

Why fighting infection is everybody's business

A CAMPAIGN to further drive down infection rates has been launched in Glasgow.

NHS infection control teams and public health consultants have designed education and awareness initiatives that will help all health care workers, patients, carers and relatives to

do more to drive up standards and drive down infection rates.

Inside this issue of Greater Glasgow Health News you'll find information to help you understand more about Healthcare Associated Infections (HAIs) and how to access the best practical advice on prevention and protection.

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A far cry from the steamie

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At visiting time he brought his mother love, attention and a nasty bug.

INFECTION IS IN THE COMMUNITY – don't take it visiting!

Think about keeping patients safe before you visit. If you, or someone at home has a cold or are feeling unwell – especially if it's diarrhoea – stay away until you're better.

If you have any ideas or concerns about infection control measures ask the nurse to contact an Infection Control Nurse.

New Children's Hospital IN GLASGOW



THE SEARCH is on for the site of a new £100 million children's hospital in Glasgow. The Scottish Executive has allocated the money to build a replacement for the Royal Hospital for Sick Children within five years.

FIND OUT MORE ON PAGE 3



New heart and lung centre of excellence

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Spreading the news

ALL healthcare workers - including managers - are responsible for the prevention and control of infections in our hospitals and other healthcare settings.

That's the message from NHS Greater Glasgow's public health and infection control staff who recently launched a brand new campaign to further increase awareness of healthcare associated infections (HAIs).

Aimed at staff, patients AND visitors, the new campaign is all about further minimising the risks of HAIs in hospitals and amongst patients receiving healthcare in the community.

In the past, all hospitals in Glasgow had their own infection control guidelines because they were all managed by different management trusts. Now, with NHS Greater Glasgow becoming the single healthcare provider, we are able to ensure that advice given is the same and follows best practice no matter which hospital or healthcare setting our staff work in.

What are Healthcare Associated Infections?

HAIs are not new. They've been around for a long time - as long as human beings have been administering healthcare to each other.

HAI can be urinary tract infections, chest infections, wound

infections and gastro-intestinal infections. The organisms which cause these infections are, in the main, the patient's own. They usually live quite harmlessly on the skin, in the mouth or other areas of the body.

However, infection can occur when the patient has to undergo medical treatments such as an operation. This is because invasive operations or procedures break the body's number one defence mechanism - the skin - and allow normally sterile body sites to be contaminated with organisms from the air or the patient's own contaminated skin.

In the case of a patient becoming unwell with antibiotic resistant organisms, this can happen when the patient's own 'harmless' organisms have been killed off with antibiotics administered during treatment, leaving the patient vulnerable to colonisation and infection with antibiotic resistant organisms.

If these infections have been around for so long, why are we hearing so much about them now?

Well, three things have happened.....

Firstly, the organisms that cause wound and other healthcare associated infections have become more resistant to antibiotics.

This means that there are fewer antibiotics available for use in treatment. What's worse is that some organisms have been so clever in gaining resistance; there are no effective antibiotics to treat them. This is not true of MRSA - there are still plenty of antibiotics that can be used to treat infections with this organism.

We are seeing more antibiotic resistant organisms in our hospitals because so many of our patients need antibiotics in their treatment. The more we use antibiotics, the more we encourage organisms to become resistant to them.

Secondly, the patients have changed. Patients who actually need to spend time in hospital tend to be more vulnerable to infection than ever before. This is because healthier patients are more likely to be treated as day cases or in short stay wards. Successful modern medicine means that a lot more people are alive today who even a few years ago wouldn't have survived. However, this success comes at a price. Patients who have needed a lot of treatment with drugs, such as steroids or drugs for conditions such as renal failure and cancer, are more vulnerable to infection and if they get an infection it tends to be more severe.

Thirdly, the last change has been in healthcare itself. There



Downward trend in MRSA rates

IT'S good news for NHS Greater Glasgow as the latest MRSA data from Health Protection Scotland, published at the end of January, showed the number of cases for the latest quarter has fallen again since the previous quarter.

