

# Edinburgh Community Health Partnership and Social Care Services

## 2008-09

# Your guide



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To contact the Edinburgh  
Community Health  
Partnership  
Telephone: 0131 537 9525

## About this guide

Everyone wants to know that services are there when they need them. This guide has been produced to tell you about Community Health and Social Care services in the City of Edinburgh. It also tells you about how you can get involved with these services in your area. It includes useful contact information to help you get the services you need.

Community Health Partnerships (CHPs) are organisations set up across Scotland to provide a wide range of community-based health services delivered in the community in homes, health centres and clinics. The Edinburgh CHP works together with the City of Edinburgh Council Health and Social Care Department.

Whilst every effort has been taken to ensure that the information contained in the guide is accurate, the CHP continues to evolve and the guide is therefore subject to change. A fully up-to-date copy of the guide and further information about the Edinburgh CHP can be found on the NHS Lothian website at: [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk), (click on Community). For the guide, click on Edinburgh CHP and then Publications and Reports. Alternatively, telephone, write to or e-mail the Edinburgh CHP office:

Edinburgh CHP  
St Roque  
Astley Ainslie Hospital  
133 Grange Loan  
Edinburgh  
EH9 2HL  
Phone 0131 537 9525  
Fax 0131 537 9500  
E-mail:  
[info.edinburghchp@nhslothian.scot.nhs.uk](mailto:info.edinburghchp@nhslothian.scot.nhs.uk)

If you would like to make any comments on this booklet, please contact the CHP office.

If you require the booklet in a larger print, please state this when you telephone or write. Please ensure that you provide your full name and address and include your post code.

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## About Edinburgh Community Health Partnership

Edinburgh Community Health Partnership (CHP) covers the whole of the City of Edinburgh and matches the City of Edinburgh Council boundary. There are five Local Health Partnerships (LHPs) supporting the CHP.

The CHP works closely with social services and voluntary organisations to provide services to around 495,000 people. There are 77 GP practices, numerous health centres and clinics and community-based services such as health visiting, school nursing, district nursing, mental health, physiotherapy, podiatry, occupational therapy, dietetics, speech and language services and others, as well as pharmacists, dentists and opticians. The five LHPs are responsible to the CHP for ensuring the delivery of services locally to patients in their areas. The CHP has developed and established high quality local health services to help meet your needs. The CHP wants to make sure that the right care is delivered at the right time and in the right place and to work to help people in Edinburgh to be healthier. Further information about the Edinburgh CHP can be found on the NHS Lothian website: [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk) (click on Community.)

### How to contact us

You can contact the Edinburgh CHP at:  
Phone 0131 537 9525. Fax 0131 537 9500.  
Email [info.edinburghchp@nhslothian.scot.nhs.uk](mailto:info.edinburghchp@nhslothian.scot.nhs.uk)  
Website: [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk)  
then click on Community.

## Health services - how to get the right treatment

If you feel unwell or need some advice about your health, there are a number of places you can go. Read the information below to help you decide what to do.

### Self-care

There are lots of ways you can look after yourself if you feel unwell. A well stocked medicine cabinet will help you treat everyday illnesses at home. You should have Paracetamol, plasters and bandages, a thermometer, a range of dressings, antiseptic cream, and other remedies for coughs, colds and sore throats. Always follow the instructions on the medicine label.

All healthcare professionals are equipped to support you with a range of self-help advice and information. For further information, contact your local practice or visit the NHS 24 advice website: [www.nhs24.com](http://www.nhs24.com).

### Carers

A carer is a person who cares without pay for a family member, relative, partner or friend who may be frail, ill, disabled or dependent on drugs or alcohol. The Edinburgh CHP recognises carers as partners in the provision of care. Carers are entitled to an assessment of their needs, and can receive information and support from local carer support agencies, including:

#### VOCAL Carers Centre <sup>1</sup>

8-13 Johnston Terrace, Edinburgh EH1 2PW  
Phone 0131 622 6666. Fax 0131 622 7621  
email [vocal@carers.net](mailto:vocal@carers.net)  
website [www.vocal.org.uk](http://www.vocal.org.uk)

