

## What to expect when attending a Doctor's appointment or requiring medical treatment



### I need an appointment with a Doctor/GP, what should I do?

If you require an appointment with a Doctor, please arrange this via the [Health Care Team](#) at your accommodation. They can arrange either a telephone, video or face to face appointment depending on what your medical issue is. [Doctor's Surgery or Practice](#) (this is what GP clinic is called in the UK) are open Monday to Friday 8am to 6pm. You must leave an accurate, up to date UK mobile phone number which accepts calls with 'no caller ID' message.



### Ordering medication

Please give as much information – including name of medication, dose AND frequency. For inhalers, tell us the type of inhaler – do you squirt it or suck it for the medication to be released?



### What Doctor will I See?

In Scotland, if you require general medical assistance, you will be seen by a [General Practitioner \(GP/Doctor\)](#) or Nurse who is a highly trained professional Doctor or Nurse who can deal with general medical concerns and treatments as well as children's health and women's health issues. The Doctor or Nurse can issue prescriptions for medications and refer on to other specialised clinicians if required.



### How long will my appointment take?

The appointment is just for you. The Doctor or Nurse is only able to deal with one patient per appointment and must be booked in advance. The length of time your appointment takes will depend on your medical condition but will usually be between 20 to 40 minutes.



### **What happens if I am late for my appointment?**

You must attend your appointment on time or the Doctor or Nurse will not be able to see you.

### **Interpreter**



An interpreter will be required to attend your appointment to assist the Doctor or Nurse. This will either be in person, on the telephone or via a video call. The interpreter is there to assist the Doctor or Nurse in explaining what your medical concerns are and are bound by confidentiality.

### **What if I need blood taken or other tests?**



You may require to have blood taken or arrange for further tests. If this is required, it will be fully explained to you where you need to attend. Blood tests are normally performed by nursing staff or health care support workers. Doctors do not routinely perform these types of tests.

### **What do I do if I need urgent medical care?**

If you require urgent medical care that is life threatening, i.e. sudden, persistent chest pain, breathing issues etc. please call an ambulance by dialling 999 at any time of the day or night.



Ambulances **should not** be called for anything but life threatening, urgent medical issues. Your GP will be able to deal with non-life threatening medical concerns Monday to Friday between 8am and 6pm. Between 6pm and 8am, you can call the **Out of Hours (NHS 24)** medical team by dialling 111. They are also available Saturdays and Sundays.

**Who else can I go to for medical advice?**



You can often get advice and some medications from your nearest Pharmacist (or **Chemist**).

Scan the QR code to find out about NHS Pharmacy First Scotland in Ukrainian language

For all eye problems please see an Optician who can refer to the hospital if required.



**Useful websites especially when you are first unwell:**

Medical advice: <https://www.nhs.uk/> or <https://www.nhsinform.scot/>

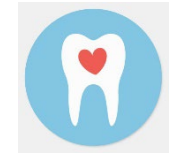
Dental advice <https://www.nhsgrampian.org/service-hub/dental-services/>

Dental Information and advice Tel: 0345 4565990

**What should I do if I can't make my appointment?**

Please let your Health Care Team at your accommodation know as soon as possible if you are not able to make your appointment as this could ensure another person manages to get your appointment instead. Please email [gram.refugeeresettlement@nhs.scot](mailto:gram.refugeeresettlement@nhs.scot)

**Example of websites with QR code**



NHS Grampian Dental Information Advice Line (DIAL) Tel: 0345 4565990	
Information in Ukrainian from NHS Inform	
NHS Grampian (Information in Ukrainian)	