

A Newcomer's Guide to Glasgow City

A Guide To Accessing Healthcare Services



Glasgow City
HSCP
Health and Social Care Partnership

NHS
Greater Glasgow
and Clyde



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This guide has all you need to know about:

- **Discover Glasgow City**
- **Translation support**
- **Healthcare Information**
- **Accessing Emergency care**
- **Scottish Laws**
- **Asylum and refugee services**



Discover Glasgow

About Glasgow City:

Glasgow is Scotland's largest city. It has a long history that spans over 1,400 Years. It began as a small religious settlement which has evolved into a major city.

Glasgow can be traced back to the 6th century when St. Mungo established a church at a site known as Glas Gu, meaning "dear green place." This community laid the foundation for what would become Glasgow.

Heritage and Culture:

Glasgow city has many free activities for all interests. Some of the top free things to do in the city:

Kelvingrove Art Gallery and Museum.

Scotland's most visited free attraction. It has 22 themed galleries with 8000 objects.

The Riverside Museum of Transport and Travel. An award winning transport museum. It has over 3,000 objects on display, including skateboards, locomotives and cars.

Glasgow Cathedral

One of the oldest cathedrals in Scotland, offering free tours and a peaceful atmosphere.

Glasgow Necropolis

A Victorian cemetery with stunning views of Glasgow, free to walk around.

University of Glasgow

Explore the university's architecture and discover incredible stories from its 550 years.

These attractions show Glasgow's rich history and culture at no cost. These free activities provide memorable experiences in Glasgow city centre.

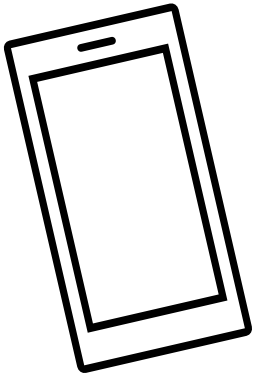
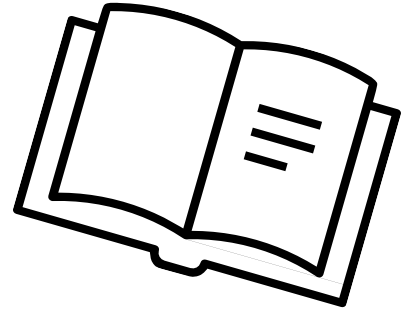
Free Things to do & Attractions in Glasgow  **VisitScotland www.visitscotland.com**



How to translate Physical Material

Here are different ways that you can translate materials:

1. You can ask any NHS service who gave out the material if translated material is available.

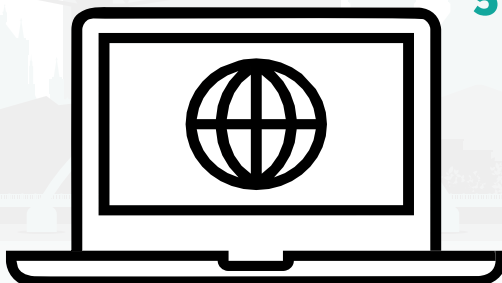


2. If you have access to a smartphone, your phone may have built in translation through the camera app.

3. If not, you can download the Google translate app and use this to take pictures of any physical materials you need to translate.



4. Google translate is a useful tool for face to face conversations. By holding the phone up to the person speaking, it will translate the conversation.



5. Websites might have their own translation tools, otherwise you can use **Microsoft Edge** or the **Google Chrome** browser to translate any website.

How to Access a Translator by Phone

Telephone interpreting services can only be accessed to contact NHS Greater Glasgow & Clyde Services.

For example, you can use the telephone interpreting service to make an appointment with your GP or discuss medications with your Pharmacy.

An information leaflet is available in multiple languages. This leaflet explains how to use the service by calling and provides codes specific to NHS GGC services so these can only be used for this purpose.



Translation Services



Information Leaflets



NHS Scotland

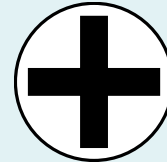
Healthcare in Scotland is provided free of charge by the National Health Service (NHS). Anyone staying in Scotland on a temporary or permanent basis is entitled to Healthcare.

