



We are now a Signposting Practice

What does this mean?

It's no secret that your NHS is under pressure. Illnesses are becoming more complicated, the population is living longer and budgets are being cut. The Result? Your GP's patient list is growing. This, as some patients may have experienced, means that securing an appointment with your GP is becoming more and more difficult

To save you the hassle of a trip to your GP Surgery, your NHS now offers a number of community services and self-care options that you can access without the need for seeing your GP in the first place. But how are you, the patient, able to find out about what services and options are available to you?



Our reception team are now trained as 'Active Signposters'

1 If you request an appointment at the Practice, the receptionist will ask you the reason why you are calling.

2 If you provide the reason for your call, there is a possibility that the receptionist may be able to give you information about any services or self-care sources that you could access for your symptoms, without the need for seeing your GP.

3 It is then your choice what to do with the information you are provided with.

4 To help you can now visit

<https://www.nhsinform.scot/campaigns/right-care-right-place> or [NHS inform - Scottish health information you can trust | NHS inform](#)



Active Signposters provide information NOT advice. You choose what to do with the information you are given.

- You do not have to say what your symptoms are if you don't wish to, but doing so will help get you the care and information that you need more easily (and possibly, quickly).
- Receptionists are **NOT** trying to be doctors or make medical assessments.
- Receptionists are duty bound to respect your confidentiality at all times, in exactly the same way as your GP or Nurse.
- All Active Signposters have received rigorous, in-depth training
- The GPs and their clinical staff at Rothes Medical Practice support and are encouraging this change.

GET THE BEST HELP FIRST TIME

RIGHT CARE, RIGHT PLACE, RIGHT TIME

<https://www.nhsinform.scot/campaigns/right-care-right-place>

If you need help to find the right care in the right place, use Scotland's Service Directory. It has the names, addresses, opening times and service details for a wide range of NHS services in Scotland.

Find health and wellbeing services in your area

NHS inform

Provide accurate and reliable health information to help you make informed decisions.

NHS Inform have advice on [common symptoms](#), a range of [self-help guides](#) and information on where to go if you need further medical care.

You can access information on topics such as:

- [coronavirus \(COVID-19\)](#)
- [flu](#)
- [minor head injuries](#)
- [preventing falls](#)
- [eye problems](#) (self-help guide)
- [food poisoning](#)
- [muscle, bone and joints](#)
- [mental health](#) (self-help guides)

Phone NHS 24 on 111 for urgent care

If you think you need to visit A&E but it's not life threatening, you can phone NHS 24 on 111, day or night.

Non-urgent advice: Phone 111 if you:

- think you need to go to A&E but it's not life threatening
- are too ill to wait for your GP practice to open
- have worsening symptoms of coronavirus

NHS 24 will help you get the right care in the right place, often closer to home and without the need to go to A&E. This may include a phone or video consultation.

Mental Health Support

Promoting Mental Health in Fife – visit www.moodcafe.co.uk

Living life: This is a free telephone service provided by NHS24. It is available to anyone over the age of 16 who is suffering from low mood, mild to moderate depression and/or anxiety. The service offers either supported self help sessions or sessions of cognitive-behavioural therapy. An assessment will be carried out to help decide which is best for you. Your GP can refer you to the service or you can contact them yourself.

The phone line is free and confidential: **0800 328 9655 (Mon-Fri 1pm to 9pm)**.

You will be asked to provide some details and then an assessment appointment will be arranged to discuss the service and how help can be provided to you.

Childline: You can contact ChildLine for advice and support anytime - calls are free and confidential: **0800 1111**

Breathing Space: Advisors are available for **24 hours at weekends** (6pm Friday - 6am Monday) and **6pm - 2am on weekdays** (Monday - Thursday) for advice and support: **0800 83 85 87**

Samaritans: Trained volunteers are able to listen to you any time day or night. They offer a safe place for you about whatever's getting to you. You don't have to be suicidal. You don't have to give your real name or any personal information if you don't want to. This service is confidential: **116 123** - which can be used from any landline, payphone or mobile. This number can be called free of charge, 24 hours per day, every day of the year

Other Resources

Hands On provides help and practical advice for supporting children and young people's mental health and emotional wellbeing. www.handsonscotland.co.uk

Penumbra Self harm Project is user led support service to people aged 18+ who self-harm. Services include drop ins, coffee mornings and one to one sessions. [Self Harm Project Fife • Penumbra](#)

For urgent mental health support, phone NHS 24 on 111, day or night.

Minor Injuries Unit (MIU)

If you think you need to visit a MIU, you should call NHS 24 on 111. NHS 24 will direct you to the best care for your needs. A MIU can help if you:

- have a cut
- have a minor burn
- have a sprain or strain
- think you have broken or fractured a bone

Visiting a MIU can often be quicker than going to A&E.

Find your local MIU

Community Health Care Services

NHS Pharmacy First Scotland offers expert help in the community.

NHS Pharmacy First Scotland allows community pharmacies to give people expert help for treating conditions such as sore throats, earache and cold sores, along with common clinical conditions such as Urinary Tract Infections. Pharmacy teams will offer advice, treatment or referral to other healthcare teams if required.

This service helps people access the right care in the right place, without having to go to their GP practice or local Accident and Emergency Department for non-urgent treatment.

