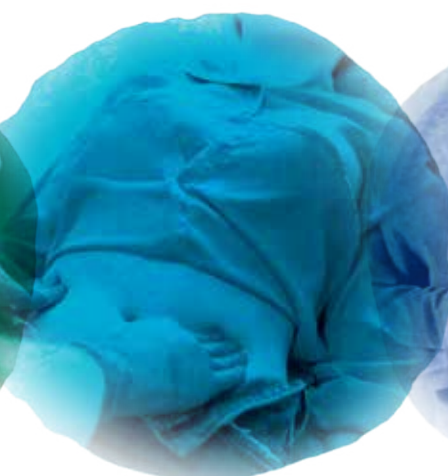


THE WAY WE ACCESS URGENT CARE HAS CHANGED

If you think you need **A&E**, but it's not life-threatening, you can now call **NHS 24** on **111**, day or night.



**CALL NHS 24
ON 111
DAY OR NIGHT**



**CONTACT
GP PRACTICE
DURING THE DAY**



**CALL 999
OR GO TO A&E
FOR
EMERGENCIES
ONLY**

**Right Care
Right Place**

[NHSinform.scot/right-care](https://www.nhs.uk/infomart/scot/right-care)

Self care - Check your medicine cabinet

Winter is the time for coughs, colds, flu, and tummy bugs. But by planning ahead, you can help to make sure coughs, colds and minor ailments don't become a big problem for you and your family this winter.

Make sure you have some over-the-counter remedies for common seasonal illnesses in your medicine cabinet - for example:

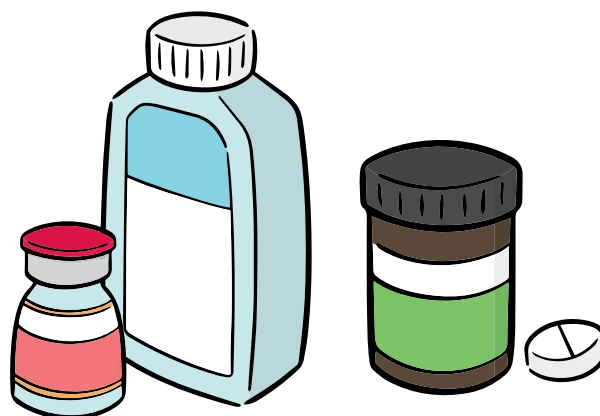
- paracetamol and ibuprofen for pain relief - check the label or speak to your pharmacist to check if this is suitable for you
- anti-histamines to help allergies
- anti-diarrhoea and oral rehydration sachets for diarrhoea
- indigestion remedies, such as an antacid
- mild laxative for constipation
- first aid kit
- medicines specially for children - your pharmacist can advise on the most suitable one to keep at home

If you take regular medication, you should check your existing supplies and only order what you need. It is also a good idea to make sure you know when your local GP practice and community pharmacy are closed.

Remember that medicines go out of date, and so it is important that you don't overstock your medicine cabinet. Always follow the advice on the pack. If your symptoms continue or are severe, get further advice.

Always remember to keep medicines out of reach of children.

For general health information, visit www.nhsinform.scot



Services over Christmas and New Year

Family doctor (GP) services

REMEMBER Your GP surgery will be closed for four days from 25 to 28 December, and again from 1 to 4 January.

If you become unwell and cannot wait for your surgery to re-open, you should call NHS 24 on 111.

Alternatively, there are some local pharmacies who will be open on these dates.



Community pharmacy services

REMEMBER Some pharmacies will be closed for four days from 25 to 28 December, and again from 1 to 4 January.

However, a small number of pharmacies will provide community pharmacy services on these dates.

For the latest information on which pharmacies will be available, visit www.nhsaaa.net.

Your community pharmacy

If you have a minor illness, a pharmacy is the first place you should go for advice.

Pharmacy First Scotland is quick and convenient, and can save you a trip to the GP practice. You can go to any local community pharmacy and in most cases you do not need to make an appointment first.

You can use this service if you live in Scotland or are registered with a GP in Scotland.

Your local pharmacist or a trained member of the pharmacy team will consult with you, give you advice and provide medicine if needed. This can include prescription medicines for some skin conditions, such as impetigo, or urinary tract infections (UTI) for women between 16 and 65 who meet the criteria.

The service is confidential, and many community pharmacies now offer private consulting spaces.

Your pharmacist can refer you to another healthcare professional, such as your GP practice, dentist, optometrist or another NHS service if they feel your condition needs further investigation or more specialist care.

For more details, visit NHS Inform (where you can also find guidance on self-help for a range of common conditions): <https://www.nhsinform.scot/care-support-and-rights/nhs-services/pharmacy/nhs-pharmacy-firstscotland>

For information on sexual health, see the section on sexual health services at the end of the leaflet.