#### Edinburgh Carers Council <sup>2</sup>

356 Leith Walk, Edinburgh EH6 5BR  
Phone 0131 554 5153  
email [info@edinburghcarerscouncil.co.uk](mailto:info@edinburghcarerscouncil.co.uk)  
website: [www.edinburghcarerscouncil.co.uk](http://www.edinburghcarerscouncil.co.uk)

#### Edinburgh Young Carers Project <sup>3</sup>

Norton Park, 57 Albion Road,  
Edinburgh EH7 5QY  
Phone 0131 475 2322. Fax 0131 475 2324  
email [info@youngcarers.org.uk](mailto:info@youngcarers.org.uk)  
website [www.youngcarers.org.uk](http://www.youngcarers.org.uk)

- <sup>1</sup> VOCAL (Voice of Carers Across Lothian) provides a city-wide service for carers including information, advice, carer training, advocacy and counselling support and will refer carers to appropriate local services
- <sup>2</sup> Edinburgh Carers Council provides information and support for carers of people with a mental health illness
- <sup>3</sup> Edinburgh Young Carers provides information and support for young people who are in a caring role for someone with a disability, illness, mental health or addiction problem, or for a sibling who needs additional support.

## Healthy living

Look after your own health and have a healthy lifestyle. Eat fresh fruit and vegetables and exercise regularly. You can get information about healthy living on the internet at [www.healthyliving.gov.uk](http://www.healthyliving.gov.uk).

## Allied Health Professionals

Allied Health Professionals include physiotherapists, podiatrists, occupational therapists, dietitians and speech and language therapists. These services work closely with primary care (GPs) and hospital services to provide a wide range of support to patients within the community. Further information about these services is available on the NHS Lothian website at [www.nhsllothian.scot.nhs.uk](http://www.nhsllothian.scot.nhs.uk) (click on Community.)

## Community Mental Health Teams

If you have mental health problems, your GP may refer you on to either a Community Mental Health Team or a Primary Care Mental Health Team for specialist advice/therapy. The teams consist of psychiatrists, community psychiatric nurses, occupational therapists, psychologists and social workers.

## District nurses

District nurses provide nursing services in people's homes for people who are housebound, assessing and delivering their nursing and health care needs. They work closely with GPs, carers, hospitals, hospice services and social care departments to provide a coordinated and holistic quality service to patients.

## Dental services

For advice about dental health and treatment, you can make an appointment at your dental surgery. Please telephone at the beginning of the working day. If you are new to the area or, for any other reason, are not already registered with a dentist, you are recommended to do so. To get a list of NHS dentists in your area, or for help with registering with a dentist, phone 0131 537 8444.

If you have dental pain during the normal working day and are registered with a dentist, contact your dental practice. If you are not registered with a dentist or are unable to contact your dentist, an emergency service for the relief of pain only is available for adult patients (aged 16 years and over) at:

Chalmers Dental Centre  
3 Chalmers Street, Edinburgh  
(open Monday to Friday 9 am to 4.45 pm).  
It is advisable to telephone the centre first on 0131 536 4800.

Pain relief for young people (under 16 years) at:  
Children's Department  
Edinburgh Dental Institute Level 3  
Lauriston Building, Lauriston Place, Edinburgh  
(open Monday to Friday 9am to 11am  
and 2pm to 3pm)

## GP surgeries

For medical advice and treatment or prescriptions you can make an appointment at your GP surgery. Surgeries vary in size and can have a wide range of staff as well as GPs, including nurses, health visitors, district nurses, counsellors, physiotherapists, community psychiatric nurses and podiatrists. Surgeries run special clinics for people with diabetes, asthma and other health conditions. Ask at your local surgery for an information leaflet about the services which they provide. To get a list of surgeries in your area, or for help with registering with a doctor, phone 0131 537 8488 or visit the NHS Lothian website at [www.nhsllothian.scot.nhs.uk](http://www.nhsllothian.scot.nhs.uk)

## Health visitors

The focus of health visitors' work is with young families. They work with social work and education to promote health and development with children and families. However, they are available for all age groups and can assist you at every stage of your life to stay healthy and independent. Health visitors can also refer you for mobility/living aids equipment, benefits, home care and medical services. Ask at your GP practice for more details.