Everyone who is registered with a GP practice in Scotland, or who lives in Scotland, is encouraged to use their local pharmacy when they have a minor illness or common condition. Accident and Emergency Departments remain open for emergency care, with public health measures in place to protect staff and patients.

Do

- speak to your local pharmacy for advice about minor illnesses, treatments and medication
- contact your local optician if you have an eye problem
- use self-help guides for everyday illnesses
- contact your GP practice, optician or dentist by phone
- follow physical distancing measures if you're attending in person

Don't

- do not visit your GP Practice, Optician or Dentist without an appointment
- do not arrive too early or too late for your appointment
- do not attend in person if you, or someone you live with, have symptoms of coronavirus

PHARMACY



- Coughs and colds
- Conjunctivitis (age 2+)
- Sore throats (<7 days)
- Earache (<3 days)
- Warts
- Verrucas
- Constipation
- Hayfever (age 1+)
- Mouth ulcers
- Dry skin
- Nappy rash
- Impetigo (age 2+)
- Abrasions
- Bruises
- Insect bites
- Sunburn
- Emergency contraception
- Head lice
- Cold sores
- Thrush
- Piles
- Pain relief
- Urine infections (women aged 16-65)
- Acne
- Allergies (aged 1+)
- Athletes foot
- Backache (first episode)
- Blocked/runny nose
- Colic
- Diarrhoea (aged 1+)
- Haemorrhoids (aged 18+)
- Headache
- Indigestion (aged 2+)
- Thrush (women 16-60 & symptomatic male partner)
- Oral thrush (aged 4mos +)



DENTIST (MOUTH AND TEETH)

- You should make an appointment with your dentist for any condition involving your mouth



OPTICIAN

- All eye conditions should be seen by an Optician first due to their expertise and correct equipment for eye examinations.
- Dry eyes
- Red eyes
- Watery eyes
- Sticky eyes
- Itchy eyes or eyelids
- Squints in children
- Flashing lights
- Headaches when reading or watching TV
- Cysts
- Styes
- Conjunctivitis (can also be seen by local Pharmacy)
- Corneal ulcers or abrasions
- Reduced or double vision
- Blepharitis (inflammation of the edge of the eyelids)



SEXUAL HEALTH

- For advice relating to
 - Sexually Transmitted Infections (STIs)
 - Contraception services
 - Emergency contraception
 - Free condoms Fife
 - HIV
 - Hepatitis C
 - PrEP
 - PEP
 - Partner notification
 - Gender Based Violence
 - Young people's services
 - Pregnancy
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- Visit sexualhealthfife.org.uk or
 - Telephone 01592 647979 Monday to Friday 8.30am - 4pm



PODIATRY

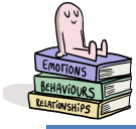
- NHS Fife Podiatry Service is open to everyone who lives in Fife, who has a podiatric need .
- The service regularly help people with:
 - Nail and skin problems including ingrown toenails, corns and callous etc.
 - Common muscle and bone problems such as plantar fasciitis or sports injuries
 - Wound treatment and reducing the risk of wounds
 - Creating insoles and orthotics to help with foot disorders.
 - Health promotion, giving advice on keeping feet healthy and wearing appropriate footwear.
 - Performing nail surgery using local anaesthetic
 - Supporting self management of foot conditions.
- Visit www.nhsfife.org/services/all-services/podiatry-foot-health



MINOR INJURIES

- If you have had a minor injury within the last 72 hours you should contact 111 (day or night) to be triaged to the most appropriate service
- What CAN be treated
 - Arm, wrist and hand injuries
 - Knee, ankle and foot injuries
 - Back, shoulder and rib injuries
 - Head and neck injuries in people who are fully conscious
 - Cuts and wounds which may need dressing and stitches
 - Minor burns and scalds
- What CAN'T be treated
 - Illnesses which a GP would normally treat
 - Gynaecological problems
 - Pregnancy problems
 - Alcohol and drug related problems
 - Mental health problems
 - Drug overdose
 - Severe allergic reaction
 - Breathing problems
 - Chest pain
- **Did you know?** Thousands of patients who attend Accident and Emergency every year can be treated at their local Minor Injuries Service. You will often be seen quicker at the Minor Injuries Service than by attending Accident and Emergency, especially over busy periods such as evenings and weekends.

PSYCHOLOGY SELF HELP



- Advice, support and resources relating to common psychological conditions can be obtained via Moodcafe website
- Feeling low, anxious or stressed
- Managing emotions
- Trauma and abuse
- Parents and parents to be
- WWW.moodcafe.co.uk

HEALTH VISITOR



- For pre-school children and for issues relating to -
 - Feeding
 - Development
 - Behaviour
 - Sleep
 - Toileting
 - Teething
 - Speech & Language
- For New mums issues relating to -
 - Breastfeeding support
 - Postnatal mental health assessments
 - Post natal depression support
 - Domestic abuse support
- Health promotion -
 - Minor illnesses
 - Dental care
 - Home safety
 - Weaning & dietary advice
 - Childhood behavioural management



PRACTICE GPs, ANPS & NURSES

- GPs and ANPs
- Call the surgery at 8.00am Monday to Friday for problems that **cannot be dealt with by another health professional.**
- Practice Nurses
- Contraception injections
- Cervical screening tests
- ear syringing
- dressings
- suture removal
- Chronic Disease management (diabetes, asthma, COPD, hypertension, chronic kidney disease, chronic heart disease)
- Blood tests
- Blood pressure