Healthcare is available from:

GP Practices



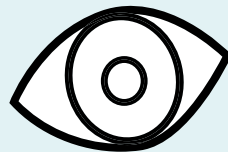
Community Pharmacies



Dental Practices



Optometry Practices



Other services and support which are detailed in this guide.



General Practice (GP) Registration Information

General Practitioners (GP) treat common medical conditions and play an important role in the care of patients within Glasgow City. There are many other experienced professionals that work with GPs providing treatment, care and support. These include Practice Nurses and Advanced Nurse Practitioners (ANPs).

To register with a GP Practice, follow these steps:

- 1 Find a local general practitioner**
- 2 Complete a registration form**
- 3 Registration Confirmation**



If this is your first registration with a GP Practice in the UK, medical records from outside the United Kingdom will not be traced. You can only register with a GP Practice if you are staying in the area for more than 3 months. If not, you may still be treated as a temporary resident.

Completing the GP Registration Form

Completing your registration

First you will need to locate a GP Practice in the area where you are staying.

A list of these GP Practices can be found at:

 www.nhsinform.scot

Under ‘**Find the service you need**’

Find a GP	Find an Optician
Find a Dentist	Find a Hospital
Find an A&E Department	Find a Sexual Health Clinic
Find a Pharmacy	Get your Prescription

Once filled out, hand in the completed application to your GP Practice.

A form can be collected directly from your GP Practice or download from:

 www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice/

How to Book a GP Appointment

In most cases, you will need to book an appointment to speak to a member of the GP Practice team. Appointments can be made in person by visiting the GP Practice, or by telephoning the Practice directly. During your appointment, the GP or Nurse may refer you to see other professionals or specialists. If so, the healthcare professional will explain what you need to do and what will happen next.



NHS Services

General Practice Nurse (GPN)

A General Practice Nurse (GPN) is a Registered Nurse that works within GP Practice. General Practice Nurses support all care provided by GPs. Some examples of care and support provided are:

- Sexual health checks, cervical screening, contraception and final post natal checks.
- Health promotion, lifestyle support and onwards sign posting.
- Supporting management and monitoring of long- term conditions such as: Diabetes, COPD & Asthma.
- Prescribe and treat injury or illness when required.

Advanced Nurse Practitioner (ANP)

Advanced Nurse Practitioners (ANPs) are Senior Nurses with advanced clinical skills that offer specialised services such as:

- Carrying out physical assessments and examinations
- Make a diagnosis and carry out treatment
- Prescribe medicines
- Plan any follow up treatment. ANPs work in various settings including Care Homes, GP Practices and home visits by GP referral.

District Nurse (DN)

District Nurses are Specialist Practitioners with the Nursing and Midwifery Council. They can assess and, if appropriate, provide nursing care in your own home. District Nurses manage a team of nursing staff with many skills and will hand over your care appropriately depending on your needs. Patients who receive care from the District Nursing service are fully housebound.

Health Visitor (HV)

Health Visitors are nurses or midwives who have additional training in community Public Health nursing. They work with families from late in the antenatal period up until Pre-school.

The aim is to promote health and wellbeing, prevent ill health and reduce inequalities. They work with clinical and public health colleagues to ensure the right support is provided as early as possible. They will usually provide support and advice for families in their home but will also offer clinics and groups with different professionals.

Community Pharmacy

Your local Community Pharmacy can dispense medicines that have been prescribed to you from a GP or another Healthcare Professional. They can also treat minor illnesses under the NHS Pharmacy First Scotland Service.

Find a Pharmacy at: 🌐 www.nhsinform.scot

You do not usually need an appointment to access this service.

You can go to any Community Pharmacy in Scotland as long as you are registered with a GP.

NHS 24

You can access NHS 24 by calling 📞 **111**, **NHS 24** is also known as a '**Flow Navigation Centre**' this can be used to access emergency care if you think you need to go to A&E, but your condition is not life threatening. This can be accessed through a video or telephone consultation. Depending on your needs, they will provide appropriate advice and treatment options.

The **Flow Navigation Centre** operates seven days a week and covers the whole of NHS Greater Glasgow & Clyde. You can also download the **NHS 24 online app** to find health and care services within your local area. You'll be able to check your symptoms to find out what you should do next.

