

Know where to go – Keepwell

Doctor's Telephone Number
Dentist's Telephone Number



This guide will help you choose the right place to go to when you're unwell or injured.
You can find out more about local health services at www.nhsforthvalley.com

Community Pharmacies/Chemists	Family Doctor (GP)/Health Visitor	Out of hours/ NHS 24	Dental Services	Minor Injuries Unit (MIU)	Emergency Department (A&E) 999
<p>Pharmacists /chemists offer expert advice on healthcare and medicines. You don't need to make an appointment.</p> <p>The Pharmacy Minor Ailments Service can help you with conditions such as coughs, colds and sore throats.</p> <p>They also offer people who don't pay for their prescriptions free advice and treatment for many common illnesses.</p> <p>To qualify you must be registered with a GP in Scotland, and not as a temporary resident or a resident in a care home.</p> <p>Some chemists also provide advice and support about stopping smoking, diet, blood pressure etc.</p> <p>If you do run out of your prescribed medicine the pharmacy may be able to give you an urgent supply or refer you to your local NHS Out of Hours service.</p>	<p>Contact your health visitor for routine advice on health, minor ailments and development in the under 5's.</p> <p>When you have an illness or an injury that won't go away, such as tummy pain, backache, depression, anxiety, diabetes or asthma, make an appointment to see your GP or practice nurse.</p> <p>If you tell the receptionist you require an urgent appointment you will normally be seen on the same or next day.</p> <p>Your GP will assess your health and may offer information, advice, prescriptions and provide ongoing care. Your GP can also refer you to a specialist, if required.</p>	<p>When your usual services are closed and you're too ill to wait until they re-open, you can call NHS 24 on 111 or Textphone: 18001 111 (open 6pm – 8am and weekends and public holidays).</p> <p>NHS 24 use Language Line for people whose first language is not English:</p> <ol style="list-style-type: none"> 1. Call NHS 24 on 111 2. tell the call handler that you need an interpreter 3. tell the call handler the name of your preferred language 	<p>Toothache, sensitivity to hot or cold, or a dull ache can usually be helped by pain relief from your pharmacy until your dentist is able to see you.</p> <p>Contact your dentist for an appointment.</p> <p>If symptoms worsen phone NHS 24.</p> <p>Unregistered dental patients can get help and advice Monday to Friday 8am to 6pm by contacting the Forth Valley Dental Helpline on 0844 800 6886.</p>	<p>The Minor Injuries Unit treats adults and children over one year of age for minor injuries, including:</p> <ul style="list-style-type: none"> • minor burns • infected wounds • sprains and strains • minor eye, ear, head or neck injuries <p>They can also arrange X-rays for suspected broken bones and apply plaster.</p> <p>Children under one should be taken to the Emergency Department at Forth Valley Royal Hospital in Larbert.</p> <p>The MIU is at Stirling Community Hospital and is open from 9am to 9pm, Monday - Sunday. Tel: 01786 434036 (No appointment needed).</p>	<p>Calling 999 or attending the Emergency Department should only be used for serious illnesses or injuries, such as suspected stroke, heart attack or collapse.</p> <p>The Emergency Department is at Forth Valley Royal Hospital (Stirling Road, Larbert, FK5 4WR).</p> <p>It is open 24 hours a day, 7 days a week.</p> <p>Please do not use the Emergency Department for conditions that should be seen by your GP practice, pharmacist or minor injury service.</p>



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NHS Forth Valley Keepwell Service

The Keepwell service provides one to one health assessments for men and women.

The assessments cover a wide range of issues including follow-up and on-going one-to-one support, if required. Including:

1. Checking cholesterol, blood sugar and blood pressure.
2. Weight, weight loss and healthy eating.
4. Diabetes risk
5. Healthy heart
6. Mental wellbeing
7. Men and Women's health
9. Healthy living
10. Smoking cessation
11. Coping with stress

We can also request assistance from other services if required.

Contact Keepwell Forth Valley on 01786 434044 for a local appointment or more information.

Affected by Violence / Abuse? Call Women's Aid 01324 635661, 01786 470897 or 01259 721407



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