

Emergency ambulances and 999 calls

If at any time you think you need an emergency ambulance for a life-threatening condition, **call 999**.



NHS 24 and Lothian 'out-of-hours' care

NHS Lothian and NHS 24 work together to make sure you have access to health care 'out of hours' when your GP practice is closed - at weekends, nights and on public holidays. If you need urgent medical advice that cannot wait until your GP practice opens, phone **NHS 24 on 08454 24 24 24**.

NHS 24 links with doctors, nurses and other healthcare staff in your Lothian out-of-hours service, the Scottish Ambulance Service, A&E departments and the Minor Injuries Clinic at the Western General Hospital, Edinburgh.

If you need to be seen 'out-of-hours' an appointment will be made for you at the most convenient Out-of-Hours Centre.

Please note that patients are seen by **appointment only** in Out-of-Hours Centres.

Community pharmacies

For expert health information and advice - visit your local pharmacist. Your community pharmacy has highly trained staff who provide even more services to protect your health and treat minor ailments.

Community pharmacies across NHS Lothian now provide a **Minor Ailment Service** for people who don't pay prescription charges. For more details, ask your pharmacist.



Further information

For more information on NHS Lothian services, see our website at www.nhslotian.scot.nhs.uk

Right care, right time, right place



Your guide to round-the-clock care

Welcome

NHS Lothian works ‘round-the-clock’ to make sure you have access to healthcare whenever you need it. Our aim is to make sure you receive the *right care* in the *right place* at the *right time*.

GP surgeries

For medical advice and treatment, or prescriptions, you can make an appointment at your GP surgery. GPs - General Practitioners – are also known as family doctors.

GP surgeries vary in size and can have a wide range of staff including nurses, health visitors, district nurses, counsellors, podiatrists (a specialist in care of the foot, ankle and lower leg) and community psychiatric nurses.

GP surgeries run special clinics for people with diabetes, asthma and other health conditions. Ask at your local surgery for an information leaflet about the services that they provide.

How to register with a GP

To get a list of GP surgeries in your area, or for help with registering with a GP, **phone 0131 537 8488**. Details of GP practices are also available on our website at www.nhslothian.scot.nhs.uk

Click on “Our Services” on the website ‘Home Page’, then click on the words “Find a GP” (top left of page). Type the postcode of your home address into the box marked “postcode” then click on the words “find nearest” to find the GP practice closest to your home.

Minor ailments and injuries

For minor ailments and injuries, call your GP practice or go to the Minor Injuries Clinic at Edinburgh’s Western General Hospital. This award winning nurse-led clinic has expert Nurse, Physiotherapy and Paramedic Practitioners who treat a wide range of conditions including:

- Minor cuts and burns
- Infections and stings
- Suspected sprains
- Small bone breaks (from shoulder to fingers and knees to toes).



Staff treat adults and children over one year (although they cannot x-ray or give medicine to children under 12 years – apart from Calpol). **Open 8am - 9pm every day. No appointment necessary.**

If you’re not sure whether your injury is suitable for treatment at the Minor Injuries Clinic, phone the clinic before your visit on 0131 537 1330 / 1331

- **Minor Injuries Clinic**
Western General Hospital
Crewe Road South, Edinburgh EH4
(entry via Porterfield Road).

Accident & Emergency services

NHS Lothian’s Accident & Emergency (A&E) departments are at the Royal Infirmary of Edinburgh, the Royal Hospital for Sick Children, Edinburgh and St John’s Hospital, Livingston. A&E services are for **urgent and emergency situations only**.



A&E is not an alternative to your GP, so don’t go to A&E if your doctor can’t see you immediately or when your GP surgery is closed. Please ask yourself: “Does my injury really need A&E?” and help us keep A&E free for those who really need it.

