

# COAST HEALTH NEWSLETTER

## Time for Change...

From the 28<sup>th</sup> of April we are going live with our new online triage system as mentioned in our previous newsletter.

### What this means for you?

From the 28<sup>th</sup> of April to request a GP appointment please visit our website [www.coast-health.co.uk](http://www.coast-health.co.uk). From there you can access an online form between the hours of 6am to 4pm to tell us about your symptoms.

This form will go directly to a clinician to review and is the quickest way to get a GP appointment.

Please note this is not an online booking system; once your online form is reviewed by a clinician, you will receive a response by the end of the next working day with the next steps.

Please be assured this is monitored during working hours and if your query is urgent it will be triaged accordingly.

### What if I do not have access to the internet?

If you do not have access to the internet then you can call the surgery on 01333 311307 or 01333 330302. A member of our team will complete the form for you.



### How do I request an appointment with a nurse?

The way to book an appointment with a nurse remains unchanged; please call the surgery to book a nurse appointment.

### I would like to request a fit note, test results or have a general query, how do I do this?

You can also use the online system on our website [www.coast-health.co.uk](http://www.coast-health.co.uk) to request fit notes, test results or administrative help.

If you have friends, relatives or neighbors who do not have access to the internet or a mobile phone, please feel free to pass on the information in the newsletter.

There are a range of NHS health services available.

To make sure everyone can access the care they need quickly and safely it is important you choose the right care in the right place.

## Right Care, Right Place



#### NHS inform

- Check your symptoms
- Find local services and opening times
- Health advice to help you stay well



#### Pharmacist

- Coughs, colds, and sore throats
- Aches, pains and UTIs
- Diarrhoea or constipation
- Help if you run out of your repeat prescription



#### Optometrist

- Red and/or sticky eye
- Blurred or reduced vision
- Flashes and floaters



#### GP Practice

- A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues



#### NHS 24

- When your GP and pharmacy are closed, and you are too ill to wait call NHS 24 on 111



#### NHS 24 Online App

- A handy app to help you check your symptoms and find your nearest service



#### Mental Wellbeing

- Help for mental wellbeing, nhsinform.scot/mind-to-mind
- Breathing Space: 0800 83 85 87
- For urgent mental healthcare call NHS 24 on 111



#### Dentist

- Injury to mouth or teeth
- Swelling in mouth
- Toothache and general dental advice



#### Minor Injuries Unit

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures



#### 999 or A&E

- For emergencies including:
- Suspected heart attack or stroke
- Severe breathing difficulties
- Severe bleeding

If you think you need to attend A&E, but it is not life or limb threatening call NHS 24 on 111

To check your symptoms visit: [nhsinform.scot](http://nhsinform.scot)

Ref: 11/23

Please continue to treat our team with patience and respect as we navigate these changes to our working practices.

