

Your News

Health and Social Care information brought to you by your
East Dunbartonshire Public, Service User and Carer (PSUC) group.

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'Finding Your Way' leaflet

'Signposting' aims to build stronger relationships between patients and community health and wellbeing services.

This leaflet (below) is available from your GP practice waiting room, to support you to access a range of health and care services, so that you will receive the 'right care, at the right time in the right place'.

| FINDING YOUR WAY | | |
|------------------|---|---|
| Pharmacy | <ul style="list-style-type: none"> MINOR AILMENTS Coughs, colds and sore throats Emergency contraception Hay fever Nappy rash | <ul style="list-style-type: none"> Conjunctivitis (age over 1 yr) Head Lice, Worms Mouth sores, cold sores Dry skin, Athletes foot Complaints Smoking cessation |
| Physiotherapy | <ul style="list-style-type: none"> For advice and self care for joint or muscle pain, visit www.ehstnform.co.uk/msk, or download the NHS 24 MSK help App. Self-referral forms for Physio review are available at Reception. | |
| Optician | All eye conditions, including: dry, red, sore, watery, sticky, and itchy eyes or visual disturbance should be seen by an Optician first. They have the correct equipment to examine the eye and can refer to the hospital if required. | |
| Dentist | <ul style="list-style-type: none"> Any condition involving your teeth and/or mouth. Out of hour's dental emergency phone: 0141 233 6333 | |
| Local Services | <ul style="list-style-type: none"> OPAL is a single point of contact for people living in East Dun who might need additional support with Long Term Conditions, benefits, carer support, disabilities, health and wellbeing and social activities. Tel: 0141 438 2347 Mon-Fri 9.30-4.30 or www.opal.eastdun.org.uk | |
| Practice Nurse | <ul style="list-style-type: none"> Wound dressings, Suture removal, Cervical smears, Flu Jig Chronic conditions such as Asthma, Diabetes, CHD, Heart Failure, COPD | |
| Health Visitor | Children (under 5) & Family support: breast feeding, formula feeding, sleeping, minor illness, immunisation queries, phone your Health Visitor on 0141 201 9749 | |
| Hospital A&E | <ul style="list-style-type: none"> For queries regarding new referrals or waiting times, phone 0141 201 3000 and 0141 211 4000 ask to be directed to appointments. For patient transport, phone directly on 0300 123 1236 | |
| Podiatry | To self-refer to Podiatry, phone 0141 347 9509 Mon-Fri 9.30-4.30 | |
| Weight Loss | If you have a confirmed diagnosis of Type 1 or Type 2 diabetes, heart disease or stroke, you may be able to self-refer to Glasgow Weight Management Service phone 0141 211 3379 or www.nhs.uk/eastdun/your-health/the-athletic-living/manage-your-weight | |
| Pregnancy | To make your first midwife appointment, phone 0141 232 4005 | |
| Drug/alcohol | To self-refer for alcohol or drug misuse, phone 0141 232 8211. | |

This is an example of the leaflet (right). Please look in the GP waiting room for a copy.

General Practice is changing

You may have noticed that your General Practice surgery has been changing over the last 18 months. This is because of the new contract which General Practitioners (GPs) across Scotland have agreed to introduce between 2018 and 2021.

What does this mean for the patient?

The role of your GP may change; although your doctor will remain the first point of contact for most people. There will be some new health professionals based in and around your GP Practice. These health care professionals and support workers will be there to assist your GP towards returning you to good health, or in some cases helping you to manage an ongoing health condition. You may start to see the following health care support workers in and around your GP surgery or within a local Hub.

These may include:

- Advanced Nurse Practitioners
- Advanced Physiotherapist Practitioners
- Nurses
- Pharmacists
- Community Mental Health Nurses
- Healthcare Support Workers, and;
- Community Wellbeing Workers (P.T.O)

Did You Know?



*11% of adults in East Dunbartonshire identified themselves as unpaid carers and 22% of these are over 65 years old.

*East Dunbartonshire Health and Well-being Survey 2018

Better access to health care and support in communities

East Dunbartonshire has 16 GP Practices, serving a population of 107,645 patients. In total there are 64 GPs working in these practices, however, across the country there is a shortage of GPs and this continues to be a challenge for our existing GPs to provide the service that you will have been used to over the past number of years. This is one of the reasons why you may start to see other health care professionals in and around your local surgery.

The aim of this new way of working is to enable your GP to provide longer patient consultations, when this is required. In particular, this may include those patients who have multiple health conditions.

In and around your GP practice you will find a range of leaflets and posters that also provide information and can signpost you to a variety of local health and wellbeing support services.



Spotlight on a PSUC group member: Avril

"Hi my name is Avril and I became involved with the East Dunbartonshire Health and Social Care Partnership (HSCP) in 2015 when I became a carers rep. I have been a carer for a number of years and I take the views and thoughts of other carers to the HSCP meetings I attend. This assists in the making of future plans within both health and social care. With other PSUC members, we are supported in a group and have influenced health and social care decisions that affect all of us. It is humbling to represent others and to see how we can change or help the shaping of all of our futures".

HSCP Participation and Involvement

Involving carers, service users, the public and local communities is an important part of improving the quality of services provided by the HSCP. Effective participation and involvement can:

- help the HSCP to improve local services and ensure they are person centred, strengthening the local knowledge and confidence of carers and service users, and;
- help the HSCP to shape or redesign local health and social care services.

If you want to join the PSUC group or just require more information, the please email:

- EDPSUC@ggc.scot.nhs.uk

Did you know?



The main causes of death in East Dunbartonshire remains heart disease, dementia and lung cancer*

*East Dunbartonshire health and well-being survey 2018

Useful Information - Out of Hours Service

- YOUR GP OUT OF HOURS SERVICE IS **NOT** for routine appointments.
- If you get ill when your GP surgery is closed and you feel you can't wait till it opens again, call **NHS 24 on 111**



CALL 111



- If you require this newsletter in an accessible format, such as large print or braille or in a community language, please email: EDPSUC@ggc.scot.nhs.uk