

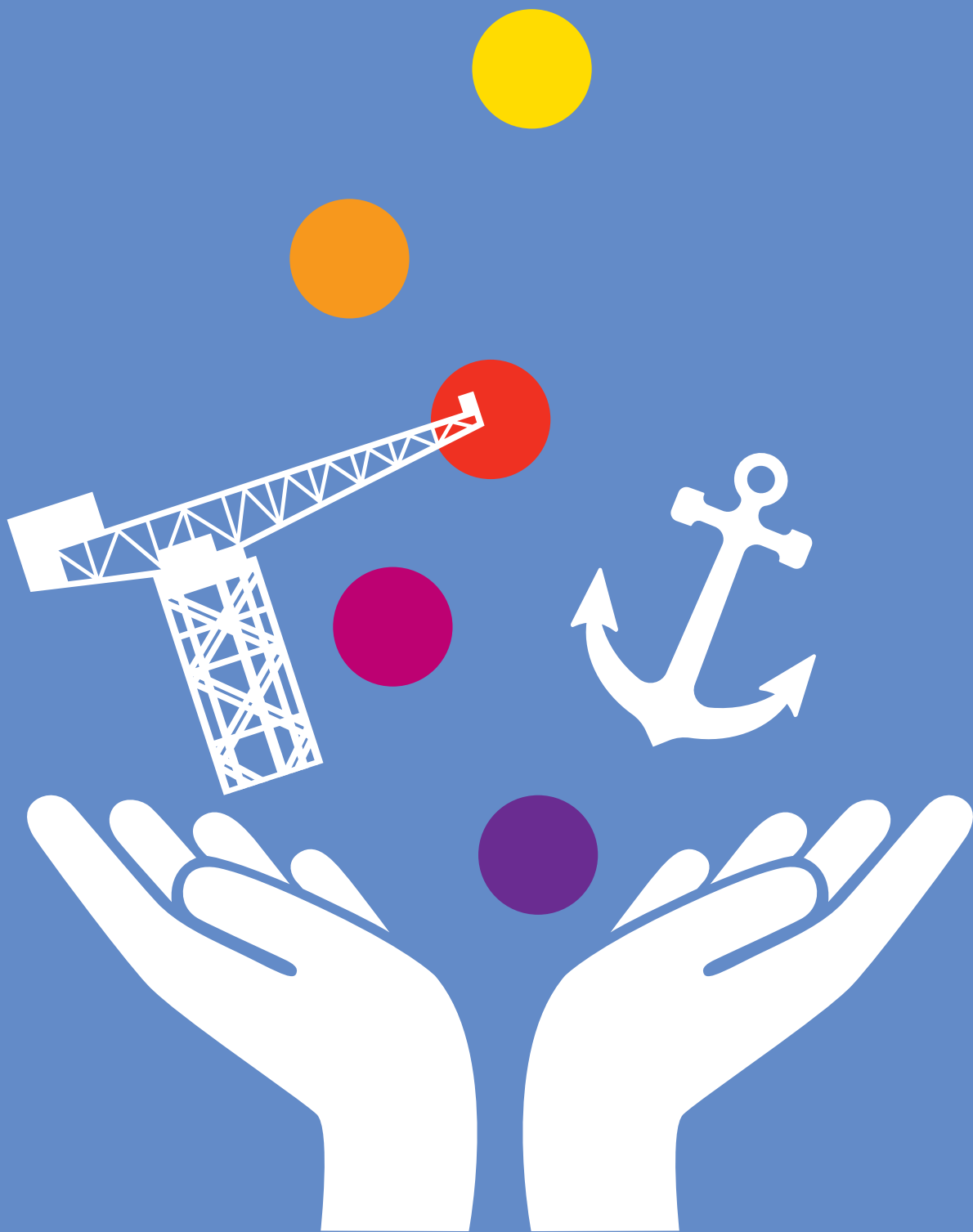
A NEWCOMERS GUIDE TO INVERCLYDE

A Guide To Accessing Healthcare Services



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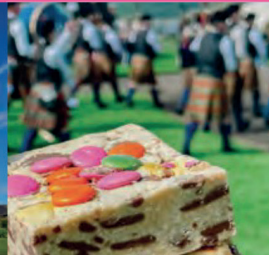
Welcome to Inverclyde!

