



Is it a **GP** you need to **see**?

Getting the Right Care, in the Right Place, from the Right Professional means you can get the care you need as quickly as possible.

Across East Lothian, there are a wide range of health, medical and care services that can be accessed by getting in touch with the most appropriate health professionals first time around.

Your GP Practice does not need to be your first point of contact. You can **GO DIRECT** to a number of Primary Care services.

Your guide to Primary Care Health Services in East Lothian

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NHS Inform

NHS Inform is the national health information service for Scotland. It is an online portal that offers a wide range of health advice and resources to help individuals make informed decisions.



What advice can be found?

NHS Inform provides information that is reviewed by healthcare professionals to ensure accuracy and reliability on a wide range of topics such as:

- illnesses, injuries and conditions
- tests and treatments
- self-care
- mental health
- sexual health
- healthy living topics – such as smoking, alcohol and drug use and food nutrition.

Find them at
www.nhsinform.scot
0800 22 44 88

NHS 24

You can access NHS 24 by calling 111.

This service provides urgent care triage if you think you need A&E but it is not life threatening. NHS 24 will also give you advice when your GP Practice, pharmacy or dental practice is closed.



*You should phone **999** or go straight to A&E for life or limb-threatening emergencies.*

This might include:

- suspected heart attack or stroke
- severe breathing difficulties
- severe bleeding
- severe injury

Pharmacy First

Your local pharmacy can provide you with expert help for treating conditions such as sore throats, earache and cold sores, along with common clinical conditions such as urinary tract infections (UTIs).



Pharmacy First

Under the Pharmacy First Scheme, you can (after consultation with a pharmacist) get prescription medication free of charge for various minor ailments, including:

- antibiotics for UTIs (aged 18-65 meeting certain criteria - women only)
- acne, allergies, athlete's foot
- backache, blocked nose
- constipation, cold sores, cough, cystitis (in women)
- headache, hayfever, headlice, haemorrhoids (piles)
- shingles and skin infections
- diarrhoea
- earache, eczema
- impetigo, indigestion
- mouth ulcers
- sore throat
- pain, period pain
- threadworms, thrush
- warts
- verrucas

Pharmacists, like GPs, can only provide certain medicines and products on the NHS.

If you want a specific medicine or product, you may need to buy it.

If the pharmacist, or a member of their team, thinks it is better for you to see your GP or another healthcare professional, they may refer you directly or tell you to make an appointment.

Musculoskeletal

The musculoskeletal physiotherapy service can help support, diagnose and provide treatment for those suffering with muscle, joint or back pain.



What is Musculoskeletal (MSK) Physiotherapy?

Musculoskeletal conditions are those which affect the bones, muscles, tendons and joints - such as back pain, sports injuries, arthritis, sprains and strains.

MSK Physiotherapy Services help support people with their problems through education, advice, movement, exercise and physiotherapy.

We are open to all East Lothian residents aged 16 or over.

Please call Tel: **0300 369 0680** Monday – Friday 9am – 2pm to arrange a consultation with an advanced physiotherapy practitioner.

You will see or speak to a physiotherapist directly within 48 hours of contacting our service who will be able to assess and help you over the phone, before making a plan for any ongoing management needed. Face - to - face appointments are offered at:



This may include offering a face-to-face appointment at:

- East Lothian Community Hospital, Haddington
- Musselburgh Primary Care Centre
- Dunbar Medical Centre
- Edington Hospital, North Berwick

Mental Health Service

There is now a quicker way to access a wide range of Mental Health specialists in East Lothian.



Mental Health Team

CWIC Mental Health is a primary care service for people in East Lothian aged over 17 years and 9 months. The team includes mental health occupational therapists, mental health nurses and primary care administrators, who are based at **East Lothian Community Hospital, Haddington.**

The team works closely with GP Practices, Adult Mental Health services and local third sector services to help you get the right support for your needs.

Contact the East Lothian Mental Health team on:

0300 790 6292 (option 1)

Monday to Friday - 9am to 11:30am - 12:30pm to 4pm

**Please note that this is not an emergency service.
If you are experiencing a life-threatening emergency,
please call 999.**

What we do

- We will listen to you, and come up with plans to manage ongoing mental health issues by offering a compassionate approach, specialist skills and an understanding of how past experiences can impact how we feel now.
- We can liaise with GPs about medication options if necessary.

