

SELF CARE



PHARMACIST



DENTIST



GP



OPTOMETRIST



NHS OUT-OF-
HOURS SERVICE



MINOR INJURIES
UNIT



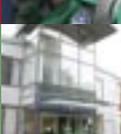
UNSCHEDULED
MEDICAL CARE



A&E



SPECIALIST CARE



WHO USES THE
VALE?



TRANSPORT AND
USEFUL CONTACTS

WHEN YOU'RE ILL, KNOW WHO TO TURN TO.



A USER'S GUIDE TO NHS
SERVICES IN THE VALE OF
LEVEN CATCHMENT AREA

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FOREWORD

There has been debate about the future of the Vale of Leven Hospital for at least a decade. Now, new arrangements have been put in place to ensure the hospital has a sustainable future.

Some people may not notice the changes. Many of the hospital services that the local community has relied upon for years remain unchanged.

For others, a range of new and reintroduced hospital services will mean the convenience of attending your local hospital instead of travelling to Paisley or Glasgow for treatment.

The biggest change to existing services involves the care provided to patients whose condition is not serious enough to require a trip to A&E but sufficiently urgent that they cannot wait for a routine hospital appointment.

Some people who would have previously been treated at the Vale will now be taken direct to the RAH in Paisley. These include people who have a suspected stroke, a drug overdose and gastro-intestinal bleeding. These are people who are most at risk of becoming more ill and may at any time need access to specialist services.

This guide has been produced to let you know how to use the Vale of Leven Hospital and the range of other NHS services available to you when you're ill or injured.

Please keep this guide handy – it can help you choose the right medical assistance when you need it.

COUGHS AND COLDS. SORE THROAT. GRAZED KNEE. TURN TO SELF CARE.

For a speedy recovery, self care is often the best if you have a minor illness or injury. A well stocked medicine cabinet means you'll receive the right treatment immediately.

Treat coughs and colds by keeping warm, resting and drinking plenty of non-alcoholic fluids.

Paracetamol and ibuprofen can reduce high temperatures and ease aches and pains. Most people recover from viral infections like colds and the flu within four to seven days.

Antibiotics won't help with the flu, colds and most coughs and sore throats.



COUGHS AND COLDS. INDIGESTION. CONSTIPATION. ACHES AND PAINS. TURN TO A PHARMACIST.

Drop into your local pharmacy any time to get expert advice or information on healthcare and help with your medicines.

Your pharmacist sells a wide range of over the counter medicines to treat minor ailments such as hay fever, athlete's foot and cold sores.

All pharmacies dispense prescriptions and most supply emergency contraception on the NHS. If you run out of your regular medicines and can't obtain a prescription from your GP, your pharmacist can dispense an urgent repeat supply.

The Minor Ailment Service is available from all community pharmacies in the area.

Once registered, you can have a consultation with a pharmacist without an appointment. Your pharmacist will offer advice and may supply – free of charge – an appropriate medicine to treat your symptoms.

To find your local pharmacy visit www.nhs24.com



DENTAL PAIN. BLEEDING FROM THE MOUTH. FACIAL SWELLING. TURN TO YOUR DENTIST.

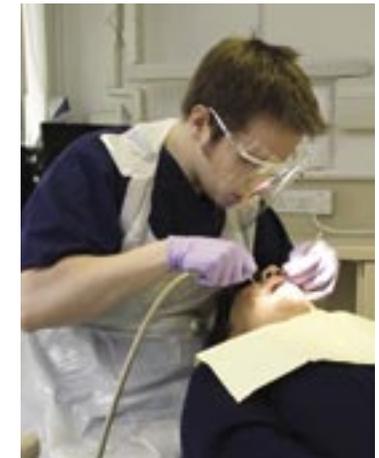
You should register with a dentist for regular check ups, planned routine treatment and emergency care.

If you have not registered with a dentist, try to do so as soon as possible. Advice and information is available by calling the NHS Inform helpline on 0800 22 44 88.

If your dentist is closed, and you have a dental emergency, call the dentist with whom you are registered. You should receive a recorded message advising you what to do.

If you are unregistered and require emergency treatment, you should contact NHS24 on 08454 24 24 24. NHS24 will give advice and may arrange for you to attend the Emergency Dental Treatment Centre, based in the Glasgow Dental Hospital.

For a list of dentists in your area, visit www.nhs24.com



VOMITING.
EAR PAIN.
SORE STOMACH.
BACKACHE.
TURN TO YOUR GP.