This guide has all you need to know about:

- Discover Inverclyde
- Translation Support
- Healthcare Information
- Accessing Emergency Care
- Scottish Laws

We hope you find this guide useful to navigate services within Inverclyde.

DISCOVER INVERCLYDE



In Gaelic, Inverclyde means the Mouth of the Clyde. The area is steeped in maritime history, and the waterfront views are simply stunning. There are many leisure facilities throughout the area, and lots to enjoy for all the family.

Outdoor Activities: Here you will find lots of outdoor activities and opportunities to connect with nature. We have great golf clubs, many marine activities, and a great range of walking and cycling routes. From the Greenock Cut, to Lyle Hill, the famous Esplanade and Gourock outdoor pool, we have iconic experiences to offer.

Heritage and Culture: The area has an important and global history. Greenock was the birthplace of James Watt and was the location for the world's first Burns Club. It's also home to the first dock built on the Clyde in 1711, which later expanded along with sugar, refining and other industries. Inverclyde has a rich environment and a number of key historical sites and museums. These include the new Wyllieum, Newark Castle, Finlaystone Estate, Ardgowan House, the Scottish Fire and Rescue Service Museum and the Watt Institution.

Events: Throughout the year, Inverclyde famously hosts the Gourock Highland Games at Battery Park in May, the first Highland Games of the Scottish season. Greenock is home to the Beacon Arts Centre with an exciting programme for all audiences. There are also lots of events which take place year round including the Comet Festival in Port Glasgow, Gourock and Kilmacolm Farmers Markets. There is also the Galoshans Festival which celebrates Greenock's unique Halloween tradition.

Food and Drink: Inverclyde has a growing food and drink industry with innovative businesses. These include The New Chocolate Company, Inverclyde Gin, Titan Spirits, Shipyard Gin as well as the exciting development of The Ardgowan Distillery.

Towns and Villages: Each of our towns and villages: Greenock, Gourock, Port Glasgow, Wemyss Bay, Inverkip, Kilmacolm and Quarriers Village has its own unique character. With strong communities, history, and landmarks such as The Shipbuilders of Port Glasgow sculptures, the Kempock Stane, The Cloch Lighthouse and more, there are different experiences to be enjoyed throughout Inverclyde.

Follow us on social media for lots of inspiration, or visit the website www.discoverinverclyde.com

How to translate physical materials

Here are different ways that you can translate printed materials.



- 1** You can enquire with the organisation who has distributed the material, if translated materials are available.



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



- 3** If not, you can download Google Translate app and use this to take pictures of any physical materials you need translated.

How to translate other materials

Google translate is a useful tool for translating printed materials and conversations you are having face to face.

1 Face to Face

You can hold your phone up to the person speaking which will translate the conversation.



2 Websites

Most websites have their own translation tools, otherwise you can use **Microsoft Edge** or **Google Chrome** browser to translate any website.

English ▼	↔	Chinese ▼
Enter text		Translation

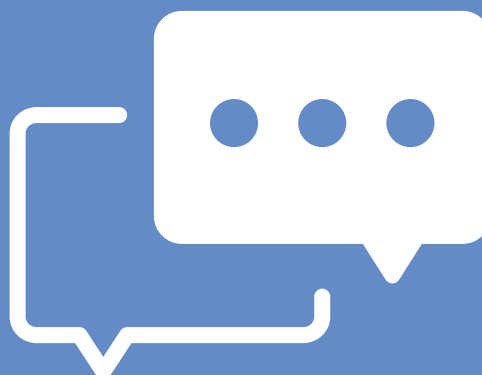
How to access a Translator by phone

Telephone interpreting services can also be accessed to contact any NHS Greater Glasgow & Clyde Service.

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.

Please follow the QR code below to access more information and the leaflets in several languages.



Using the Interpreter App

Another way to access interpreter services is through the NHS Greater Glasgow and Clyde Interpreter App.

IL Client allows you to make an account and select the language that you will require translation to.