Dental care

All dentists are now open, but dental services will be delivered differently during the pandemic. If you have any oral pain or something in your mouth you are unsure about, call the dentist you're registered with. The team will advise you about the options available and guide you to make sure you get the right treatment.

If you are not registered with a dentist and need advice or an emergency appointment, please call the dental helpline on 01292 616990.

Due to physical distancing and infection control measures, dentists can only offer a certain amount of appointments each day, and priority will be given with urgent problems such as toothache.

To find out more about what services your dentist can provide, visit <https://www.nhsinform.scot/dental>

You can also watch this short video: <https://youtu.be/2BXCpJqliqw>

For a list of NHS dentists in your area, please call 01292 616990. The helpline is available from 8am to 6pm Monday to Friday.

You can also call this number for urgent care or advice.

For out-of-hours dental emergencies, please call NHS 24 on 111.



For a list of NHS dentists in your area, please call:

01292 616990

8am to 6pm
(Monday to Friday)

For urgent care or advice, please call:

01292 616990

8am to 6pm
(Monday to Friday)



For dental emergencies out-of-hours please call:

NHS 24 on 111

Eye care

If you have a problem with your eyes, you should visit your local optometrist (high street optician practice). By using specialist equipment, optometrists can identify problems, make a diagnosis and then, if required, you can get any medicine you need free of charge from your local community pharmacy. All optometrists (within high street optician practices) can provide NHS services. If your optician is closed and you can't wait until it re-opens, call NHS 24 on 111.

Due to physical distancing and infection control measures, opticians can only offer a certain amount of appointments each day, and priority will be given to people with emergency or essential eye problems.

For more information visit <https://www.nhsinform.scot/optometry>

You can also watch this short video: <https://youtu.be/1srcOkaJArQ>



Eyecare Ayrshire

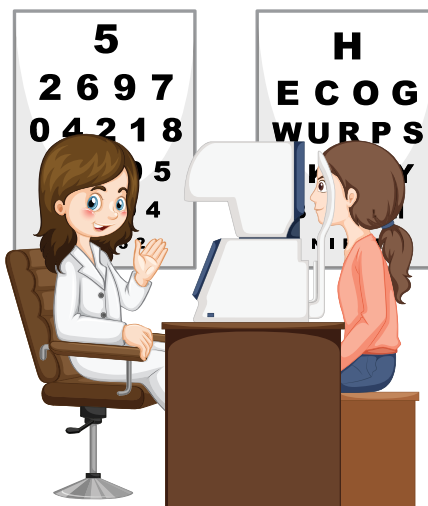


For eye problems

(Such as sore, itchy, watery, sticky or red eyes)

No need to go to your family doctor or A&E

- The optometrist (high street optician) is the right person to assess your eye problems.
- Eyecare Ayrshire - you can be seen by an optometrist who will examine your eye problems.
- You will then receive any medicine you need, free of charge, from your community pharmacy.



MIST6-149-GD

Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran



Scotland's Service Directory

Scotland's Service Directory has been developed by NHS 24 in partnership with Macmillan Cancer Support and The Alliance.

The directory is available on NHS inform – visit <https://www.nhsinform.scot/scotlands-service-directory>

The directory aims to provide a localised online directory of quality-assured health and care services across all regions in Scotland.

Health care professionals and members of the public can visit the directory and access information on where to find local NHS services, including pharmacies, opticians, dental practices and sexual health clinics.

In addition to NHS services, the directory also provides information on a wide range of health and wellbeing services, including advice on how to stay active, cancer services and money advice.



Looking after your mental health and wellbeing

Mental health and wellbeing services are available providing free support for a range of conditions such as stress, anxiety, depression, feelings of panic, and help for people of all ages who are experiencing distress and in need of immediate response. This includes support for issues arising from the coronavirus pandemic.

Your GP practice is also open and available to help but please remember to make an appointment first.

Telephone support – If you're struggling with your mental health or need emotional support you can call:

- Breathing Space on 0800 83 85 87 open weekdays Monday - Thursday 6pm to 2am and weekends Friday 6pm - Monday 6am.
You can also visit <https://breathingspace.scot/>
- For urgent support please call NHS 24 on 111, 24 hours a day

If you are already receiving support from our Community Mental Health teams, here are the contact details for each area.

- East Ayrshire (Monday to Friday from 9am to 7pm): 01563 578592
- North Ayrshire (Monday to Friday from 9am to 7pm): 01294 470010
- South Ayrshire (Monday to Friday from 9am to 5pm): 01292 559777

Please note these services will be closed for four days from 25 to 28 December, and again from 1 to 4 January.

There are online resources to help with your mental health, whether you're looking for advice, information, local support, or ideas for improving your wellbeing, visit <https://www.nhsinform.scot/healthy-living/mental-wellbeing>

For tips on how to get through difficulties arising from the coronavirus pandemic go to <https://clearyourhead.scot/>



Here is a note of some other support available.