When you have an illness or injury that just won't go away, make an appointment to see your General Practitioner (GP).

Your GP will carry out detailed examinations and provide advice, information and prescriptions. Your GP also provides routine monitoring and management of ongoing health conditions such as diabetes, high blood pressure, stroke and heart disease and can also provide most contraceptive services, minor surgery, maternity services, immunisations and screening (e.g. smears, child health). Your doctor can also refer you to a specialist healthcare professional for tests and treatment.

Everyone needs to register at their local GP surgery. To find your nearest GP practice, visit www.nhs24.com



BLURRED VISION.
IRRITATED EYES.
SUDDEN CHANGE IN VISION.
TURN TO YOUR
OPTOMETRIST.

Optometrists carry out FREE NHS eye examinations which are available to all UK residents living in Scotland.

Community optometrists are now recognised as the first 'port of call' for eye problems. If you have any problems with your eyes, make an appointment with an optometrist. All high street opticians have an optometrist who provides NHS services.

The optometrist will carry out various tests and procedures to look for signs of eye disease. They may either treat the problem themselves or refer you to your GP or the Vale of Leven Hospital ophthalmology department for treatment.

During normal working hours most optometry practices will see you on the same day if you have an emergency. If you develop an urgent eye problem when the practice is closed and can't wait until it re-opens, call NHS24 on 08454 24 24 24.



TOO ILL TO WAIT UNTIL YOUR GP SURGERY IS OPEN? TURN TO YOUR NHS OUT-OF-HOURS SERVICE.

When your GP surgery is closed, and you're too ill to wait until it re-opens, you can get assistance and access out-of-hours services by calling NHS24.

Call NHS24 on 08454 24 24 24.

When you call NHS24, you will be put through to a health professional who will talk to you about your symptoms and arrange for you to see a GP if necessary.

You may be asked to attend the primary care emergency centre at the Vale of Leven Hospital, where the out-of-hours GPs service is based.

Please do not attend the centre without calling NHS24 first.

NHS24 will direct you to the hospital's Minor Injuries Unit or the Accident & Emergency Department at the Royal Alexandra Hospital if the GP service is not able to manage your condition.



SPRAINS, CUTS AND MINOR BURNS. NOT SURE IF YOU HAVE A BROKEN BONE? TURN TO YOUR MINOR INJURIES UNIT.

If you require urgent care for a minor injury, you should attend the Vale's Minor Injuries Unit (MIU).

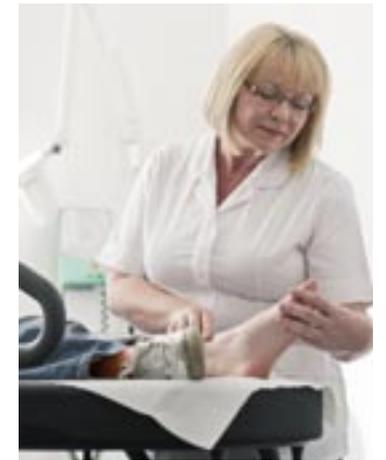
The MIU is open between 8.00am and 9.00pm every day and will treat anyone over the age of two years*.

The MIU is run by highly experienced Nurse Practitioners who will assess and either treat your minor injury or, if they find a more serious problem, arrange for you to be transferred elsewhere, i.e. Accident & Emergency (A&E) at the Royal Alexandra Hospital in Paisley.

The MIU does not provide treatment for gynaecological or pregnancy problems, alcohol or drug issues, severe allergic reactions, chest pain, breathing problems or people who have collapsed.

Between 9pm and 8am, you should attend the A&E in Paisley.

*Children under two years should be taken to Yorkhill Hospital in Glasgow.



BREATHING DIFFICULTIES. GENERALLY UNWELL. TURN TO UNSCHEDULED MEDICAL CARE.

Unscheduled Medical Care is designed for people who need urgent medical attention but who are not suffering from the most serious illnesses or injuries.

At the Vale, this service is supervised by consultant physicians and supported by teams of specially trained GPs and nurses.

Patients are admitted to the Unscheduled Medical Care Service through a referral either by their GP or an out-of-hours GP, or by ambulance staff.

Patients will be assessed in the Medical Assessment Unit and maybe discharged following assessment and treatment or admitted to an appropriate ward as an inpatient. Patients who show an improvement after treatment may be able to return home. Those who take a serious turn for the worse will be transferred by ambulance to the A&E in Paisley.



SUSPECTED STROKE OR HEART ATTACK. SERIOUS ILLNESS OR INJURY. TURN TO 999.

