

Waiting Times

NHS Services have waiting times for treatment. However, they must ensure that patients are treated in a timely and effective manner.

If you are being referred on to another service by your GP, they should advise you of why you are being referred, the expected waiting time, your responsibility for keeping appointments and the consequences of not attending.

Help with additional healthcare costs

Most healthcare and services are free. However, NHS patients in Scotland are asked to pay some additional costs such as dental care, glasses, contact lenses, wigs and fabric supports.

Any NHS patient on a low income can apply for an exemption from these additional costs by completing an HC1 form, available from GP practices, NHS hospitals, pharmacies and advice agencies. If accepted, an HC2 certificate will be issued. Patients should present their HC2 certificate when asked to pay for any additional costs.

Comments and complaints

Things you can complain about include:

- Care or treatment you have had or are having in the NHS
- Anything to do with the place you are seen, for example, a doctors surgery, a hospital or an ambulance

- Any member of NHS staff involved in your care
- How our services in your local area are organised, if this has affected your care or treatment

How to complain

You should first talk to a member of staff involved in your care. If you do this, we can try to sort out your complaint on the spot. If you do not want to talk to the staff involved in your care, ask to speak to a senior member of staff.

If you are still unhappy you can make a formal complaint which must be in writing. We will help you to put your complaint in writing if you wish. You should give:

- your full name and address (and the patient's name and address if you are complaining for them) and,
- as much information as possible about what happened and when.

For advice on how to make a complaint, or for further information, contact us via:-

Phone: 0141 201 4500

Email: complaints@ggc.scot.nhs.uk

A brief guide to NHS service in Scotland for Asylum Seekers and Refugees (AHBT)

Available in following languages:

Kurdish, Farsi, Arabic, Tigrinya, Mandarin, French, Urdu, Amharic

Scotland's National Health Service (the 'NHS')

The National Health Service in Scotland is free for all – including asylum seekers and refugees.

Anyone who has applied for asylum, whether pending or unsuccessful, is entitled to treatment on the same basis as a resident UK national while they remain in Scotland.

Health services in Scotland tend to be accessed through General Practitioners (GPs). It is therefore important to register with a GP service.

Accessing health services and Registering with a GP

1. While in initial accommodation you will be invited to have a health assessment carried out by health care professionals from the NHS who are part of the Asylum Health Bridging Team. This assessment is to identify any health concerns which may require immediate action and to link you to NHS services.
2. The Team will gather information on your past and current health issues and this will be passed to a GP service close to your new accommodation.

3. When in your new accommodation, you will be sent a card from the NHS telling you about your local GP. To register, take the card and any other identification the card asks you to bring, along to your GP service.
4. The GP or practice nurse may wish to give you a further health assessment.
5. You will also receive information on local dentists and opticians.

Pathway to health care

If you have a routine health issue

Make an appointment with your GP. Depending on your health issue, your GP will do one of the following:

- Deal with your concern with no further action needed
- Give you a prescription for medicine
- Refer you on to a specialist service (The GP is your link to other services such as mental health, orthopedics, physiotherapy and podiatry)
- Admit you to hospital

If you want to talk to a doctor when your GP service is closed, you can call NHS 24 free by phoning 111

If you have a serious illness or injury

Go to your local Accident & Emergency department. When you move to your new accommodation, find out where your nearest one is.

In an emergency

Call 999

Interpreting for NHS services

You are entitled to an interpreter for all NHS services, including hospital and GP appointments, dentists, opticians, podiatrists, pharmacists etc. A member of staff must book the interpreter for you.

Your health care providers which you can access directly

GPs

A GP is a family doctor and is the main point of contact for general healthcare for NHS patients. They help patients manage their health and prevent illness and are trained in all aspects of general medicine.

Pharmacists

Pharmacists are based in local and high street shops. They can advise on medication and offer help for minor ailments.

Dentists

To register as an NHS dental patient, access your local dentist and request NHS registration. Your dentist will provide the care, advice and treatment you need to keep your mouth, teeth and gums healthy.

Opticians

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