- We can help prevent mental illness from escalating and promote mental wellbeing and hope for the future.
- We help you to set goals and reach your potential in all activities including work and college.
- We refer and signpost to other services such as community projects and other NHS services such as Psychological Therapies, Community Mental Health Team and Psychiatry.

What happens when you phone?

Our business support team will ask you for some brief details about yourself.

They will then book you an appointment with a mental health specialist.

Appointments may be:

- by phone
- by video consultation
- face to face

Our appointments are 30 minutes long.

Other people who can help

- | | |
|--|---|
| <ul style="list-style-type: none"> • GP Practice • NHS 24 Tel: 111 • Samaritans Tel: 116 123 • Breathing Space (2pm-6am)
Tel: 0800 838 587 • CALM (5pm - midnight)
Tel: 0800 58 58 58
online live chat - calmzone.net • NHS Mental Health Assessment Service (12 midnight-8am)
Tel: 0131 536 830 | <ul style="list-style-type: none"> • Eastspace East Lothian
eastspace.org.uk • Children and Young People's Mental Health and Wellbeing Information Point: |
|--|---|



Sexual Health Services

Lothian Sexual Health provides reliable and straightforward information about sexual and reproductive health and services for people in the Lothians.



Their website contains information about:

- how to get free condoms
- information on a range of STIs, and more detailed information about chlamydia and HIV
- gender identity
- gender clinic pages
- planning pregnancy
- planning an abortion
- specialist services including psychosexual therapy, menopause, and vasectomy

Young People

Lothian Sexual Health service also includes a drop-in service for young people aged 13 – 18 called Healthy Respect+ for all of the mentioned above..

Booking an appointment

If you would like to speak to a professional about any issues or query you may contact them via:

Visit or contact them on
www.lothiansexualhealth.scot
0131 536 1070

Maternity & Health Visitors



Being pregnant is a special time in your life and we will be right alongside you, every step of the way.

Pregnancy

If you think you may be, or are sure you are pregnant, NHS Lothian Maternity Services will help and advise you on what you should do now. Bringing a baby into the world can be overwhelming, but there are lots of resources you can use to help guide you. Please visit below for more info:

services.nhsllothian.scot/maternity/pregnancy

Contact Maternity Services on
0131 536 2009
Lines are open
Monday to Friday from
9am to 4.45pm

All about the Birth

Got a question ... you've probably got 100! For all your labour enquiries, birthing options, pain relief queries as well as practical information about who to contact when you're in labour. Visit our website:

services.nhsllothian.scot/maternity/all-about-birth

Baby's arrived... what's next!

After you are discharged home, your community midwife will be notified and you'll be visited the next day. Over the coming days, months, the Health Visitor team will offer you support and advice regarding the well-being of your child until the school years.



Dental Care

For any and all dental issues, please contact your registered dentist in the first instance.



Registered Patients

If you have a dental problem, you should call the dental practice that you normally attend in the first instance to discuss any treatment needs.

If you have registered with a practice since June 2006 and have been seen for treatment, you will still be registered there (unless you have been notified otherwise).

Outside normal working hours, if you feel you have an urgent dental need, please contact NHS 24 on 111.



Unregistered Patients

Unregistered patients requiring urgent dental care should refer to the Emergency Dental Care page.

www.nhsinform.scot

Do not visit a dental surgery without an appointment. If you wish to find out if you can access urgent or routine treatment at your nearest dental practice you should telephone the dental practice in advance.

Eye Care

For any and all issues affecting your eyes or eyesight, please contact your usual optician in the first instance.

Opticians will offer you a triage consultation to assess the urgency of your condition and arrange an appointment accordingly.



Opticians can also refer you to eye specialists if needed and make recommendations on treatments. Some can prescribe medication. If you have an urgent eye problem out with normal working hours than cannot wait until an optician opens,

you should phone NHS 24 on **111**.

You can also find more information about eye care at:

- www.nhsinform.scot/test-and-treatments/eyecare
- www.eyes.scot

Free Eye Tests

If you are a UK resident, you can get free NHS eye examination in Scotland.