Dr Syed Ahmed, Consultant in Public Health Medicine said: "Following a drop in the rate in the last quarter, it is encouraging to see that the trend in the latest quarter remains downward. We are totally committed to the reduction of healthcare associated infections and a range of innovative and ongoing quality improvement programmes are achieving real success."

"In addition, our infection control teams, which operate across all our sites, are also undertaking lots of research - developing and evaluating new techniques to drive up standards and drive down infection rates."

are treatments (particularly those performed on critically ill patients) which require 'invasive' surgery (e.g. the patient needs major surgery) and, because of the nature of the treatment, it can leave the patient more vulnerable to infection. However these interventions are frequently life saving and without them there would be no hope for the patients.

Every operation or use of an invasive device poses a potential risk of HAI. Our job is to ensure that we have done everything possible to prevent that happening.

As an aside, many new healthcare treatments and interventions substantially reduce the risk of infection. For

example, operations involving laparoscopy. This device is like a tiny camera which allows surgeons to see into a patient's abdomen and allows for surgery to take place inside a patient without the surgeon having to create a large wound.

How are we working to reduce the risk of HAIs in our hospitals?

Professor Sir John Arbuthnott, NHS Greater Glasgow's Chairman, has made infection control one of the top priorities on our agenda. He said: "NHS Greater Glasgow already has strict guidelines on reducing the spread of infections. We're working with our staff to further improve infection control measures on our wards."

“Modern medicine means we are people's lives ... but success



...not the bugs



At visiting time he brought his mother love, attention and a nasty bug.

INFECTION IS IN THE COMMUNITY – don't take it visiting!

Think about keeping patients safe before you visit. If you, or someone at home has a cold or are feeling unwell – especially if it's diarrhoea – stay away until you're better.

If you have any ideas or concerns about infection control measures ask the nurse to contact an Infection Control Nurse.

Here are some of the things we're doing...

We are:

- Increasing the availability of hand hygiene products in clinical areas to make it as easy as possible for staff to decontaminate hands

- Alcohol hand gel has now been placed close to patients in all wards and other areas where patients are examined or treated. Except where it is not considered safe, it has been placed at the bedside of all patients. This will enable medical staff to decontaminate hands much more easily before they examine patients. Also the patient will be able to see that hand hygiene is being done. Alcohol gel will also be at the doors to clinical areas for use by healthcare workers

and visitors

- Increasing the knowledge of healthcare workers on HAIs, through the launch of the new NHS Greater Glasgow Prevention and Control of Infection Manual

Many of our staff already followed strict guidelines on infection control, but guidelines often differed between hospitals and other healthcare settings.

Now, that's all changed thanks to the launch of the new NHS Greater Glasgow Infection Control Manual.

The new document includes a range of information on HAIs including information on each of the disease/organisms which can affect our patients; how the infection spreads; how long it takes for symptoms to show on a patient; what

“saving many more comes at a price”

those symptoms are; treatments; and how to reduce it spreading further.

It also has a few firsts to its name:

- It is the first infection control manual to be available throughout all NHS facilities in Glasgow

- It is the first manual to be available to all teaching establishments that educate healthcare students within Glasgow

- It is the first manual to come with a selection of teaching units available for healthcare workers in NHS Greater Glasgow

- It will be the first manual to be available on-line at www.nhsgg.org.uk

The manual, produced by all the Infection Control Staff working in Glasgow, is the first of a series of collaborative projects which supports doctors, nurses and other healthcare staff in their efforts to reduce HAIs.

Other things we are doing...

- Poster Campaigns - A series of posters have been produced to remind staff of the importance of infection prevention and control and to raise awareness of HAIs amongst patients and visitors.

- Education Programmes - Infection Control staff are holding even more education events on hand-hygiene which are available to all NHS Greater Glasgow staff and these are also available to staff online. There are also special education programmes and leaflets available for staff specifically on HAIs.