Accident & Emergency services for people living in the area served by the Vale of Leven Hospital are provided at the Royal Alexandra Hospital (RAH) in Paisley. Anyone who has been the victim of serious injury and sudden, serious illness will be taken direct to the RAH.

Some people who would have previously been treated at the Vale will also now be taken direct to the RAH. These include people who have a suspected stroke, a drug overdose and gastro-intestinal bleeding. These are people who are most at risk of becoming more ill and may at any time need access to specialist services.

People with chest pain found to have blocked arteries will be taken to the West of Scotland Heart and Lung Centre in Clydebank.

People requiring treatment at A&E will almost always be taken there by a 999 emergency ambulance or referred by a GP who will arrange ambulance transport. The decision as to where a patient will be taken will be made by the paramedic or the attending GP – patients or relatives will never be asked to make that choice themselves.



NEED A SPECIALIST OPINION? NEED FURTHER TESTS? TURN TO THE VALE.

As part of the plan to create a sustainable future for the hospital, we have expanded the range of outpatient and day care services at the Vale of Leven, including the introduction of new services never provided before at the hospital.

The following services are available at the Vale:

If your GP decides to seek a specialist opinion for your illness, but you do not need to be seen urgently, you will be given an appointment to see a hospital doctor, nurse or therapist who specialises in diagnosing and/or treating your illness.

You may be sent direct to hospital for diagnostic tests, such as X-rays or endoscopies, or be referred for a consultation with the healthcare professional as an outpatient.

Following initial assessment you may then be offered dates for admission to hospital, a course of outpatient-based treatment or a surgical procedure.

Many of these hospital services are based locally at the Vale of Leven Hospital. Others – including highly specialist regional and national services – are provided by other hospitals in Paisley, Glasgow or elsewhere.

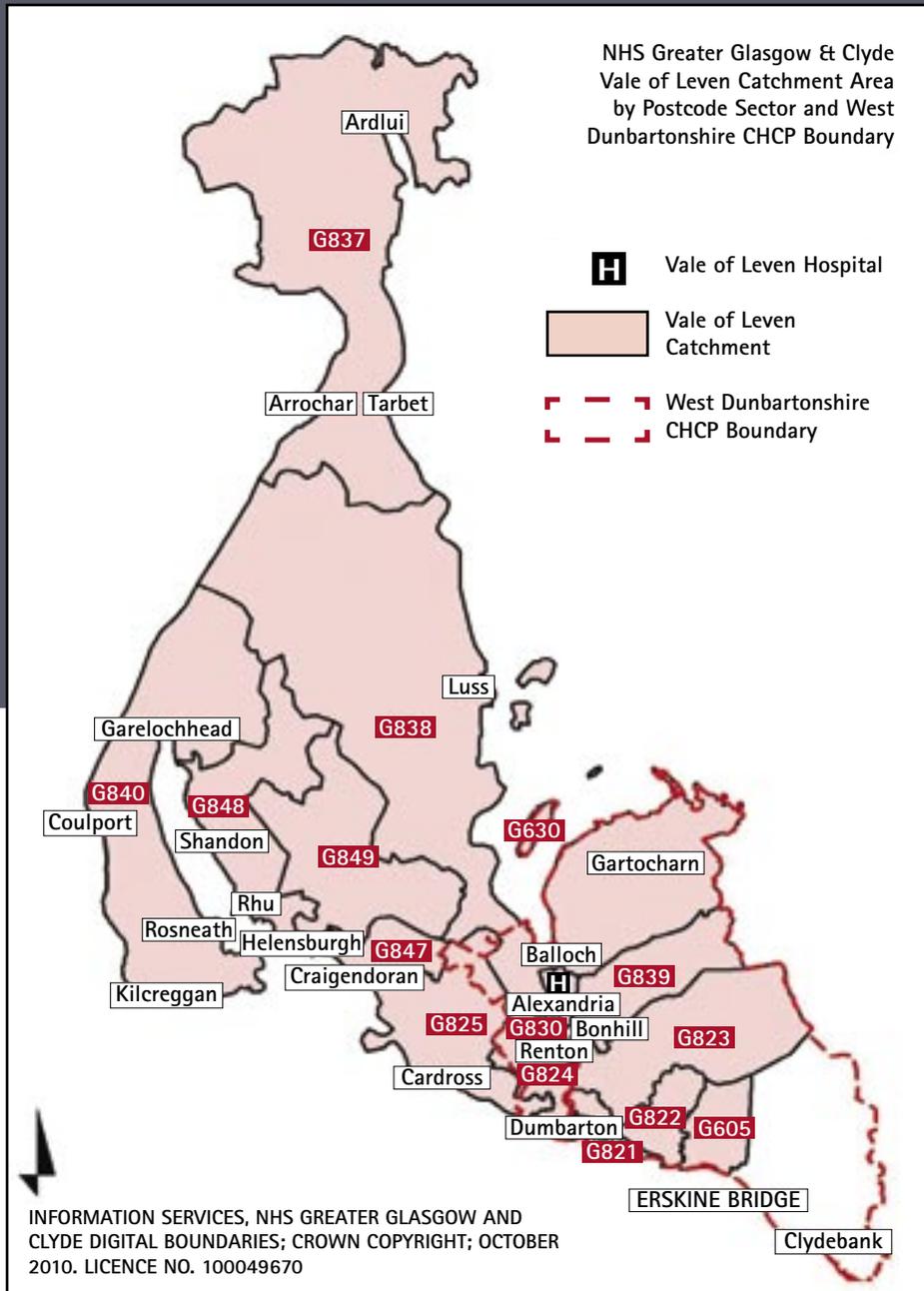
Your GP will let you know which hospital you will be referred to for hospital care.



