

What to expect when needing medical treatment or attending a Doctor's appointment in Aberdeen



I am feeling unwell, what should I do?

As we have a limited amount of Doctor appointments available, there are other health professionals / clinicians and services that you may be directed to first if appropriate. You can often get advice and some medications from your nearest Pharmacist (or Chemist). To find out about **NHS Pharmacy First – please scan the QR code on page 3. You will find information about other services that may be able to help and advise you on page 4.**

Doctor's Surgeries or Practices (this is what GP clinics are called in the UK) are open Monday to Friday 8am to 6pm. You must have an accurate, up to date UK mobile phone number which accepts calls with 'no caller ID' message. If you require an appointment with a Doctor or other health professional, you will need to register with a GP Practice close to where you live. The University can provide you with a list of relevant Practices so you should be able to register with one of those. You will be required to complete a registration form and usually a health assessment form too. Once you are registered and if you need an appointment, your Practice will arrange a telephone, video or face to face appointment depending on what your medical issue is.

My course duration & stay in Aberdeen is going to be less than 3 months, do I need to register with a GP Practice?



If you are staying in Aberdeen for under 3 months, you do not need to automatically register with a GP Practice. If you are feeling unwell and need to access healthcare, you can seek to temporarily register with the nearest Practice to where you live or seek advice from the other services listed on page 4. The University can provide you with the list of Practices nearest to where you are staying.



What health professional will I See?

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

Know Who To Turn To

Going directly to the person with the appropriate skills is important. This can help you to a speedier recovery and makes sure all NHS services are run efficiently. Click on the QR code or visit the website link for lots of helpful information <https://www.know-who-to-turn-to.com/>



How long will my appointment take?

The appointment is just for you. The Doctor or other health professional 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 around 10 minutes.

What happens if I am late for my appointment?

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

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

Please let your GP Practice 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.

Ordering medication

Please give as much information – including name of medication, dose and frequency. For example, if you have an inhaler, tell us the type of inhaler. Your GP Practice will also require a medical summary from your previous GP or healthcare provider. Also, please **do not wait** until you have run out of medication, order well in advance to make sure you have enough.

Interpreter

If you require an interpreter to attend your appointment to assist the Doctor or other health professional, please let your GP Practice know in advance. This will either be in person, on the telephone or via a video call. The interpreter is there to assist the Doctor or other health professional 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. We also have **7 Community Treatment and Care (CTAC) Clinics** across the City where you can book appointments for blood tests - your GP Practice will be able to advise you on how to arrange an appointment.



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.

URGENT



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.

Vaccinations

As your university term begins, remember to check your vaccines are up-to-date. Visit the NHS Inform website for information about keeping yourself protected from serious diseases <https://www.nhsinform.scot/campaigns/vaccines-for-students>



Advice from Pharmacies

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 <https://www.nhsinform.scot/campaigns/nhs-pharmacy-first-scotland>



Who else can I go to for medical advice?

 <p>NHS Inform https://www.nhsinform.scot/</p> 	 <p>Eye Advice For all eye problems please see an Optician who can refer to the hospital if required. https://www.nhsgrampian.org/service-hub/eye-health-care--opticians/</p> 
 <p>Grampian Sexual Health Service https://www.grampiansexualhealthservices.com/</p> 	 <p>NHS UK https://www.nhs.uk/</p> 
 <p>Dental Advice https://www.nhsgrampian.org/service-hub/dental-services/ Dental Information and advice Tel: 0345 4565990</p> 	 <p>NHS Grampian Website https://www.nhsgrampian.org/</p> 