- Patient Information Leaflets - A series of patient information leaflets, featuring information on infections and the prevention of infection, have been produced and will explain the risks of HAI in our hospitals and clinics.

- Web Site Information - The NHS Greater Glasgow website has a special information page specifically on HAI. For more information, see: www.nhsgg.org.uk

So what can you do to help?

By now, if you've been a patient or visitor in one of our hospitals, you'll have seen one of our posters telling you about the campaign and how you can play your part.

If you're planning to visit someone in hospital, here are a few golden rules to reduce the risk of spreading germs:

- If you are feeling unwell at all, for instance you have a cold or stomach problems (especially diarrhoea), don't visit until several days after your symptoms have gone
- Don't bring in raw food
- Don't touch any open wounds
- Don't sit on the patient's bed

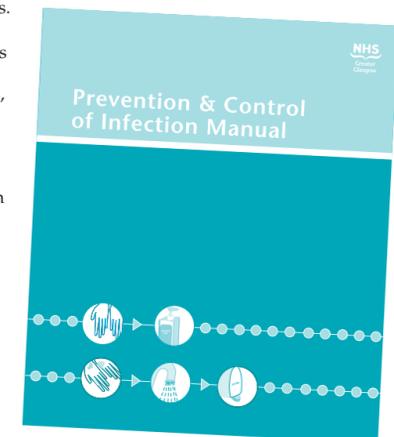
If you are a patient in hospital, you can also help by:

- Not sitting on the beds of other patients
- Not sharing or receiving blankets or pillows with other patients

- Following normal good hygiene practices, e.g. cover your mouth when coughing, washing your hands after visiting the toilet

- Following the instructions given by doctors and nurses in relation to preventing complications, e.g. not smoking, mobilising and exercising as instructed.

You can also help by giving us your ideas or concerns about infection control measures. Just ask one of the nurses on the ward to contact an Infection Control Nurse who'll be only too happy to talk to you.



NEW infection control guidelines have been issued to all staff within the Greater Glasgow NHS area, ensuring best practice in all hospitals and healthcare facilities.

Search for children's hospital site

THE process of finding a site for a new children's hospital has begun.

The Scottish Executive has allocated £100million to NHS Greater Glasgow to build a modern replacement for the Royal Hospital for Sick Children by 2009-2010.

This new hospital is to be located beside - and fully integrated with - adult acute hospital services and maternity services.

Over the spring, groups of clinicians and other staff will come together with parents, MSPs and others with an interest in the new children's hospital, to help choose a site from one of 40 available NHS sites throughout Glasgow.

Professor Andrew Calder, Professor of Obstetrics and Gynaecology at the University of Edinburgh, is chairing an external advisory group, which will oversee this process.

A full report will be provided in the next edition of Health News. In the meantime, for further information, and to contribute your views on the process to find a site for Glasgow's new children's hospital, log onto www.gghb.scot.nhs.uk/childrenshospital

New autism resource centre

NHS Greater Glasgow recently celebrated the successful launch of Scotland's first Autism Resource Centre.

The innovative new centre in Maryhill will serve the needs of the 4000 adults and 1000 children in the Greater Glasgow area affected by autism, their families and others working for the wellbeing of this group.

The Centre will provide a range of services, including an Adult Autism Team offering diagnosis and support services aimed at improving the wellbeing of adults with autism and multi level training programme for practitioners, service users and carers.

NHS Greater Glasgow News from health's front line

Awards all the way for NHS staff in Glasgow

NHS Greater Glasgow had a great year for individual staff and service awards during 2004.

NHS Greater Glasgow's new state-of-the-art decontamination centre, due to open this summer, received three awards at the Property & Environment Forum's Scottish Healthcare Conference 2004, including: the Paul Taylor Award, Highly Commended for Energy Efficiency; and Runner-up in the Engineering Technology Advisory Board Award.

The same awards also saw the Estates Team at Yorkhill take second prize in the Paul Taylor Awards category for their

ambitious new Paediatric Intensive Care and High Dependency Unit.