## Pharmacies (Chemists)

Your local pharmacist can give advice on common health problems and can answer questions about medicines. Many pharmacists provide other services such as helping you stop smoking, checking the different medicines you are taking, or giving advice about sexual health. Ask to speak to your pharmacist in a private area if there is something you don't want other people to hear. To find a pharmacy which is open out of hours phone NHS 24 on 08454 24 24 24. To find the pharmacy nearest to where you live, visit the NHS Lothian website at [www.nhsllothian.scot.nhs.uk](http://www.nhsllothian.scot.nhs.uk) or phone 0131 537 8488.

Pharmacists also provide a minor ailments service, which is a new NHS service for people, including children, who don't pay for prescription charges. It means that if your pharmacist thinks you need it they can give you a medicine without you having to pay for it. It will also save you making an appointment with your GP simply to get a prescription. There are a wide range of minor illnesses and ailments which can be treated under the service. For further information, enquire at your local pharmacy or visit the NHS Lothian website at [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk) and then click on emergencies. If your symptoms are serious, your pharmacist might suggest you should go to your GP.

### **Practice Nurses**

Every GP surgery has a practice nurse. Nurses are often the best people to take blood samples, give injections and deal with minor injuries. Sometimes they are specially trained to deal with conditions such as asthma, diabetes and coronary heart disease. They provide vital support for GPs and patients. Ask at your practice when it's better to see a practice nurse. Receptionists may ask you questions to help direct you to the most appropriate health professional.

### **School Nurses**

Each school has a school nurse as its first point of contact for parents, carers, pupils and staff on matters relating to health. School nurses are not based in schools, but make regular visits to each school in their area. They make contact with parents and carers of pupils in classes primary 1 and 7 by sending home a confidential health questionnaire to be completed. Pupils with health problems can be offered an appointment with the school nurse or the community paediatrician. They also work with education staff in promoting health within the classroom. For more information please ask at your child's school.

## **Information on Accident and Emergency services**

Hospital Accident & Emergency (A&E) services are for urgent and emergency situations only. A&E is not an alternative to your GP, so please don't go to A&E if your doctor can't see you immediately or when your GP surgery is closed. If you think you need an emergency ambulance for a life-threatening condition, call 999.

## **Accident & Emergency hospitals in Lothian**

### **The Royal Infirmary of Edinburgh,**

51 Little France Crescent, Old Dalkeith Road  
Edinburgh EH16 4SA  
Phone 0131 536 1000  
For ages 13 years and over

### **St John's Hospital**

Howden Road West, Livingston EH54 6PP  
Phone 01506 523 000  
For all ages

### **Royal Hospital for Sick Children**

9 Sciennes Road, Edinburgh EH9 1LF  
Phone 0131 536 0000  
For children under 13 years

## **Minor Injuries Clinic**

The Minor Injuries Clinic located at the Western General Hospital, Crewe Road  
Edinburgh EH4 2XU.

Phone 0131 537 1330/1331

No appointment is necessary and the clinic is open every day from 8am to 9pm for anyone with a minor injury, for example, sprains, cuts, bites, minor burns, and small bone breaks (from shoulders to fingers and knees to toes).

Telephone advice is also available if you are in doubt or need to talk to someone. The clinic is staffed by specialist nurse, physiotherapy and paramedic practitioners who can assess, diagnose and treat and/or refer people for further treatment if required.

The names and contact details of the main hospitals in Edinburgh are included in the telephone directory and on the NHS Lothian website at [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk)

## **Eye injuries**

If you have a serious eye injury, you should go to a hospital accident & emergency (A&E) department. (Children under 13 years to the Royal Hospital for Sick Children adults and children aged 13 years and above to the Royal Infirmary of Edinburgh).

If you have 'red eye' or 'sticky eye' or any other non-urgent eye condition, see your GP or optician. Your GP, optician or A&E staff may refer you for treatment at the Princess Alexandra Eye Pavilion, Chalmers Street, Edinburgh. The Eye Pavilion has an Acute Referral Clinic (by appointment only) that is open from 9am to 5pm (Monday to Friday). For medical advice about eye problems, call the Eye Pavilion on 0131 536 3751.