Through the app you can then make phone calls to NHS Greater Glasgow & Clyde Services.

To download the app and more information please follow the QR codes below:

For App
Download



SCAN ME

For Information
Leaflets



SCAN ME

NHS Scotland

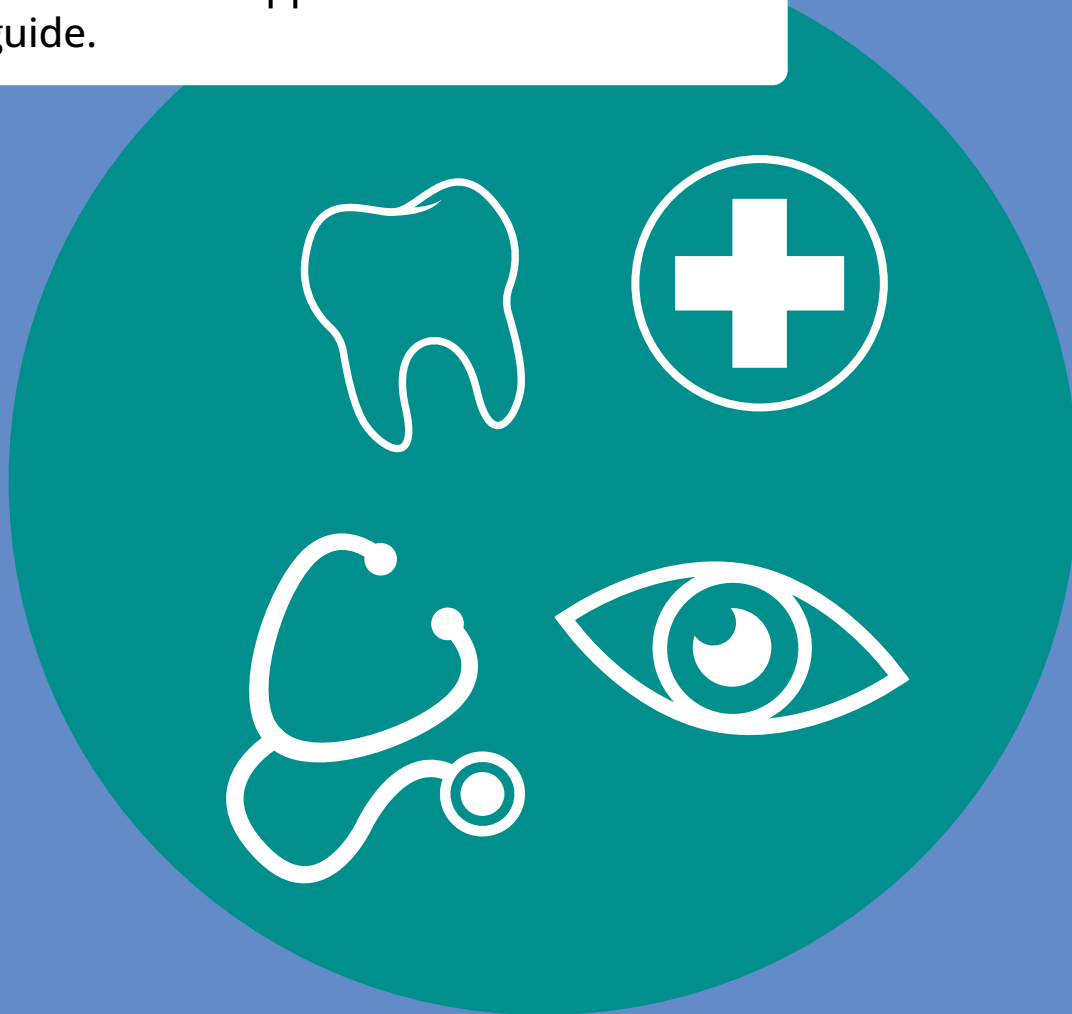
Healthcare in Scotland is provided free of charge by the National Health Service (NHS).