Primary Care

Primary Care is the first point of contact for Healthcare, acting as the 'front door' of the NHS. Services are based in Health Centres, Practices and Community Clinics outside of hospital settings. This includes:

- GPs
- Community Pharmacists
- Dentists
- Community Opticians

Secondary Care

Secondary Care is where Health Professionals specialise in a particular area of care or health condition. You will normally be referred to Secondary Care by a GP.

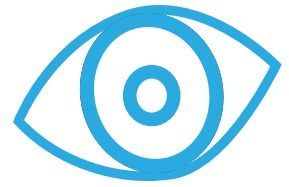
This means the GP has handed over your care to someone who has specific expertise in the healthcare you are receiving.

These services are usually accessed at a Hospital.

Eye Care (Optician Services)

You should get your eyes examined regularly by an Optometrist (Optician). This is important even if you don't think you have a problem with your vision.

An NHS eye examination is free in Scotland. Examinations check the health of your eyes as well as looking for signs of other potential health problems. To book an appointment visit a local Optician. Find an Optician at www.nhsinform.scot




Dental Care (Dentist)

Dentists provide care to keep your mouth, teeth & gums healthy. Not all Dentists will accept NHS patients so it is important to ask before registration. You can register over the phone or face to face. You will be asked to provide some information including your name, date of birth and contact details. Find a Dentist at:

 www.nhsinform.scot



Mental Health Services

If you are concerned about your own Mental Health or the Mental Health of a friend or family member, you can contact **NHS 24** for advice and support on  **111**.

You can also visit **NHS 24 Mental Health Hub** at:

 www.nhsinform.scot/MentalHealth

GPs and Practice Nurses are trained to assist with Mental Health concerns and can make referrals to other services to best support you.

Within Glasgow City, there are many different places you can access care and support for Mental Health. Details can be found in the main contacts section on the last page of this guide.

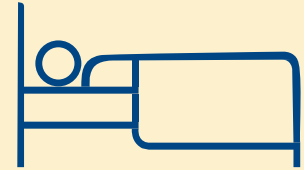



Accessing Mental Health Support

You can access many resources on identifying, treating and managing Mental

Find self-help guides for sleep, anxiety, depression and self-esteem at:

 www.nhsinform/MentalHealth.scot



Call  **111** for support if you are in Mental Health distress. There are trained staff members who can offer advice and support



You can self-refer to your local Primary Care Mental Health team who can provide support, this service is to those aged 18 years and over North West PCMHT:

 **0141 232 9270**

North East PCMHT:  **0141 211 8450**

South PCMHT:  **0141 232 2555**



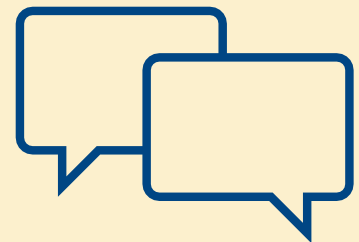
If you need urgent help while waiting to hear back from a team, you can:

Call NHS 24:  **111**

Breathing Space:  **0800 838 587**

Out of Hours:  **0845 650 1730**

(Monday - Friday 8pm-9am weekends and public holidays)



Child and Adolescent Mental Health Services (CAMHS)

The Child and Adolescent Mental Health Services (CAMHS) team is a group of professionals who all have specialised skills in working with children/young people and their families who are experiencing difficulties.

Their aim is to help children and young people who are dealing with mental health problems.

CAMHS Referrals process:

- Referrals are screened every day by duty clinician(s) to determine whether or not they are appropriate for CAMHS and whether they need prioritised.
- The Duty clinician may contact the referrer for further information (or for complex referrals in some teams may be discussed at a referral meeting).
- If you unsure about suitability of a referral or if a referral is urgent
- Then you should contact the local team and ask for the duty clinician.