## **NHS 24 and Out-of-Hours services**

NHS 24 and NHS Lothian work together to provide emergency medical care 'out of hours' - during the night, at weekends and on public holidays, when GP practices are closed.

If you need urgent medical advice that cannot wait until your GP surgery opens, please phone NHS 24 on 08454 24 24 24.  
Textphone 18001 08454 24 24 24.

For more information on NHS 24 and pharmacy opening times, visit the NHS 24 website at [www.nhs24.com](http://www.nhs24.com)

**REMEMBER: If you think you need an emergency ambulance for a life-threatening condition, call 999.**

### **Emergency dental services**

#### **Registered patients**

If you regularly visit a dental practice as an NHS patient and have attended within the last 15 months for an examination or treatment, you are a registered patient of the dentist that you normally see. This is the dentist that you should contact to access urgent dental care, by telephoning the practice. If the practice is closed, a telephone answering service will give instructions about the practice's arrangements for accessing care.

#### **Unregistered patients**

If you are aged 16 years and over, are not registered with an NHS dentist and need urgent dental care, attend Chalmers Dental Centre, 3 Chalmers Street, Edinburgh, Monday to Friday from 9am to 4.45pm. You are advised to telephone the centre first on 0131 536 4800.

Child patients under 16 years who are not registered with an NHS dentist and need urgent dental care, should attend the Children's Department of the Edinburgh Dental Institute, Level 3, Lauriston Building, Lauriston Place, Edinburgh, Monday to Friday from 9am to 11am and 2pm to 3pm.

If you need urgent dental care outside normal working hours (Monday to Friday 5pm - 8am and at weekends) and are not registered with a NHS dentist, call the Lothian Dental Advice Line on 0131 536 4800.

## **The City of Edinburgh Council Health and Social Care Department**

The Health and Social Care Department, based on an assessment of need, may be able to provide a range of services, from simple requests for equipment to more complex support packages. These services include:

- Helping people in their own homes
- Helping people recover from a stay in hospital
- Respite care including residential and short breaks
- Helping carers
- Residential care
- Day care
- Counselling
- Advice
- Advocacy.

Services are provided to:

- Older people
- People with physical disabilities and/or with sight or hearing impairments
- People with learning disabilities
- People with mental health difficulties
- People in need of drugs, alcohol or HIV/AIDS services
- Carers.

If you think you or someone you know needs help, please contact Social Care Direct on 0131 200 2324 or email [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk)  
More information can be found on the Social Care section of the City of Edinburgh Council website: [www.edinburgh.gov.uk/internet/social\\_care](http://www.edinburgh.gov.uk/internet/social_care)  
The first point of contact for anyone needing adult social care services is Social Care Direct on 0131 200 2324  
E-mail [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk)

### **Social care help in an emergency**

Social care services are available continuously throughout the year. Help outside normal office hours, evenings, weekends and public holidays is available from the Emergency Social Work Service Phone 0800 731 6969.

This service provides urgent social work assessments for adult social care services and children and families' social work services out-of-hours, including child protection, mental health officer duties, community care and interpretation and translation services.

### **Vulnerable and homeless people**

Social workers operate from The Access Point, a joint partnership project with the City of Edinburgh Council's Services for Communities and Health and Social Care departments and NHS Lothian. It provides a single point of access to services for people who are single and are at risk of sleeping rough. The Access Point is based at:  
17 & 23 Leith Street, Edinburgh, EH1 3AT  
Phone 0131 529 7438

### **Welfare rights service**

Working with partner agencies in the statutory and voluntary sector, the welfare rights service makes a major contribution to the Council's objectives to alleviate poverty and promote social inclusion. To do this the department employs specialist welfare rights staff who provide information, advice and appeal representation on a range of topics including welfare benefits, employment rights and housing rights to ensure income maximisation for all social care clients. They can be contacted at:

The Advice Shop  
85/87 South Bridge  
Edinburgh  
EH1 1HN  
Phone 0131 225 1255

Please telephone to check opening hours and the need for an appointment.

