

# SELF HELP GUIDE

**Many ailments do not require you to see your GP for help.**

**This is a guide to help you find the most appropriate help and advice.**



## Chemist:-

### Pharmacy First Service

Pharmacy First allows patients to access FREE advice and/or treatment for a number of different common conditions

- Uncomplicated urine infections
  - Patients aged 16-65 years only
  - Female patients only
- Impetigo
  - Patients aged over 2 years only
  - Only if not in multiple skin areas
  - Impetigo in previous 3 months - contact GP
- Bacterial Conjunctivitis
  - Patients aged over 1 year only
- Vaginal Thrush
  - Patients aged 16-60 year of age only
  - If having symptoms for the first time - contact GP
- Skin conditions – such as eczema, dermatitis and reactions following insect bites
  - Patients aged over 2 years only
- Skin Infections – such as infected insect bites, cellulitis or nail infections
  - Aged over 18 years only
  - If patient has antibiotic allergy – contact GP



### Minor Ailment Service

Community Pharmacies also offer a FREE minor ailment service to certain patients who are eligible. If your pharmacist thinks you need a medicine to treat your minor ailment then they may be able to supply it free of charge

Minor ailments that community pharmacists can treat include

- Nasal Congestion
- Hayfever
- Cold sore
- Sore throat
- Mouth ulcer
- Pain
- Athletes foot
- Acne
- Ear ache
- Wart
- Verruca
- Emergency Contraception (free for all)



## Physiotherapy:-

### Musculoskeletal Advice and Triage Service

Call free on 0800 917 9390 - Monday to Friday 9am-5pm

[www.nhsinform.co.uk/msk](http://www.nhsinform.co.uk/msk)

This helpline is a phone triage service for people experiencing muscle, back or joint problems.

These problems are often known as musculoskeletal or MSK for short. Many MSK problems will settle with self-care and often you do not need to see a Healthcare Professional.

Fully trained call operators, supported by clinicians, offer expert advice about what you can do to treat and manage your condition.

If required, they can refer you to a local NHS Healthcare Professional – such as a Physiotherapist or Podiatrist

MATS helpline CAN help with:

- Safely directing you to key information and advice to help with your problem
- Finding out if you need to see an NHS Healthcare Professional about your MSK problem
- Arranging for your details to be sent to a Healthcare Professional if required

MATS helpline CAN'T help you with

- Booking and managing appointments
- Arranging home visits – this should be arranged by your doctor

#### **What happens when I phone?**

You will be asked a series of questions normally lasting around seven minutes.

Callers will be directed to key self-care information to help with their MSK problem. This information can be found on the website – [www.nhsinform.co.uk/msk](http://www.nhsinform.co.uk/msk)

If you require additional support, it may be suggested that your details are sent to your local NHS service who will arrange an appointment for you.

#### **No improvement with self-care advice**

You might feel some pain and discomfort when you start to exercise, this is normal. If your symptoms don't improve after two weeks following advice on the website call MSK service back.

#### **Referral to an NHS Healthcare Professional**

If your details have been sent to your local NHS service, you do not need to call them. They will contact you about an appointment for physiotherapy treatment.

#### **Eligibility**

To use this service you must be aged over 16 and registered with a GP.

#### **MSK Help App**

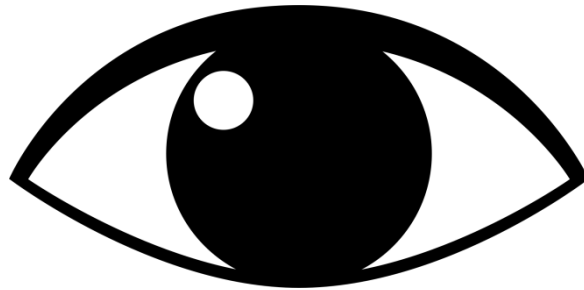
The MSK help app has great self-care info for use on the go. Get the app free for Apple iOS @ [tinyurl.com/d57q78j](http://tinyurl.com/d57q78j) and Android [tinyurl.com/c9zjgm3](http://tinyurl.com/c9zjgm3)

## **Opticians**

Opticians are highly trained professionals who are able to help with most eye complaints. They have much better equipment than a GP to examine your eyes. If required they can also refer you to the hospital for further assistance.

Examples of things opticians can help with -

- Eye Infections
- Dry Eyes
- Stye
- Foreign body in eye
- Headaches



## **Dental Problems**

If you have any dental problem this should be dealt with via your own registered dentist. Dentists can provide you with a prescription for antibiotics if this is required.

If you do not have a registered dentist you can contact the Dental Helpline on 01324 614670

Out of Hours Dental Emergency – all patients contact NHS 24 on 111



## **Common complaints that often do not need a visit to the GP**

### **Colds**

Even in this day and age there is still no magic cure for a viral illness such as the common cold. Take plenty of fluids. If you have a headache or are feverish, take Paracetamol (or Aspirin in adults only). Do not bother to take antibiotics you may have in the house – they will have no effect. Steam and menthol inhalation will help relieve nasal congestion and stuffiness.

### **Coughs**

Coughs are common symptoms and are usually associated with viral illnesses such as cold. They are the body's way of clearing bronchial secretions. Over the counter medicines from the chemist will often soothe the symptoms. Soft soothing drinks will also help relieve severe soreness. If the symptoms persist you should contact the practice.

### **Sore throats**

Sore throats are common and usually caused by a virus. Symptomatic relief with Paracetamol or other soothing medication from the chemist is usually all that is required. If the sore throat persists for longer than 5 days or if the patient is generally very ill, advice should be sought from the practice.

