

Media Release



To: Alloa Advertiser, Wee County News
Date: 27 March 2007
Release: Easter Arrangements

Easter Healthcare for Clackmannanshire People

Easter is a busy time for the NHS. Here are some of the things you can do to make sure you get the most appropriate treatment, thus allowing the health service to concentrate on getting help to those who need it most.

- Ask your local pharmacist for advice on treatments for common illnesses. You can also register with your local pharmacist to receive a minor ailment service (speak to your local pharmacist for further information).
- If you take prescription medicine, ask your doctor to give you a prescription to cover the Easter holiday period.
- Where possible, use your GP practice for health care advice; he/she knows you best and may be able to help and advise over the telephone or through a routine appointment.
- Use out-of-hours services only when you think it cannot wait until your GP practice is open.

Which health service?

GP Surgery

If you or someone you care for is unwell, telephone your GP practice to make a routine appointment.

NHS 24 and GP out-of-hours (*after 6pm weekdays or any time over weekends and public holidays*)

Only if you feel that it cannot wait until your GP surgery re-opens, you should call NHS 24 on **08454 24 24 24**. They will direct you to the most appropriate service in Forth Valley.

- You may be given advice over the phone

Forth Valley NHS Board

Carseview House, Castle Business Park, Stirling, FK9 4SW,
Telephone 01786 463031 Fax 01786 470984
E-mail yourhealthservice@fvhb.scot.nhs.uk
www.nhsforthvalley.com

Forth Valley NHS Board is the common name for Forth Valley Health Board

- You may be asked to attend the out-of-hours Primary Care Emergency Centre at Alloa Health Centre (open until midnight), Stirling Royal Infirmary or, if more convenient Falkirk and District Royal Infirmary.
- A home visit by a GP may be arranged.

Hospital Emergency Services

Falkirk and District Royal Infirmary (FDRI) is now the centre for planned care and Stirling Royal Infirmary (SRI) is the centre for major emergency and major trauma care.

Forth Valley Emergency Services: Falkirk Unit

The Falkirk Unit can treat Forth Valley patients over one year old with any of the following:

- Simple fractures (broken bones)
- Minor eye infections or scratches
- Cuts and grazes
- Sprains and strains
- Nose injuries
- Minor burns and scalds

Waiting times at the Falkirk Unit are generally shorter than at Stirling. This unit is open to everyone across Forth Valley.

Forth Valley Emergency Services: Stirling Unit

You should go to Stirling Royal Infirmary if:

- Your sick or injured child is less than one year old
- You have serious injuries such as suspected fractures of the hip, pelvis, chest or jaw
- Fractures where the bone is protruding through the skin or the limb looks bent
- Stab wounds other than to hand or foot
- Head injuries involving unconsciousness, confusion or vomiting
- Major burns, larger than the injured person's hand
- You are suffering chest pain
- Have difficulty breathing or are short of breath
- You have collapsed
- You experience stomach pains
- Bites – human, animal or insect
- Infected wounds

Dental Helpline

If you are registered with a dentist you should contact your own practice in the first instance.

A dental helpline staffed by dental nurses is available for patients who are not registered with a dentist. The number for the helpline, which operates between 8.30am and 4.30pm Monday to Friday is 0844 800 6886

For dental emergencies after 6.00pm weekdays, at weekends and on public holidays, people should contact the Dental Advice Line based at Falkirk and District Royal Infirmary on 01324 620888. This service is available for patients who are registered with a dental practice that participates in the scheme or patients who are not registered with a dentist.

Scottish Ambulance Service

Remember the 999 services are for emergencies only.

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Notes for Editors

For further information please contact the Communications Department on 01786 457243.