## **The City of Edinburgh Council Children and Families Department**

Along with the Health and Social Care Department, the Children and Families Department was created in April 2005 to provide integrated education and social work services to children and their families in Edinburgh. The services are being developed on a neighbourhood basis with the city split into five neighbourhoods – North, South West, South, East and West. The Children and Families Department provides a range of services for children, young people and their families. These services include: adult learning, childcare, child protection, children's residential care, community centres, fostering and adoption, pre-5 services, schools, support for children with disabilities, youth justice, youth and children's work and voluntary sector support. Children and Families was formed to bring together services previously provided by Education and some social work services.

It is responsible for:

- adult education
- child protection
- childcare
- children's residential care
- community centres
- fostering and adoption
- under five services (nursery and children and family centres)
- primary, secondary and special schools
- school services
- services for children with disabilities
- youth and justice work
- youth justice.

For more information about social care for children and families, please visit the City of Edinburgh Council's website at [www.edinburgh.gov.uk/internet/social\\_care/children\\_and\\_families](http://www.edinburgh.gov.uk/internet/social_care/children_and_families)

### **Out-of-Hours**

Via the Emergency Social Work Service:  
Phone: 0800 731 6969

### **How you can get involved**

If you are a member of a local patient group, community group, voluntary organisation or other organisation with an interest in the health of the local community you can get involved in helping us to develop and provide the best possible health and social care services in your area.

If you would like to be involved please get in touch with the contact below. Enquiries are also welcome from individual members of the public who have an interest in local health and social care issues. You can also help by filling in any surveys from health services that you are asked to complete.

Lesley Baxter  
Patient Involvement Worker  
Phone 0131 537 9290  
Email [lesley.baxter@nhslothian.scot.nhs.uk](mailto:lesley.baxter@nhslothian.scot.nhs.uk) or visit the NHS Lothian website at [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk) and click on 'Community.'

## **Become a volunteer**

Volunteers provide a wide range of services in many different settings, for example:

- You can become a volunteer at any of the hospitals, health centres or clinics
- You can volunteer to help with a lunch club in many of the nursing homes
- For more information about the Edinburgh CHP voluntary representation, contact the Voluntary Services Manager Jackie Kilburn on 0131 537 4260 or by e-mail: [jackie.kilburn@nhslothian.scot.nhs.uk](mailto:jackie.kilburn@nhslothian.scot.nhs.uk)