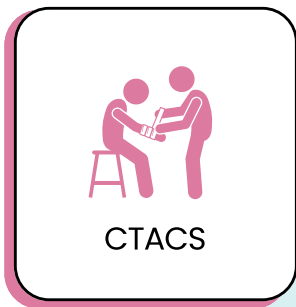
This is not just to test your sight, it's a thorough examination to:

- check the health of your eyes
- find any eye problems before they become more serious
- look for signs of other health problems.



Community Treatment & Care Service (CTACS)

CTACS is a nurse led service providing services to patients across East Lothian.



Patients can contact us directly for:

- removal of sutures / staples after operations or injuries
- wound care – all wounds including post-operative, acute and chronic and acute (following an initial assessment by Minor Injuries or GP).

You may be referred to CTACS via your GP or Practice Nurse for

- vitamin B12 injections
- haematology bloods or pre-chemotherapy bloods (Secondary Care Consultant may direct you)
- doppler assessment (measurement of circulation in legs – once a GP or Nurse has referred you the team will contact you directly to arrange an appointment.)

Where to find us

There are two larger CTACS bases at:

- East Lothian Community Hospital
- Musselburgh Primary Care Centre.

And smaller sites at:

- Dunbar Medical Centre
- Cockenzie Health Centre
- Edington Hospital, North Berwick
- Prestonpans Health Centre
- Tranent Health Centre.

Make an appointment

0300 790 6292

(option 2)

Call from

Monday – Friday

8:30am – 12:30pm

1:00pm to 4:30pm

Appointments are available

Monday – Friday between

8am and 5pm.

Minor Injuries

If you have suffered an injury within the last 7 days that requires medical attention you can request an appointment with minor injuries specialists.



GP Minor Injuries Service

Some East Lothian Medical Practices can assess and treat minor injuries within Practice hours. **Please check with your Practice to confirm if this service is available.**

Contact details can be found on page 21/22

Minor Injuries Units

There are three dedicated Minor Injury Units covering the Lothians area at The Edinburgh Royal Infirmary, Western General Hospital and St John's, Livingston.

If your GP Practice does not offer a minor injuries service, or if you require treatment out-of-hours, contact 111 to request an appointment at a Minor Injuries Unit.

Minor Injuries Unit Teams can help adults and children over 12 months, who have had a recent minor injury of up to 7 days including:

- strains and sprains
- simple eye injuries
- wounds and minor burns
- insect bites and stings.
- minor bumps to head and face

An Emergency Nurse Practitioner or Physiotherapist will assess your injury and provide advice and treatment options.

Many minor injuries can be treated from the comfort of your own home, or with the help of a local pharmacy.

Depending on the nature of your injury, you may be offered a face-to-face appointment or in some cases you may be offered a video call.

Care When it Counts (CWIC)

After contacting your Medical Practice, you may find that you are offered a same day appointment with the 'Care When It Counts' team, (CWIC).



Requesting an appointment with the CWIC team

Access to the CWIC team is by referral via the GP surgeries that are currently linked to this service.

These surgeries are:

- Riverside Medical Practice, Musselburgh
- Inveresk Medical Practice, Musselburgh
- Tranent Medical Practice, Tranent
- The Harbours Medical Practice, Cockenzie

Contact your local Medical Practice, inform the Patient Advisory Team of the nature of your enquiry and they will confirm whether your concern can be handled by the CWIC team.

Will I receive a phone call or an in person appointment with the CWIC team?

You will likely receive an initial assessment over the phone, and if needed the CWIC team will offer you a face-to-face appointment. They'll agree an appropriate action plan with you, which might include a prescription, referral to hospital, other secondary care or arranging further tests.

- **Multi-disciplinary team**

The CWIC team includes a range of practitioners, including Nurse Practitioners, Advanced Nurse Practitioners, Physician Associates and GPs meaning you will be seen by the most appropriate medical professional in line with your enquiry.

- **Same-day care service**

Your needs will be dealt with by an appropriate medical professional on the same day that you request an appointment.