Antenatal clinics
Anti-coagulation clinics
Breast service clinics
Cardiac Rehabilitation
Cardiology clinics
Chemotherapy
Community Maternity Unit
Colorectal clinics
Day Hospital for Older People
Dermatology clinics
Diabetic clinics
Dietetics
Ear Nose and Throat (ENT) clinics and surgery
Endoscopy services
Gastro-enterology clinics
General surgery clinics and surgery
Gynaecology clinics
Haematology
Medicine for the Elderly clinics

Mental Health Services
Minor Injuries Unit
Neurology clinics
Occupational Therapy
Ophthalmology clinics and day surgery
Oral Health
Orthopaedics clinics and surgery
Paediatric clinics
Physiotherapy
Radiology Services including X-rays, ultrasound and CT scans
Renal services
Respiratory medicine clinics
Rheumatology clinics
Sandyford West Dunbartonshire Hub (sexual health)
Speech and Language Therapy
Unscheduled Medical Care
Urology clinics and surgery

WHO USES THE VALE?



GETTING TO THE VALE.

By public transport

NHS Greater Glasgow and Clyde funds the NHS 340 Bus Service with Strathclyde Passenger Transport. This service connects Helensburgh to the Vale of Leven Hospital and the RAH in Paisley. Pick up a leaflet on the service at your GP, dentist or the Vale of Leven Hospital or call Traveline on 0871 200 22 33 for more details.

For other services to the hospital, call Traveline or visit www.travelinescotland.com for the latest information on public transport routes and times.

By car

There is no charge for patient or visitor parking at the Vale of Leven Hospital. The hospital is located on Main Street, Alexandria and is easily accessible from the Stoney-mollan Roundabout on the A82 (take the exit for the A811 and turn right at the next roundabout onto the B857). From the Helensburgh and Lomond Area, the A82 is reached by using the A818 from Helensburgh, the A817 Haul Road from Garelochhead or the A83 from the Arrochar area.

USEFUL CONTACTS.

Vale of Leven Hospital,
Main Street, Alexandria, West
Dunbartonshire G83 0UA

Tel : 01389 754121

[www.nhsggc.org.uk/
visionforthevale](http://www.nhsggc.org.uk/visionforthevale)

NHS24

Tel : 08454 24 24 24

www.nhs24.com

Royal Alexandra Hospital,
Corsebar Road, Paisley PA2 9PN

Tel : 0141 887 9111

www.nhsggc.org.uk

Royal Hospital for Sick Children,
Dalnair Street, Yorkhill,

Glasgow G3 8SJ

Tel : 0141 201 0000

www.nhsggc.org.uk

MORE INFORMATION

If you would like regular mailings of information about the Vale of Leven Hospital and NHS Greater Glasgow and Clyde in general, including copies of Health News, please register for our Involving People Network by calling 0800 027 7246.

If you would like this document in Braille or audio-tape format, please contact:

If you would like this document in another language, please contact:

Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan eile, cuiribh fios gu:

如果您需要该信息的其它语言版本，请联系：

اگر این اطلاعات را به زبانی دیگر میخواهید لطفاً با این آدرس تماس بگیرید:

إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:

Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

0800 027 7246