

# SELF HELP GUIDE

Many ailments do not require you to contact your GP surgery for help.  
This is a guide to help you find the most appropriate help and advice



HEALTHYPLACE.COM

## 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

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

## **Support for Parents**

### **Institute of Health Visiting Parent**

- <https://ihv.org.uk/families/top-tips/>

### **Parent Club Scotland**

- <https://www.parentclub.scot/>

### **Positive Parenting**

- 2 course options
  - The Incredible Years Programme & The Triple P Programme
  - both provide support for parents to manage their child's behaviour/emotions, focusing on children aged 3 to 6 years.
- Tel: 01786 233 214
- email: [parenting@stirling.gov.uk](mailto:parenting@stirling.gov.uk)

### **Speech and Language Helpline**

- Parents can self-refer if they have concerns about their child's speech and language development.
- Telephone on Tuesdays between 1-3pm.
- 01786 434 078

### **Bookbug Sessions**

- Found at local libraries and community centres (maybe unavailable whilst lock down still in place). These sessions involve story time and songs.

### **Breastfeeding Support Group**

- Drop in sessions from 10:30am to 12 noon
- Tuesdays at the Group Room, GP and Minor Injuries Centre, Stirling Health and Care Village, Liviland Gate.
- For information contact: Health Visitor Val Judge: 01786 454 521 or Gail Wintersgill: 01786 835 709

### **Baby Massage**

- Free, 4 week course
- To book a place, contact the Health Visiting Support Team on: 01786 849 701 or 849 702.

### **Under 1's Group**

- Free, 8 week course that offers baby related discussions supported by professionals from various services, topics include Weaning, First Aid, Buggy Walks, Childsmile, Bookbug, Physiotherapy.
- Takes place on Wednesday afternoons at Group Room, GP and Minor Injuries Unit or Friday mornings at Playhaven Room, Raploch Schools Campus.
- To book, contact: 01786 849 701 or 849 702 (Health Visiting Support Team)

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

- **NHS Inform** – [www.nhsinform.scot](http://www.nhsinform.scot)
- **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 the Mental Health Nurse to discuss to discuss.

### **Local resources in Forth Valley**

- SAMH (Scottish Association for Mental health )
  - Mental health support and information
  - 01324 671600 or <https://www.samh.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 & relaxation CD available online
  - [www.stepsforstress.org](http://www.stepsforstress.org)
- Headspace
  - Mindfulness app (available for Apple and Android)
  - <https://headspace.com>

## **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
  - <https://www.nhs24.scot/>

## Resources for Specific Circumstances:-

- Sensory Impairment
  - Forth Valley Sensory Centre
  - 01324 590888
  - [www.forthvalleysensorycentre.org](http://www.forthvalleysensorycentre.org)
- Hearing Loss
  - Action on Hearing Loss
  - 0141 341 5330
  - [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)
- Arthritis
  - Arthritis Care
  - 0808 8004050
  - [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)
- Addictions
  - Signpost
  - 0845 673 1774 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>
- Carers
  - Stirling Carer Centre
  - 01786 447003 or email [info@stirling.co.uk](mailto:info@stirling.co.uk)
  - [www.stirlingcarers.co.uk](http://www.stirlingcarers.co.uk)
- ALISS (A local information system for Scotland)
  - Health and wellbeing resources in Scotland
  - ALISS
  - [www.aliss.org](http://www.aliss.org)
- ALFY (Advice Line for You)
  - Helping you remain well at home service
  - Round the clock advice line for over 65's or family members who care for them
  - 01324 567247

## **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](tel:01324614670)

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

## **Hearing Aids**



For adjustments, servicing or 3 yearly routine reassessments, the Audiology Departments at both Falkirk and Stirling Community Hospitals have a drop in Open Access clinic – no appointment necessary. See the below website link for up to days and times the clinics are running on

<https://nhsforthvalley.com/health-services/az-of-services/audiology-services/>

## Physiotherapy:-

### Musculoskeletal Advice and Triage Service Call free on 0800 917 9390 - Monday to Friday 9am-5pm

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/helplines/musculoskeletal-msk-helpline>

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 <https://www.nhsinform.scot/care-support-and-rights/nhs-services/helplines/musculoskeletal-msk-helpline>

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 you 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. The app is available on Google Play and the App Store for iPhone and iPad

## 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](tel:01324673554) - Monday-Friday 8.30am – 1.00pm to arrange appointment
- Helpline [01324 673563](tel:01324673563) – Monday-Friday 2pm-4pm

### Termination of Pregnancy

- You can self-refer to the clinic on [01324 673555](tel:01324673555)
- <https://www.centalsexualhealth.org/sexual-health-wellbeing/pregnancy/abortion-termination-of-pregnancy/>

### Losing weight and Getting Active – useful websites

- Active Stirling
  - [01786 273505](tel:01786273505) [www.activestirling.org.uk/activelivingforlife](http://www.activestirling.org.uk/activelivingforlife)
- 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