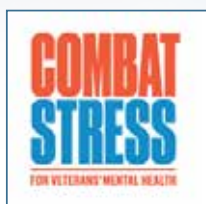
Samaritans offers a safe place for you to talk any time you like, in your own way – about whatever’s getting to you. You don’t have to be suicidal. Call 116 123. This service is available 24-hours a day, seven-days a week, 365-days a year.

To find out more, visit www.samaritans.org



Childline is a private and confidential service for children and young people up to the age of 19, who need advice or support with any issue they’re going through. Whether it’s something big or small, Childline trained counsellors are there to support you. Childline is free, confidential and available any time, day or night.

Call 0800 1111. To find out more, visit www.childline.org.uk



Combat Stress is the leading veteran’s mental health charity in the UK. When you are having a tough time, Combat Stress can help you tackle the past and help you to take on the future. All services are free of charge to veterans. The 24-hour helpline is open to all veterans and serving personnel, as well as families, friends and carers. Call 0800 138 1619. To find out more, visit

www.combatstress.org.uk



Veterans First Point (V1P) provides a one-stop shop for veterans and their families. The charity has been developed by veterans for veterans and is staffed by an alliance of clinicians and Veterans. The service provided is free at the point of access and provided as part of the NHS. If you ever served in the HM Armed Forces in any capacity for any length of time. V1P can offer you free advice and support, whatever your needs may be.

Call 01294 310400 Monday to Friday from 10am to 4pm.

Alcohol and drug use

If you are concerned about your own or someone else's alcohol or drug use, there are local and national services and resources that can help.

Monday to Friday from 9am to 5pm, you can contact our local Addiction Services for advice and information:

- East Ayrshire: 01563 574237
- North Ayrshire: 01294 476000
- South Ayrshire: 01292 559800

Outwith these times, please call NHS 24 on 111 for advice.

Please remember that these services will be closed for four days from 25 to 28 December, and again from 1 to 4 January.

There are a number of other organisation who can help you.

- **Drinkaware** is an independent charity who help people make better choices about drinking. They provide impartial, evidence-based information, advice and practical resources.
Call 020 7766 9900 or visit www.drinkaware.co.uk
- **Know the Score:** Concerned about your own drug taking? For free, confidential information and advice, call the Know the Score drugs helpline on 0800 587 5879 between 8am and 11pm.
Visit www.knowthescore.info where you will find links to local services, advice on what to do if you are worried about someone and what to do in an emergency.
- **Scottish Families affected by Alcohol and Drugs (SFAD)** provides support to family members and friends who have been affected by the substance misuse of a relative or loved one. They provide information and help and support through a wide variety of resources.
Call the helpline on 08080 101011 Monday to Friday from 9am to 11pm, and as a call-back service at weekends, or visit www.sfad.org.uk
- **Alcoholics Anonymous (AA)** is concerned solely with the personal recovery and continued sobriety of individuals who turn to the fellowship for help. If you need help with a drinking problem phone the National Helpline on 0800 9177 650 or the AA Northern Service Office in Glasgow on 0141 226 2214 (Monday to Friday 9am to 5pm) or visit www.alcoholics-anonymous.org.uk
- **Cocaine Anonymous Scotland (CA)** provides help for addicts of cocaine and all other mind altering substances and information about local CA meetings across Scotland. Contact Scottish Helpline on 0141 959 6363 (24 hours, seven days a week) or visit www.cascotland.org.uk
- **Narcotics Anonymous (NA)** is a non-profit fellowship or society of men and women for whom drugs had become a major problem.
If you need help or want to find out if there is meeting near you, call the Helpline on 0300 999 1212 (10am to midnight) or visit www.ukna.org