### **Diarrhoea and vomiting**

This is usually caused by a viral infection. The virus frequently gives grippy pains, there is no direct treatment. It is important to rest and take small amounts, very frequently, of clear fluids to counter the effect of dehydration. If the patient becomes generally very ill in themselves and particularly in the case of babies or young children they become drowsy, it is important to contact the practice

### **Useful websites for self advice**

- NHS Choices <http://www.nhs.uk/pages/home.aspx>
- When should I worry? <http://www.whenshouldiworry.com/> (advice for unwell children)

## **Stress / Low Mood / Anxiety – where can I get help?**

There are many mental health problems which do not require medication. Psychological support and self help can go a long way to helping improve your situation. Below is a list of resources which you may find useful to access and help yourself.

If after trying these, you are not improving or feel you need further support, please book an appointment with a GP to discuss.

### **Local resources in Falkirk**

- FDAMH (Mental health charity, working with people and families experiencing the impact of mental health)
  - Counselling, befriending, support groups etc
  - 01324 671600 or <http://www.fdamh.org.uk>
- Quiet Waters
  - Counselling
  - 01324 630643 or <https://quiet-waters.org>
- Stress Control Course
  - Free 6 week course to teach you how to control stress more effectively
  - 01259 215048 or book online <https://bookwhen.com/imhs>

### **Online resources**

- Moodjuice
  - Self help resource for a wide range of mental health and social problems
  - [www.moodjuice.scot.nhs.uk](http://www.moodjuice.scot.nhs.uk)
- Steps for Stress
  - Advice on combating stress – free booklet and relaxation CD available online
  - [www.stepsforstress.org](http://www.stepsforstress.org)
- Headspace
  - Mindfulness app (available for Apple and Android)
  - <https://headspace.com>

## **Resources for Specific Circumstances**

- Addictions
  - Signpost
  - 01324 227558 or email [info@signpostrecovery.org.uk](mailto:info@signpostrecovery.org.uk)
  - <http://signpostrecovery.org.uk>
- Survivors of sexual abuse
  - Open Secret
  - <http://opensecret.org>
  - 01324 630100 or email [info@opensecret.org](mailto:info@opensecret.org)
- Bereavement
  - Cruse
  - 0845 600 2227 or email [info@crusescotland.org.uk](mailto:info@crusescotland.org.uk)
  - <http://crusescotland.org.uk>
- Relationship Problems
  - Relationship Scotland
  - 01324 670067 or email [info@relationships-scotlandcccs.org.uk](mailto:info@relationships-scotlandcccs.org.uk)
  - <http://relationship-scotlandcccs.org.uk>
- Carer Stress
  - Princess Royal Trust Carers Centre
  - 01324 611510 or email [centre@centralcarers.co.uk](mailto:centre@centralcarers.co.uk)
  - [www.centralcarers.org](http://www.centralcarers.org)

## **IF IN CRISIS AND NEEDING TO SPEAK TO SOMEONE NOW**

- Samaritans
  - 01324 622066 or 116 123 or email [scotland@samaritans.org](mailto:scotland@samaritans.org)
  - <http://www.samaritans.org>
- Breathing Space
  - 0800 83 85 87
  - <http://breathingspace.scot>
- NHS 24
  - 111

## Other useful self referral services

### Central Sexual Health

- Contraception including emergency contraception and condoms
- Longer lasting contraception e.g. implants and coils
- Pregnancy testing, advice and referral for termination of pregnancy
- Testing and treatment for sexually transmitted infections , including HIV
- Safer sex advice, general advice and support for any sexually related problems or concerns
- 01324 673554 - Monday-Friday 8.30am – 1.00pm to arrange appointment
- Helpline 01324 673563 – Monday-Friday 2pm-4pm

### Termination of Pregnancy

- You can self refer to the clinic on 01324 673555
- [https://www.centalsexualhealth.org/sexual-health-wellbeing/pregnancy/abortion-\(termination-of-pregnancy\)/](https://www.centalsexualhealth.org/sexual-health-wellbeing/pregnancy/abortion-(termination-of-pregnancy)/)

### Losing weight and Getting Active – useful websites

- Active Forth – 01324 590900 <http://www.falkirkcommunitytrust.org/fitness/active-forth/>
- NHS Choices - <http://www.nhs.uk/Livewell/loseweight/Pages/how-to-diet.aspx>
- Physical activity guidelines - <http://www.nhs.uk/Livewell/fitness/Documents/adults-19-64-years.pdf>
- Join a local slimming club

## Parent Support Groups

- Polmont Breast Feeding Group
  - Brightons Community Centre
  - Tuesday 1pm-3pm
  - For more information ask your Health Visitor
- Post Natal Depression – support and advice to any parent experiencing pre or post natal depression
  - Pandas Foundation
  - 07919 151187 (Jacqueline) or email [support.groups@pandasfoundation.org.uk](mailto:support.groups@pandasfoundation.org.uk)
  - <http://www.pandasfoundation.org.uk/>
  - Last Thursday of month – 10.30am-12.30pm
  - Cherish Unit J, Newhouse Business Park, Grangemouth
- Buggy Walk
  - 01324 504556
  - <http://www.falkirkcommunitytrust.org/fitness/step-forth/buggy-walks.aspx>
  - Every Monday from 12.30pm at the church hall car park in Greenpark Drive, Polmont
  - Or ask your Health Visitor for more information