Yorkhill continued their success when the Telemedicine team received a highly commended award at this year's Health Service Journal Awards in London.

Project Manager Hazel Archer and Consultant Mr Robert Carachi picked up the award in the Improving Care with E Technology category.

Three NHS Greater Glasgow staff were also honoured at the Scottish Health Awards.

Jake McGinness, a mental health charge nurse from Parkhead Hospital, received the award for the Nurses category; Dr Richard

Groden, a GP at Tollcross Medical Centre, won the Doctors award and the Health Improvement Team from the Forensic Directorate at Leverdale Hospital won the Mental Health Team Award.

And last but not least, Men in Mind, which provides support services for black and ethnic minority men with mental health problems, was awarded the Health award at the Scottish Empowerment Awards.

Tom Divers, Chief Executive of NHS Greater Glasgow, said: "It is wonderful to see individual staff and individual services achieving national awards for the admirable work they do for the people of Glasgow."

Are you paying too much for your prescriptions?

DO you have a medical condition that means you are prescribed several different drugs, medical appliances or dressings? Do you have to pay for your prescriptions, but are finding it difficult to meet the cost of so many?

If the answer's yes to both of these, why not ask about a Prescription Pre-payment Certificate (PPC)?

The certificate allows you to pay a set amount of money to cover all your prescriptions for either four months (£33.40) or 12 months (£91.80). This means you may save money if you get more than five prescriptions within a four month period or more than 14 items over a year.

To get a PPC, you need to apply by filling an EC95 form, which you can obtain from your local pharmacy, a Benefits Agency office or a main Post Office.

Following a change in regulations a couple of years ago, the most common source of supply now is your local



PHARMACISTS can give you the relevant forms to apply for money saving pre-payment certificates.

community pharmacy where you can purchase a certificate 'on the spot' and your exemption from prescription charge takes immediate effect.

Every time you have a new prescription, take this with your PPC to your pharmacist so that you won't be charged whilst the PPC is valid.

Scott Bryson, Pharmaceutical Advisor to NHS Greater Glasgow's Board, said: "The Prescription Pre-payment Certificate has been available to

patients for a number of years now. However, we recognise that some patients might not be aware of it and may be paying more than they should.

"The certificate will not save money for everyone, but it will benefit those patients who require several prescriptions a month. It's really easy to apply - just ask your local pharmacist for advice."

For more information, ask your GP or Pharmacist for a copy of the new leaflet 'A Quick

Guide to Help with Health Costs'.

Make sure you are not already entitled to free prescriptions before buying your Prescription Pre-payment Certificate.

You are exempt from prescription charges if you are in one of the following categories:

- Children under the age of 16
- Young people aged 16, 17 or 18 in full-time education
- People aged 60 and over
- People who hold an exemption certificate, including pregnant women, women who've had a baby during the last 12 months
- War or MOD pensioners who need prescriptions for their pensionable disability
- People who get or who have a partner who gets Income Support, Family Credit, DWA, Income-based Jobseeker's Allowance
- People who hold or who have a partner who holds an NHS charges certificate HC2
- Non-exempt patients who are prescribed contraceptives (only these prescriptions are exempt)
- People with one or more long-term conditions. A list of these qualifying conditions is available from your GP, local health centre or pharmacist.

New heart and lung centre proposed for Jubilee Hospital

NHS Greater Glasgow has launched a major consultation exercise on the creation of one of the UK's largest specialist heart and lung surgery units at the NHS Golden Jubilee National Hospital in Clydebank.

It was planned to deliver the specialist heart and lung surgery unit at Gartnavel General Hospital in 2012 at the earliest, but this new option could deliver the benefits to thousands of West of Scotland patients six years earlier.

A team of doctors and other staff from NHS Greater Glasgow, NHS Lanarkshire and Golden Jubilee National Hospital have been working together over the past 18 months to examine the acceleration of the plan - by using existing capacity at the state-of-the-art hospital in Clydebank.

