# MEDICAL ATTENTION THAT CANNOT WAIT

You can now access urgent care services by calling **NHS 24** on **111** – day or night.

Whilst you should continue to call **999** or go directly to A&E in emergencies, those with non-life threatening conditions who would usually visit **A&E** should now call **NHS 24** on **111**.

## What this service is for

Get the right care by contacting **NHS 24** on **111** if:

- You think you need **A&E** but it's not life threatening

- Your GP or dental practice is closed and you cannot wait until they reopen

- You need urgent mental health support

## How to access the service

Call **NHS 24** on **111**. They will assess and advise you on next steps.

Where a further medical assessment is required, **NHS 24** will refer you to the most appropriate health professional. If they think you need **A&E**, they will either advise you to attend **A&E** directly, or refer you to your local NHS team for further assessment.

**Right Care Right Place**

NHS SCOTLAND

Healthier Scotland
Scottish Government

NHS 24

Keep this information somewhere safe.

# WHAT'S INVOLVED?

By calling this service, it may involve a further telephone or video call with a health professional in the first instance, where clinically appropriate.

If necessary, they may then arrange for you to arrive at hospital at a certain time, to keep you safe and help you get the right care at the right time. If they don't think you need to attend A&E they will help you get the care you need as quickly, safely, and as close to home as possible.

**For more information and advice, visit NHSinform.scot**

# DIFFERENT WAYS TO ACCESS NHS 24 ON 111

You can access urgent care from **NHS 24** on **111** in different ways.

**Language Line**

If English isn't your first or preferred language, you can use the free interpretation service Language Line at **NHS24.scot/language-line**

**British Sign Language (BSL)**

If you use **British Sign Language (BSL)**, you can use the free BSL interpreting video relay service contactSCOTLAND-BSL at **contactscotland-bsl.org**

**Relay UK**

If you use a textphone you can contact **NHS 24** on **18001 111**. Or, you can contact **NHS 24** with the Relay UK app from **relayuk.bt.com**

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