## Useful contacts

Service	Telephone Number	Website
Caledonia Youth	0131 229 3596	<a href="http://www.caledoniayouth.org">www.caledoniayouth.org</a>
Council Services	0131 200 2000	<a href="http://www.edinburgh.gov.uk">www.edinburgh.gov.uk</a>
Equality and Human Rights Commission	0845 604 5510 (Main) 0845 604 5532 (Textphone) 0845 604 5530 (Fax)	<a href="http://www.equalityhumanrights.com/en/Pages/default.aspx">www.equalityhumanrights.com/en/Pages/default.aspx</a>
Edinburgh Carers Council	0131 554 5153	<a href="http://www.edinburghcarerscouncil.co.uk">www.edinburghcarerscouncil.co.uk</a>
Edinburgh Crisis Centre	0808 801 0414	<a href="http://www.edinburghcrisiscentre.org.uk">www.edinburghcrisiscentre.org.uk</a>
Edinburgh Voluntary Organisations Council (EVOC)	0131 555 9100	<a href="http://www.evoc.org.uk">www.evoc.org.uk</a>
Edinburgh Young Carers Project	0131 475 2322	<a href="http://www.youngcarers.org.uk">www.youngcarers.org.uk</a>
Emergency Social Care Services	0131 731 6969	<a href="http://www.edinburgh.gov.uk/internet/social_care_carers_introduction_to_services/CEC_emergency_social_services">www.edinburgh.gov.uk/internet/social_care_carers_introduction_to_services/CEC_emergency_social_services</a>
Family Planning Services	0131 332 7941	<a href="http://www.nhslothian.scot.nhs.uk">www.nhslothian.scot.nhs.uk</a>
LGBT Health and Wellbeing Centre	0131 523 1100	<a href="http://www.lgbthealth.org.uk">www.lgbthealth.org.uk</a>
Lothian NHS Board	0131 536 9000	<a href="http://www.nhslothian.scot.nhs.uk">www.nhslothian.scot.nhs.uk</a>
Lothian Community Health Projects Forum	0131 536 3540	<a href="http://www.lchpf.co.uk">www.lchpf.co.uk</a>
Minority Ethnic Health	0131 537 7565	<a href="http://www.multikulti.org.uk/agencies/english/scotland/21483">www.multikulti.org.uk/agencies/english/scotland/21483</a>
NHS dentists (housebound or special needs)	0131 667 7114	<a href="http://www.westlothianhcp.org.uk/chcp/what/community/dental/">www.westlothianhcp.org.uk/chcp/what/community/dental/</a>
NHS 24	08454 24 24 24	<a href="http://www.nhs24.com">www.nhs24.com</a>
NHS Helpline (Scotland)	0800 22 44 88	<a href="http://www.direct.gov.uk/en/HealthAndWellBeing/HealthServices/PractitionersAndServices/DG_10036715">www.direct.gov.uk/en/HealthAndWellBeing/HealthServices/PractitionersAndServices/DG_10036715</a>
Sexual Health	0131 536 2103	<a href="http://www.nhslothian.scot.nhs.uk">www.nhslothian.scot.nhs.uk</a>
Social Care Direct	0131 200 2324	<a href="http://www.edinburgh.gov.uk/internet/Social_care">www.edinburgh.gov.uk/internet/Social_care</a>
To find a GP, pharmacist or optician	0131 537 8488	<a href="http://www.nhslothian.scot.nhs.uk">www.nhslothian.scot.nhs.uk</a>
To find a dentist	0131 537 8444 or NHS 24	
Victim Support (Edinburgh)	0131 668 2556	<a href="http://www.edinburgh.gov.uk/CEC/Recreation/Libraries/Local_Organisations/local_Victim_Support_Edinburgh_.html">www.edinburgh.gov.uk/CEC/Recreation/Libraries/Local_Organisations/local_Victim_Support_Edinburgh_.html</a>
Vocal Carers Centre	0131 622 6666	<a href="http://www.vocal.org.uk">www.vocal.org.uk</a>
Volunteer Centre Edinburgh	0131 225 0630	<a href="http://www.volunteeredinburgh.org.uk">www.volunteeredinburgh.org.uk</a>
Young Scot	0808 801 0338	<a href="http://www.youngscot.org">www.youngscot.org</a>

## How public money is used

The Community Health Partnership (CHP) in Edinburgh had a total annual budget of £226m in 2007/08. This is spent on services including:

- Core services (Community and Continuing Care) £52m
- Hosted services (Astley Ainslie Hospital rehabilitation, family planning, podiatry, health inequalities) £24m
- Prescribing £68m
- Payments to GPs, pharmacists, opticians £61m
- Resource Transfer to City of Edinburgh Council £21m

## Improving services

Working in partnership with staff, the public and other organisations, the CHP is working to deliver a number of major improvements:

- Reducing deaths from Coronary Heart Disease
- Reducing the number of people smoking
- Reducing the number of people, especially older people, admitted to hospital
- Reducing the number of older people delayed getting home from hospital
- Developing services in the community for people with mental health problems
- Developing services in the community for children
- Improving child protection services
- Reducing waiting times for diagnosis and treatment
- Increasing the capacity of primary care services (GPs, dentists, pharmacists and optometrists) to treat more people closer to home
- Improving rehabilitation services
- Reducing waiting times for wheelchair and seating services
- Improving family planning services including reducing waiting times for vasectomy.

## How you can comment on services

We would like to know what you think of our services and this guide. Positive or negative comments are always welcome, and help us to improve. If you would like to make a comment or suggestion, please contact us at:

Edinburgh CHP

St Roque, Astley Ainslie Hospital

133 Grange Loan, Edinburgh EH9 2HL

Phone 0131 537 9525

Fax 0131 537 9500 E-Mail:

info.edinburghchp@nhslothian.scot.nhs.uk

## NHS services - comments, suggestions and complaints

If you have any comments about NHS services, please first contact the person or organisation providing the service as this is often the best way of resolving concerns quickly. If you do not feel comfortable doing this, further information, including a copy of the leaflet entitled 'Making a complaint about the NHS' is included on the NHS Lothian website at: [www.nhslothian.scot.nhs.uk](http://www.nhslothian.scot.nhs.uk) click on Your Rights

The leaflet is also available from GP surgeries, dental surgeries, hospitals or other places you receive NHS care or from the CHP Complaints Team who will also be happy to advise you personally if you have any queries about how to complain about hospital or community services and clinics.