Lead consultant on the team from Greater Glasgow is cardiothoracic surgeon Mr Alan Faichney.

He said: "The benefits of moving to a single site have already been recognised. The centralisation of these services will create one of the largest specialist units in the UK for the investigation and surgical treatment of cardiac and thoracic patients. Clinical expertise and high-tech equipment will be concentrated on one site, offering patients in the West of Scotland timely, high quality treatment in a modern custom-built facility."

To have your say on the proposals visit www.nhsgg.org.uk/cardiothoracic

Health Council changes

GREATER Glasgow Health Council, the statutory body representing patients within the NHS, is winding up on 31 March, 2005.

All Local Health Councils are being replaced by a new national body, the Scottish Health Council.

The Council will have regional offices, including one to cover Glasgow and the West of Scotland. Its main role will be to oversee and monitor NHS organisations to make sure that they are taking action to involve patients and public in developing services.

The main difference from the existing Health Councils is that the new organisation will generally not take responsibility for providing guidance for individual member's patients or acting as their 'voice' within the NHS. Instead, NHS organisations must step up their public involvement structures to do this.

Chairman of NHS Greater Glasgow, Professor Sir John Arbuthnott said: "We have enjoyed a long and fruitful relationship with Greater Glasgow Health Council, through which countless patients have been helped and many wise words offered as we reform our services."

"On behalf of everyone at NHS Greater Glasgow, I wish to offer my thanks to the Health Council for their fantastic support and dedication."

START to beat depression

NHS Greater Glasgow and Depression Alliance Scotland have teamed up to pilot an exciting new self-help project for people with mild to moderate depression.

The £350,000 project, called START (Self-help Treatment Access Resource Team), offers people the chance to attend self-help clinics either on a one-to-one basis or to participate in group sessions.

START is being piloted initially in the Strathkelvin, Clydebank and Maryhill/Woodside areas of Glasgow, before being rolled out across the rest of the city over the next three years. The project is one of seven currently underway across the country as part of the Scottish Executive's 'Doing Well by People with Depression' initiative.

Now, they register and are given the wallet-sized 'C card' which

AS the Scottish Executive launch their Sexual Health Strategy for Scotland, NHS Greater Glasgow is continuing its drive to develop quality sexual health services with the extension of two services...



Free contraceptives ... in an emergency

WOMEN under the age of 20 who require emergency contraceptives will now be able to obtain them free of charge from one of 17 pharmacies across NHS Greater Glasgow.

The community pharmacy-based scheme, being piloted this year, is an extension of existing free emergency contraception services available via GPs, local A&E departments and sexual health centres.

Nicky Coia, Senior Health Promotion Officer with NHS Greater Glasgow, said: "There's nothing new in this concept. Young women have, for many years, been able to obtain free emergency contraceptives from their GP, local A&E or sexual health centre and similar pharmacy-based schemes already operate in other NHS board areas including Lothian, Grampian and Fife."

"What we're doing is making emergency contraceptive services more easily available to young women who may not, for their own reasons, feel they can go to their doctor or local hospital."

Sign up for the C Card scheme

PROTECT yourself against sexually transmitted infection and unwanted pregnancy!

That's the message from NHS Greater Glasgow which, late last year, launched a new scheme giving people greater access to free condoms.

The C Card Initiative - which has been successfully running in Lanarkshire and Lothian for a number of years now - is an extension of an existing scheme already running in Glasgow.

Previously, anyone wanting to obtain free condoms from the Health Service had to go along to a sexual health centre or Family Planning Clinic.

Now, they register and are given the wallet-sized 'C card' which

Nicky stressed that the emergency contraceptive would not be available 'on demand'. Individuals seeking emergency contraceptives would undergo a personal consultation with the pharmacist before any decision on treatment is taken.

"All pharmacists taking part in the pilot scheme have undergone specific training and will adhere to very strict guidelines, particularly when it comes to young people. There's no question of a young woman approaching a pharmacist for emergency contraception and simply being handed the pills with no questions asked."

