

Making the most of your practice

- There are many services available in Glasgow to help you to stay healthy. Some of these services can be accessed directly (see below), and for others you need to be registered with a GP practice (surgery).
- When you wish to consult a GP about your medical condition, you will need to contact the surgery with which you are registered to arrange to be seen. If you go along to the surgery and do not have an appointment, you may not be seen. The practice may ask you to come back at another time, or may suggest that you are seen by another health care professional or other service.
- When you see your GP about a medical condition, she or he may arrange for further tests to be carried out. If so, they will explain the arrangements for these tests and how you will get the results. These tests may be carried out within the practice or elsewhere.
- If your GP thinks that you need to be seen by a specialist doctor or other health care professional, she or he will refer you. You cannot make an appointment to see an NHS specialist without being referred by your GP.
- If you need a medicine the GP will give you a prescription which you will need to take to a pharmacy, which will supply the medicine for you.
- If you have a preference for either a male or a female GP please check with the practice before you register, as some practices may have only male or only female doctors.
- An interpreting service is available and the practice can arrange for an interpreter who may work either face-to-face or by telephone.
- If you need to use the interpreting service please ensure you ask the receptionist to arrange this when making an appointment.
- If someone else is contacting the practice on your behalf, please remind them to ask the receptionist to book an interpreter.

Help your practice to help you

- Practices can be busy places and staff try hard to accommodate their patients – in return you are asked to behave in a polite and considerate manner. And there are some things that you can do that help the practice to keep surgeries running smoothly, so that people are seen at the right time.
- When you have an appointment please attend at the time stated, and if you are not able to attend please let the practice know in advance, so the appointment can be used by someone else who needs it.
- If you do not attend appointments, the practice may deregister you. This means that you would stop being a patient of that practice and would no longer be seen by them.

- If more than one member of your family needs to see the doctor or other health care professional, please book one appointment per patient.
- If you have to discuss a complex medical issue please let the receptionist know so a suitable length of appointment can be arranged.
- Please notify the practice if you change your address and / or telephone or mobile phone number.

What other help is available

- If you have a cough or cold or if your child has a minor ailment your pharmacist may be able to help you.
- If you have an eye problem, you should go to an optometrist.
- If you have a dental problem, you should go to a dentist.
- If you have a foot problem, you can self refer to Podiatry by telephoning: 0141 347 8909 Monday – Friday 8am-8pm, on Saturday 9am-1pm or by emailing: AHP.Appointments@ggc.scot.nhs.uk
- You can self refer to physiotherapy: <http://www.nhsggc.org.uk/your-health/health-services/msk-physiotherapy/>
- If you need to see a specialist your GP will refer you.
- If you become unwell when your surgery is closed, please dial the surgery number as normal and your call will be transferred to the out of hours service or alternatively you may be given another telephone number to call.
- 24 hour emergency cover is provided by NHS24. You can contact them on telephone no: **111**. Their website address is: www.nhs24.com
- There are Minor Injuries Units at which staff will assess and either treat a minor injury or, if they find a more serious problem, arrange for you to be transferred elsewhere.
 - **New Stobhill Hospital**, 133 Balornock Road, Glasgow, G21 3UW. MIU is open from 9am – 9pm Monday – Sunday, **Tel: 0141 355 1536**
 - **New Victoria Hospital**, Grange Road, Glasgow G42 9LE. MIU is open from 9am – 9pm Monday – Sunday, **Tel: 0141 347 8474**
 - **Vale of Leven**, Main Street, Alexandria, G83 OUA. MIU is open from 8am – 9pm Monday – Sunday, **Tel: 01389 817345**
 - **West Glasgow, Yorkhill Hospital site**. MIU is open from 9am – 9pm Monday – Sunday, **Tel: 0141 201 0290**

They can treat a range of injuries including sprains, burns and simple fractures.

- In Greater Glasgow, **children under the age of one** with a minor injury should be taken to the Royal Hospital for Children, next to the new QEUH (Queen Elizabeth University Hospital); and **children aged one to five** with minor injuries should be taken to the Royal Hospital for Children, next to the new QEUH or to Glasgow Royal Infirmary A & E .
- In the Clyde Area, **children under the age of one** with a minor injury should be taken to Royal Alexandra Hospital, Corsebar Road, Paisley, PA2 9PN; and **children aged one to five** with minor injuries should be taken either to the Royal Alexandra Hospital in Paisley, Inverclyde Royal Hospital Larkfield Road, Greenock, PA16 OXN, or the Vale of Leven Minor Injury Unit.
- **24 hour Accident and Emergency Departments are located within:**
 - Glasgow Royal Infirmary, 84 Castle Street, Glasgow, G4 OSF - Tel: 0141 211 5608
 - Inverclyde Royal Hospital, Larkfield Road, Greenock, PA16 OXN - Tel: 01475 504351
 - Queen Elizabeth University Hospital, 1345 Govan Road, Glasgow G51 4TF - Tel: 0141 452 2811
 - Royal Alexandra Hospital, Corsebar Road, Paisley, PA2 9PN - Tel: 0141 314 6195