Phone 0131 537 9522/9523

For any complaints about GPs, dentists, pharmacists or opticians (who have their own complaint procedures), please contact the practice direct or phone 0131 537 9234 if you need advice.

For comments on the GP out-of-hours service contact NHS 24 – phone 0141 225 0099 if you are unhappy about the way in which your call for advice was dealt with, or phone 0131 537 9523 if you are unhappy about the telephone assessment or personal consultation you had with a doctor or nurse practitioner.

## Independent advice and support

You can contact your local citizens advice bureau (find your nearest bureau on [www.cas.org.uk](http://www.cas.org.uk) or in your local phone book).

## Health and Social Care Department

The Health and Social Care Department always welcomes comments from satisfied customers and suggestions on ways of improving services. However, if you are unhappy about the service you receive, you have the right to complain. The Health and Social Care Department has a comprehensive complaints procedure for its social work services, which is described in a leaflet available from the member of staff with whom you have contact, or from the Health and Social Care Advice and Complaints Officer, Waverley Court, 4 East Market Street, Edinburgh EH8 8BH. Phone 0131 553 8395.

## Scottish Commission for the Regulation of Care

As a result of the Regulation of Care (Scotland) Act 2001 all the Department's care homes, day care centres, housing support projects and the home care service are registered and inspected by the Scottish Commission for the Regulation of Care. The address of its local office is:

Stuart House  
Eskmill  
Musselburgh  
EH21 7PB  
Phone 0131 653 4100

The Care Commission regularly inspects these services and reports are available to the public at [www.carecommission.com](http://www.carecommission.com). Complaints about registered services can also be made to the Commission.

## NHS 24 and Scottish Ambulance Service

If you have any comments about services provided by NHS 24 or the Scottish Ambulance Service please contact them at:

- **NHS 24 -**  
Susan McAteer  
Patient Affairs Manager  
NHS 24  
Clyde Contact Centre, 5th Floor  
Golden Jubilee National Hospital  
Beardmore Street, Clydebank  
G81 4HX  
Phone 0141 435 7364

- **Scottish Ambulance Service -**  
Scottish Ambulance Service  
Corporate Affairs Manager  
Scottish Ambulance Service National  
Headquarters  
Tipperlinn Road, Edinburgh, EH10 5UU  
Phone: 0131 446 7000. Fax: 0131 446 7001

You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 071085. ITS can also give information on community language translations.

You can get more copies of this booklet by calling: 0131 537 9525.

আপনার সম্প্রদায়ের ভাষায় এই ডকুমেন্ট অনুবাদ করার ব্যাপারে তথ্য পেতে হলে ইন্টারপ্রিটেশন এ্যান্ড ট্রান্সলেশন সারভিস (আই.টি.এস.) -এর সাথে 0131 242 8181 নম্বরে ফোন করে রেফারেন্স নম্বর 071085 উল্লেখ করুন।

اپنی کیونٹی میں بولی جانے والی زبان میں اس کتابچے کے ترجمے کے متعلق معلومات کیلئے برائے مہربانی انٹرپرائیٹیشن اینڈ ٹرانسلیشن سروس (ITS) کو 0131 242 8181 پر ٹیلیفون کریں اور ریفرنس نمبر 071085 کا حوالہ دیں۔

欲查詢本文件的翻譯訊息，請致電愛丁堡市議會傳譯及翻譯服務部(ITS)，電話0131 242 8181並說明檔案編號 071085。

للحصول على معلومات عن ترجمة هذا المستند إلى لغة جاليتكم، الرجاء الاتصال هاتفياً بمكتب الترجمة (ITS) على الرقم 0131 242 8181 وذكر الإشارة 071085

Aby otrzymać informacje na temat tłumaczenia tego dokumentu w języku Twojej społeczności, proszę skontaktować się z Biurem Tłumaczeń (ITS) pod nr tel. 0131 242 8181 i podać numer identyfikacyjny 071085