Feedback from existing pharmacy-based schemes in other parts of the country suggests that the vast majority of women who access these services are over the age of 16 and only a small minority (less than 10%) are under the age of 16.

The pharmacy-based pilot scheme will be monitored and evaluated before any decisions on the future development of emergency contraception services across NHS Greater Glasgow are made.

Where else can I get free emergency contraceptives?

Women, including those under the age of 16, can also access free emergency contraceptives from their GP, A&E department and sexual health centre.

Who is giving out the emergency contraceptive?

Only pharmacists who have been trained to take part in the scheme will be able to issue the emergency contraceptive.

Why are they being allowed to prescribe to girls under the age of 16? Will parents be told?

People under the age of 16 have a legal right to access all health services provided by NHS Greater Glasgow.

All young women aged under 16 accessing the service will be encouraged to speak to their parents, however they cannot be forced to do so and pharmacists, like all health professionals, have a legal duty to respect patient confidentiality.



allows them to obtain free condoms from a much wider range of venues. This includes traditional locations such as their local family planning clinic, health centres and other NHS sites as well as colleges and young person's health projects.

Like its predecessor, the scheme is open to all and is completely confidential - the only information stored by the registration centres is the first part of a person's postcode and their date of birth.

Nicky Coia, Health Promotion

Parents get say in sexual health for children

GLASGOW parents are being asked for their views on sexual health and relationships where their children are concerned.

NHS Greater Glasgow and Glasgow City Council's joint Teenage Pregnancy Steering Group is launching a questionnaire to find out what parents themselves thought of the sexual health education they received as youngsters and if they would like to see things done differently with their own children.

The feedback will be used to shape the way the health service and council develop services to support parents and schools in educating young people in relation to sexual health and relationships.

Councillor Jim Coleman, Chair of the joint Teenage Pregnancy Steering Group and an NHS Greater Glasgow board member, said: "This is far from being just about education in the classroom, it's also about what support parents want and need from us so they can talk to their children about these issues at home."

Recognising that parents play a vital role in the development of their children's understanding of sexual health matters the steering group have developed the questionnaire so parents can now inform the way future health service and council policies are developed and delivered.

Councillor Coleman explained why input from parents is so important: "Research tells us that the more involved a parent is in this type of education the better the child's sexual health outcome. Children with parental support and guidance are more likely to delay the onset of first sexual activity or at the very least take precautions when they do become sexually active."

The questionnaire is available on line by visiting www.parentsquestions.org.uk or by calling 0141 287 6862. The closing date for completed questionnaires is April 29 2005.

Beating the misery of chronic back pain

IT'S one of the most common reasons for taking time off work and affects around one in three people in the UK - back pain can be a serious problem for many of us but help is at hand thanks to Greater Glasgow's Lower Back Pain Service.

The service - run by a specialist team of physiotherapists at health centres and hospitals across the city - provides diagnosis

and treatment for sufferers and aims to reduce the number of people hit by the misery of chronic back pain.

Patients can be referred by their GP and receive their own care programme tailored to their specific condition. It can include back manipulation, heat treatment, gentle exercise and therapies such as acupuncture.

Although manual workers are more likely

to suffer back pain than office staff, experts say that one of the biggest causes of back pain can be put down to lifestyle - bad posture, lack of exercise and poor nutrition are major factors.

Mick McMenemy, lead clinician with the service, says: "The role of the service is to manage acute episodes of back pain and treat patients quickly."

NHS 24 Working with NHS Greater Glasgow for you

SPRING 2005

NHS 24 is a unique Scottish service providing highly experienced, qualified nursing and health information staff at the end of a telephone. NHS 24 and NHS Greater Glasgow are working together to provide this service.

NHS 24 does not replace local out-of-hours care rather, NHS 24 works with NHS Greater Glasgow to make sure that people who are ill are provided with the right care at the right time and by the right health professional.

HOW DOES NHS 24 WORK FOR YOU?