Anyone who resides 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 registration information

General Practitioners (GP) treat common medical conditions and play an important role in the care of patients within Inverclyde. 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 GP Practice
- 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 your registration

First you will need to locate a GP Practice in the area, there are 13 Practices within Inverclyde. A list of these GP Practices can be found at: www.nhsinform.scot under 'Find the service you need'

Find the service you need

Find a GP >	Find an optician >
Find a dentist >	Find a hospital >
Find an A&E or minor injury unit >	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 GP Practice or download from:

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

How to book an 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.

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 highly skilled 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.



Health Visitor (HV)

Health Visitors are NMC-registered 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 & wellbeing, prevent ill health and reduce inequalities. Working 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.



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.



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.



Virtual Accident & Emergency (A&E)

Also known as '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

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

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 and Support

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

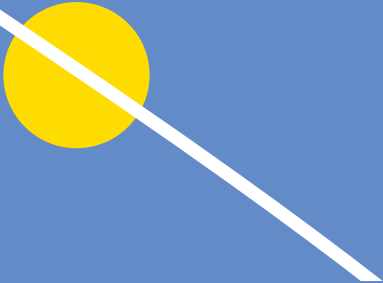
GPs and Practice Nurses are trained to assist with Mental Health concerns and can make referrals to other services to best support you.

Within Inverclyde, 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 Health concerns.



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.



Call ☎ 01475 558 000 to self-refer to the Inverclyde Primary Care Mental Health team who can provide support, to those aged 18 years and over.

Sandyford Sexual Health Service

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

Sandyford 

Further information on services can be found on the Sandyford website: www.Sandyford.scot

Advice First

Advice First offers advice and information to those in Inverclyde facing debt, housing and benefit issues. This service can be accessed by phone or email for support on:

- Benefits
- Crisis Management
- Debt Advice
- Welfare Rights

Email: [✉ Triage.advice@inverclyde.gov.uk](mailto:Triage.advice@inverclyde.gov.uk)

Phone: [☎ 01475 715 299](tel:01475 715 299)



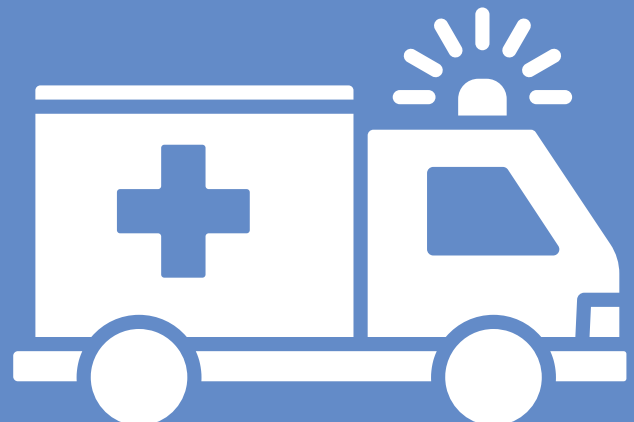
Accessing Emergency Care

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:
Inverclyde Royal Hospital,
Larkfield Road,
Greenock, PA16 0XN

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/](https://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**.



Laws regarding alcohol

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

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](https://www.gov.uk/alcohol-young-people-law)






Laws 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/](https://www.gov.scot/news/healthy-relationships-and-consent/)

Useful Contact Details

Please find below useful contact details for support within Inverclyde.

Emergency Services  **999**
Non Emergency Police  **101**
Out of Hours NHS 24  **111**




NHS Inform
 www.nhsinform.scot

Inverclyde Council
 www.inverclyde.gov.uk

NHS Greater Glasgow & Clyde
 www.nhsggc.scot
 **0141 211 8130**

Support Services

Child and Adolescent Mental Health Services (CAMHS)
 **0141 227 7515**

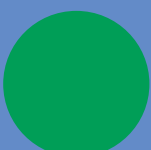
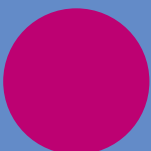
Primary Care Mental Health Team (Crown House)  **01475 558 000**

Alcohol & Drug Recovery (Wellpark Centre)
 **01475 715353**

Sandyford (Sexual Health)
 www.sandyford.scot



Additional Notes





People and Partnerships, Making a Difference