Contact details for CAMHS:

- **North CAMHS**, Callander Street Clinic 11 Callander Street, Glasgow G20 7JZ
Tel: 📞 **0141 232 9010**
- **South CAMHS**, New Gorbals Health and Care Centre, 2 Sandiefield Road, Glasgow, G5 9AB
Tel: 📞 **0141 201 5031**
- **North East CAMHS**, Templeton on the Green, 1st Floor, 62 Templeton Street, Glasgow
Tel: 📞 **0141 227 7515**
- **West CAMHS**, West Centre, 60 Kinfauns Drive, Glasgow G15 7TS Tel: 📞 **0141 207 7100**

If you need urgent help while waiting to hear back from a team, you can:

Call NHS 24: 📞 **111**

Breathing Space: 📞 **0800 838 587**

Out of Hours: 📞 **0845 650 1730**

(Monday - Friday 8pm-9am weekends and public holidays)



Glasgow Psychological Trauma Service (The Anchor)

The NHSGGC Glasgow Psychological Trauma Service (GPTS): **The Anchor** is a specialist mental health service. It offers multidisciplinary psychological interventions and treatment to clients who present with Complex Post Traumatic Stress Disorder (CPTSD) following experiences of complex trauma.

The **Glasgow Psychological Trauma Service** (GTPS) accepts referrals from GPs, Mental Health Teams, Social Workers, Community Addiction Teams and Third Sector Organisations.

Our address

The Anchor

Unit G1, 2 & 3
Festival Business Centre
150 Brand Street Glasgow
G51 1DH

Contact Telephone Call: 📞 **0141 303 8968**

Contact Email Address: ✉️ GlasgowPsychological.TraumaService@ggc.scot.nhs.uk

If you need urgent help while waiting to hear back from a team, you can:

Call NHS 24: 📞 **111**

Breathing Space: 📞 **0800 838 587** Out of Hours: 📞 **08456 501 730**

(Monday-Friday 8pm-9am weekends and public holidays)

If you need urgent help while waiting to hear back from a team, you can:

Call NHS 24: 📞 **111**

Breathing Space: 📞 **0800 838 587**

Out of Hours: 📞 **0845 650 1730**

(Monday - Friday 8pm-9am weekends and public holidays)



Sandyford Sexual Health Services

This is **Scotland's Sexual Health Service** and offers support and treatment for issues including:

- Testing for sexually transmitted disease
- Advice and support after sexual assault or rape Help and advice for pregnancy
- Abortion services
- Contraception (including free condoms)
- Gynaecology services

Further information on services can be found on the Sandyford website:

🌐 www.Sandyford.scot

Glasgow's Advice and Information Network

GAIN (Glasgow's Advice and Information Network) is a network of agencies that provide free, confidential and impartial debt advice. **GAIN** includes:

- Voluntary agencies,
- Citizen's advice bureau,
- Legal, housing, and independent money advice agencies.

GAIN offers advice on a wide range of financial issues, including:

- Debt and money management,
- Benefits advice and housing issues
- Free legal advice.

The **GAIN Helpline** is a freephone help line for clients living and/or working in Glasgow who have debt and associated legal and housing problems. 🌐 www.gain4u.org.uk



Health and Social Care Support - What's on?

Health and Social Care Information Glasgow Home Page - Health and Social Care Supports

🌐 www.hsciglasgow.org

Asylum seekers and refugees - Health and Social Care Supports

🌐 www.hsciglasgow.org/article/14643/Asylum-seekers-and-refugees



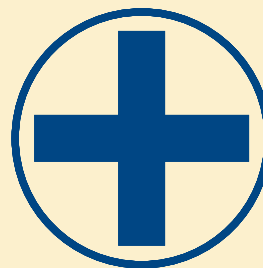
Accessing Emergency Services

In an emergency, there are three main points of contact for you to access care

Call 📞 111 If you think you need to go to A&E but it is not life threatening. You can also gain access to Virtual Accident & Emergency (A&E) for advice and support



Visit your nearest A&E if your condition is life threatening.



Call 📞 999 in an Emergency



Hate Crime Support


Crimes committed against someone because of their age, disability, race, religion, sexual orientation or because they are transgender are Hate Crimes. These should be reported to the Police. Hate Crimes can include:

- Threatening behaviour
- Verbal Abuse
- Physical Assault



To find out everything that is considered Hate Crime, access the Scottish Governments 'Safer Scotland' website: www.safer.scot/information/hate-crime/ Police Scotland's website can also offer information and support on Hate Crime and other laws that may affect you:

www.scotland.police.uk/advice-and-information/hate-crime/

If you or anyone you know becomes a victim of a Hate Crime, you can report this directly to the Police on  **101**.

