

# Pharmacist

All pharmacists can recognise many common health complaints. They can give advice or, where appropriate, medicines that will help clear up the problem. If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP instead.

What's more, many pharmacies are open in the evenings and on the weekends.

So, if you have a common health problem, a trip to your local pharmacy is an option.

- Drop into your local pharmacy any time to get expert advice or information on healthcare and help with your medicines.
- 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.
- 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.

# PHARMACY MINOR AILMENT SERVICE

- The Minor Ailment Service is available from all community pharmacies in the area. It is an NHS service for **children, people aged 60 or over, people who hold a medical exemption certificate and people on certain benefits**
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- You will be able to get advice and **FREE** treatment for minor illnesses and complaints such as:-
  - **Acne, athletes foot, backache, cold sores, constipation, cough,**
  - **Diarrhoea, earache, eczema and allergies, piles, hay fever, headache,**
  - **Head lice, indigestion, mouth ulcers, nasal congestion, pain, period pain,**
  - **Thrush, sore throat, threadworms, warts and verrucae.**

# Dentist

**For:**

- **ANY DENTAL PAIN**
  - **ABSCESSSES**
- **TOOTH SENSITIVITY**
- **BLEEDING FROM THE MOUTH**
  - **FACIAL SWELLING**

You should register with a dentist for regular check-ups, planned routine treatment and emergency care.

If you have not registered with a dentist, try to do so as soon as possible. Advice and information is available by calling:

- NHS Dental Advice Helpline on 0141 201 4209
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- If your dentist is closed and you have a dental emergency, call the dentist with whom you are registered. You should receive a recorded message advising you what to do.
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- If you are unregistered and require emergency treatment, contact NHS24 on 111.
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NHS24 will give advice and may arrange for you to attend the Emergency Dental Treatment Centre, based in the Glasgow Dental Hospital.

## Optometrist (Eyes)

Community optometrists are now recognised as the first 'port of call' for eye problems. If you have any problems with your eyes, make an appointment with an optometrist. All high street opticians have an optometrist who provides NHS services. You do not need to be registered with an Optician to be seen for any of the conditions below:-

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
  - Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
  - Recently occurring flashes or floaters
    - Ingrowing eyelashes
  - Recent and sudden loss of vision
  - Foreign body in the eye

Optometrists carry out FREE NHS eye examinations which are available to all UK residents living in Scotland.

The optometrist will carry out various tests and procedures to look for signs of eye disease. They may either treat the problem themselves or refer you to your GP or local hospital ophthalmology department for treatment.

- During normal working hours most optometry practices will see you on the same day if you have an emergency.  
If you develop an urgent eye problem when the practice is closed and can't wait until it re-opens, call NHS24 on 111.

- For an eye injury that requires immediate emergency treatment go to your nearest Accident & Emergency department.
- Children under one should attend the Royal Hospital for Children at the Queen Elizabeth University Hospital campus.

## Minor Injuries Unit

- minor burns and scalds
  - infected wounds
  - sprains and strains
  - cuts and grazes
  - minor eye injuries
- minor ear injuries (not infections)
  - minor head and neck injuries
- suspected broken bones (staff can arrange X-rays and apply plaster, if required)

Babies under the age of one with a minor injury should be taken to the A and E at

- Royal Hospital for Children, Govan.
  - FVRH Larbert

Children aged one to five with minor injuries in Glasgow should be taken to

- the nearest adult A&E or
- the Royal Hospital for Children, Govan.
  - FVRH Minor Injuries

Where are my Minor Injuries Services?

You can attend your local Minor Injury Unit (MIU) to get urgent care for a minor injury

- , Larbert
- New Stobhill Hospital

When are they open?

The opening hours for each of the MIUs are 9am – 9pm Monday to Sunday all year round.

Who will treat me?

Minor Injury Units are run by highly experienced Emergency Nurse Practitioners who will assess and either treat a minor injury or, if they find a more serious problem, arrange for you to be transferred elsewhere.

**They do not** provide treatment for illness, for example gynaecological or pregnancy problems, alcohol or drug issues, severe allergic reactions, chest pain, breathing problems or people who have collapsed.

## Back, Muscle or Joint Problems

- Call MATS: 0800 917 9390
- Visit: [nhsinform.scot/msk](https://nhsinform.scot/msk) for online help and advice

The helpline is operated by the Musculoskeletal Advice and Triage Service (MATS) and is provided by fully trained call operators, nurses and physiotherapists. If you are aged 16 or over and are registered with a GP in the Forth Valley area you can use this service.

This service can help by:

- finding out if you need to see a doctor
- providing key information and advice to help with your problem
- referring you to a healthcare professional if you need it – this could be a physiotherapist, podiatrist or other MSK specialist

They can't:

- arrange home visits – this should be arranged by your doctor
- book and manage your physiotherapy appointments

Did You Know?

Many MSK problems will settle with self-care and often you do not need to see a healthcare professional.