NHS 24 has three contact centres - one in Aberdeen, one in Clydebank and one in South Queensferry. If you live in the Greater Glasgow area your call will be answered by our staff in Clydebank. At very busy times, another centre may answer your call because we provide a national service across all three centres.

All frontline staff have access to the same information and will link up with your local out-of-hours care, regardless of where your call is answered. This means that you will be provided with the same, consistent service, no matter where you live.

08454 24 24 24

Keep the number by your telephone

"Hello, you're through to NHS 24..."

What happens when you call NHS 24? This will help you to understand what to expect when you call...

CALL HANDLER

First of all, we'll get a few important details. Your name, where you are, who your doctor is, your phone number. Then we'll ask your reason for calling. You'll find our call handlers ask clear questions that are easy to follow. They'll be understanding too, knowing you're worried.

NURSE ADVISOR

When you call NHS 24 with symptoms, you will be put through to a nurse advisor and your symptoms will be assessed. Then you'll get practical advice about how best to look after yourself in your own home. You'll be advised to call back if things don't get any better.

HANDY HINT: If you take medicines for whatever reason, keep a list of them near the telephone. This will save time as the nurse advisor will need to know what you are taking in order to make a full assessment.

HEALTH INFORMATION ADVISOR

Sometimes what you need is information about local services. "Is there an asthma support group nearby?" "How do I stop smoking?" "I think my child is taking drugs - where can I get help?" The Health Information Advisor will help you with these enquiries and, if necessary, carry out some research on your behalf.

ACCIDENT AND EMERGENCY

Do you or the person you are calling for need to go to hospital? If it's urgent or requires specialist treatment, you may need to go to your nearest Accident & Emergency department for further assessment. In that case, the NHS 24 nurse advisor will send on your details first, so that they know to expect you.

PRIMARY CARE EMERGENCY CENTRE

Our nurse advisor may refer you to the duty doctor or nurse working for NHS Greater Glasgow at your local Primary Care Emergency Centre, should you need further assessment. Again, our nurse advisor will forward your details before you get there so they know to expect you and why.

HOME VISIT

If you need to be seen by a doctor or nurse and you're too ill to get to your Primary Care Emergency Centre, then the nurse advisor can arrange for a home visit. You don't need to do anything more. The nurse advisor will arrange the visit for you.

COMMUNITY PHARMACIST

You may be advised to speak to your local pharmacist, who can provide advice about medicines that can help relieve your symptoms. The nurse advisor can help you find your nearest pharmacy and tell you when it is open.

HANDY HINT: It helps if you keep your medicine cabinet stocked with a few up-to-date medicines which are easily available and which will help you to look after yourself at home. Your local community pharmacist will be pleased to offer you advice about what you need.

AMBULANCE

If you are very ill and think you need an ambulance, you should still call 999 directly.

However, if you call NHS 24 and the call handler thinks you need an ambulance, you will be asked to stay on the line whilst this is arranged for you. If you are speaking to a nurse and your condition becomes worse, the nurse can also arrange an ambulance for you.

NHS 24 and NHS Greater Glasgow want to help you and your family to be fitter and healthier.



Marina is an NHS 24 nurse in our Clydebank contact centre - she will ask you questions and decide if you can be looked after by yourself at home or if you need to see a doctor.

If you are ill when your GP practice is closed and you can't wait until it opens, you should call NHS 24 on **08454 24 24 24** (local rate). Our nurses can arrange for you to be seen by a doctor at a primary care emergency centre, hospital or, if it's appropriate, in your own home. **If you need to see another health care professional, such as a nurse, you will be seen by one locally.**

Our nurses may also be able to provide you with advice which will help you to look after yourself at home, when appropriate, without having to refer you to anyone else.

NHS 24 can offer reassurance, advice and support if you take ill through the night, linking you with local health care.



Young parents find NHS 24 a real help, particularly with new babies in the family.



We're working for you, for a healthier Scotland
Call **08454 24 24 24** or visit **www.nhs24.com**

NHS
24