Law Regarding Consent

The age of consent In Scotland is 16

- It is an offence for someone aged 18 or over to engage in sexual activity with someone aged 16 or 17 if the older person is in a position of trust.
- If one party is under the age of 16 then the other is breaking the law.
- If both parties are under the age of 16, then both young people are breaking the law.




More information on the age of consent in Scotland can be found at:

www.gov.scot/news/healthy-relationships-and-consent/

Law Regarding Alcohol

The laws regarding alcohol consumption and smoking may vary across the UK and from council to council.

Within Glasgow City:

- Drinking in the streets is illegal. Everywhere within the UK/Scotland
- If you are under 18 years old, it is illegal to buy or consume alcohol in any pub or licensed premises.
- More information can be found at:
 www.gov.uk/alcohol-young-people-law



Useful Contact Details

Emergency Services _____  **999**

Non-Emergency Police _____  **101**

Out of Hours NHS 24 Support Services _____  **111**




NHS Inform:  www.nhsinform.scot

Glasgow City Council:  www.glasgow.gov.uk

NHS Greater Glasgow & Clyde:  www.nhsggc.scot




HSCP Community Homeless Services (Local Offices)

North West: 30 Mansion Street G22 5SZ  **0141 276 6168**

North East: 1250 Westerhouse Road, G34 9EA  **0141 276 6153**

South: Rowanpark Pavilion, 5 Ardlaw Street, G51 3RR  **0141 276 8201**

Asylum/Refugee: 44 South Portland Street, G5 9JJ  **0141 222 7300** - appointment only

Connect – During office hours you can also phone **Health and Social Care Connect** on  **0141 287 0555**.

If you need a service outwith office hours, you can contact:

Glasgow and Partners Emergency Social Work Services on  **0300 343 1505**.

Out of hours homelessness services on  **0800 838 502**

Online form and further information -  www.glasgow.gov.uk/article/3610/Contact-Health-and-Social-Care-Connect

Useful Contact Details continued...

Glasgow Alcohol and Drug Services (GADRS)

For alcohol and drug addiction problems you can either self refer directly to the local specialist teams or contact your GP.

This service offers open access to all. They receive referrals from a wide range of services but also welcome self-referrals, either through drop in or by phone. They provide a range of care and treatment options for people living in Glasgow affected by drugs and/or alcohol.



Glasgow North East services: Address contact details & postcode area each team support:

Parkhead	1251 Duke Street Glasgow, G31 5NZ ☎ 0141 565 0200	G31, G32, G33, G40 , G4, G64 1, G69 6, G69 7, G71 7
Easterhouse	1250 Westerhouse Road Glasgow, G34 9EA ☎ 0141 276 3420	G31, G32, G33, G40 , G4, G64 1, G69 6, G69 7, G71 7

Glasgow North West Services: Address contact details & postcode area each team support:

Possilpark Health Centre	99 Saracen Street Glasgow, G22 5AP ☎ 0141 276 4580	G1-G4, G20, G21 1, G22, G23, G64 2
MERCAT	35 Hecla Avenue Drumchapel, G15 8NA ☎ 0141 276 4330	G11-G15, G81 1, G62 6, G61 1
Woodside Health Centre	891 Garscube Road Glasgow, G20 7ER ☎ 0141 800 0670	Sector wide for Parents In Recovery (PIR), Shared Care and Youth team

Glasgow South Services: Address contact details & postcode area each team support:

Gorbals	2 Sandiefield Road Glasgow, G2 9AB ☎ 0141 420 8100	G5, G42, G41, G43, G44
Rowan Park	5 Ardlaw Street Glasgow, G51 3RW ☎ 0141 276 8740	G52
Pollock	130 Langton Road Glasgow, G53 5DP ☎ 0141 276 3010	G46, G53, G43

Well-being Services South Glasgow

Panic and Anxiety Self-Help | Wellbeing Services

The self-help resources have been designed to help you gain a better understanding of the process of panic and how this affects the way we feel, think and behave. Our experienced clinicians have prepared the resources below - to help you work towards a better you for a brighter tomorrow.



Panic and Anxiety Self-Help - Wellbeing Services - www.wellbeing-glasgow.org.uk/panic-resources

Glasgow Helps

The Glasgow Helps website was created to make it easier to find what you need when you need it. The website is part of a bigger partnership that aims to help Glasgow's people thrive.

Glasgow Helps - www.glasgowhelps.org/