- **Prevention and Early intervention (PEAR) North Ayrshire:** Turning Point Scotland's North Ayrshire PEAR Service is a drug and alcohol support service based in Stevenston in North Ayrshire. We work with all of those using our service, so that they can help us to shape the service. This means they can have an input into what activities we offer to benefit them in their recovery and beyond. We do this with the support of Turning Point Scotland Connects. Call 0800 652 3757 or visit <https://www.turningpointscotland.com/north-ayrshire-pear/>
- **We are With You – East Ayrshire and South Ayrshire:** Call or use our online chat to speak to one of our trained experts. We're here to help you, and you can tell us as little or as much as you want. We'll work with you to help you manage, reduce or stop your drug (including prescription drugs) or alcohol use. You can also talk to us if you're worried about someone else's drug or alcohol use, rather than your own. Call South Ayrshire on 01292 430529 or East Ayrshire on 01563 558777. Or you can visit <https://www.wearewithyou.org.uk/>
- **Ayrshire Council on Alcohol (ACA) – East and South Ayrshire Council on Alcohol** offers a free one-to-one confidential service to individuals who are concerned about their drinking. Our counsellors are trained to professional standards and work with people whether they wish to abstain from alcohol or reduce their drinking to less harmful levels. A family service is also available to those whose lives are affected by someone else's drinking. Call 01292 281238 or visit <http://www.acaayr.org/>
- **Scottish Drugs Forum (SDF):** A national resource of expertise on drug issues. Call 0141 221 1175 or visit <http://www.sdf.org.uk/>
- **CREW2000:** We neither condemn nor condone drug use. We exist to reduce harm, challenge perceptions and help people make positive choices about their use of cannabis, stimulant and other social drugs and sexual health by providing non-judgemental, credible and up to date information and support. Call 0131 220 3404 or visit <https://www.crew.scot/>
- **NHS Ayrshire & Arran Addictions app:** We have developed an app which provides you with all the information you might need to seek help for yourself or someone you know who has a drug or alcohol addiction. If you or someone you know needs information or support about drugs or alcohol but would find it hard to speak about it, this free app can help. To get the app Download the NHS Ayrshire & Arran app from your Apple or Android app store. Then search for Addictions.

Support for gambling problems

For contact telephone and website information links, visit

<https://www.nhsaaa.net/media/10012/ad20-006-gd-gambling-addiction-leaflet.pdf>

Sexual health services

Sexual health is about looking after yourself and others. This means enjoying the sexual activity you want, safely, without causing you or anyone else any suffering, either physical or mental. It is not just about using contraception or avoiding infections.

Our Sexual Health Services offer advice and support on contraception, emergency contraception, sexually transmitted infections (STIs), HIV tests, pregnancy tests, Post exposure Prophylaxis (PrEP) and Post Exposure HIV Prophylaxis (PEPSE).

To find out more, visit www.shayr.com

You can also call 01294 323226 for a telephone appointment to discuss what you need. As a result of the ongoing COVID-19 pandemic, we aren't able to offer drop-in clinics at this time. However, if we need to see you in person we will give you an appointment at one of our local clinics. All our services are free and confidential.

You can get free condoms through our C Card App. Search 'CCard NHS Ayrshire' in your app store.

Please remember that our sexual health clinics will be closed on 25, 26, 27 and 28 December, and on 1, 2, 3 and 4 January. Make sure you have enough contraception/ PrEP to see you through the festive season.

If our sexual health clinics are closed and you need Post Exposure HIV Prophylaxis (PEPSE), go to your nearest Emergency Department.

For emergency contraception contact your local community pharmacy, or contact NHS 24 on 111 if they are closed.

If you run out of pills and usually get them from your GP, your usual pharmacist may be able to give you a packet to keep you going until you can arrange an appointment with your GP.



The following pharmacies have sexual health clinics for pills:

East Ayrshire

McConnell Pharmacy

Address: 27 Mauchline Road, Hurlford KA1 5AB

Telephone: 01563 525393

North Ayrshire

Gallagher Pharmacy

Address: 41 Hamilton Street, Saltcoats KA21 5DS

Telephone: 01294 463524

Gallagher Pharmacy

Address: 1 New Street, Dalry KA24 5AH

Telephone: 01294 833644

South Ayrshire

Toll Pharmacy

Address: Ayr Road, Prestwick KA9 1TP

Telephone: 01292 478244

If you need advice after a sexual assault, call:

- **NHS 24 on 111**
- **Rape Crisis Scotland on 08088 010302**
- **Archway on 0141 211 8175**



Norovirus

Norovirus is a common cause of infectious gastroenteritis that results in diarrhoea and vomiting. As it's most common during the winter months, norovirus is sometimes known as the winter vomiting bug, but infections can occur at any time of year.

Norovirus is very easily spread from one person to another. Outbreaks of norovirus where more than two people are infected can commonly occur where people are in close contact with one another for long periods of time, in situations such as hospitals, care homes or schools.

Hand hygiene is very important – use soap and water for hand washing as alcohol based hand rub may be ineffective for norovirus.

It's important to wash your hands, particularly after contact with someone who is ill, after using the toilet and before preparing food.

To find out more about norovirus and how to stop it spreading, visit <https://www.hps.scot.nhs.uk/a-to-z-of-topics/norovirus/>



Are you ready?

Ready Scotland's aim is to make Scotland more resilient to emergencies. We know that disruptions can happen at any time and Ready Scotland is here to help.

Ready Scotland has tips on the small steps you can take to prepare your home, your family, and your business for the unexpected.

And when emergencies do occur, there is advice on how you can best respond, keep yourself safe and help others in your community.

Whatever comes along - whether local disruption or global events - together, we can make sure that Scotland is ready for anything.

Visit <https://ready.scot/>