- **Speedy assessments and referrals**

The CWIC team are qualified to assess health needs and determine plans for care through autonomous decision making, care planning, care management and instigating any appropriate investigations or referrals to secondary care. Meaning you can either be provided with a prescription, support or advice, or indeed be referred to more specialist teams depending on the nature of your condition.

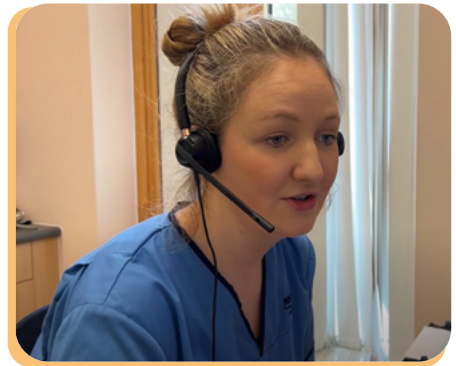
Where will I find the CWIC team?

The CWIC Team at Musselburgh Primary Care Centre

Inveresk Road,
Musselburgh EH21 7BP

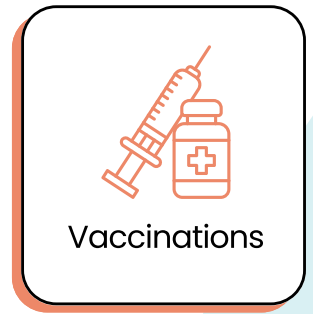
The CWIC Team at Cockenzie Health Centre

Avenue Road,
Cockenzie. EH32 0JU



Vaccinations

The role of the Vaccination Teams in East Lothian is to provide a range of health protection services to residents across the county.



Primary Care Vaccination Team (Age 5+)

The Primary Care Vaccination Team manage all community based vaccinations out with school settings from age 5+.

This includes:

- covid vaccinations and boosters
- flu inoculations
- shingles and pneumococcal vaccines
- vaccinations recommended by GPs or Consultants due to specific health need

The team operate from a number of venues across the county including:

- Musselburgh Primary Care Centre
- Edington Hospital, North Berwick
- East Lothian Community Hospital

In addition, the team provide vaccinations across a number of settings including:

- care homes
- outreach – with our Vaccination Bus visiting a number of areas across the county
- in people's own homes, for individuals who are unable to attend vaccination centres

Contact them on
0800 030 8013
[vacs.nhs.scot](https://www.vacs.nhs.scot)

East Lothian Childhood Immunisation Team (0-5 years)

The East Lothian Childhood Immunisation Team (ELCIT) focus on delivering vaccinations for 0 - 5 years.

*For of a list of vaccinations please refer to
www.nhsinform.scot/immunisation
for most up to date timetable*

All immunisations for infants 0-5 years are pre-arranged in advance. You will receive a letter inviting your child to attend for their vaccinations on a specific day / time in line with the roll out of the vaccination programmes.

Contact Childhood Immunisation Team
0131 446 4295
loth.elcit@nhslothian.scot.nhs.uk

Community Vaccination Team: delivering vaccinations within schools

The Community Vaccination Team (CVT) deliver vaccines for school pupils between P1 and S1. This generally takes place in school settings, with the CVT visiting schools on scheduled dates throughout the school term.

Should you have any questions, or if your child has recently missed a visit from the CVT and you would like to schedule their vaccination please contact:

Contact Community Vaccination Team
0131 446 4082

Rehabilitation Service

The East Lothian Rehabilitation Service (ELRS) is comprised of Occupational Therapists, Physiotherapists, Exercise Specialists and Technology Enabled Care Services (TEC).



Occupational Therapy

Occupational therapists help people of all ages overcome challenges completing everyday tasks or activities.

Occupational therapists see beyond diagnoses and limitations to hopes and aspirations. They look at relationships between the activities you do every day alongside the challenges you face and your environment.

Physiotherapy

Physiotherapists help people affected by injury, illness or disability through movement and exercise, manual therapy, education and advice.

They maintain health for people of all ages, helping patients to manage pain and prevent disease.

They help to encourage development and facilitate recovery, enabling people to stay in work while helping them remain independent for as long as possible.

Technology Enabled Care

TEC is the use of different technologies to improve a person's outcomes. The 2 main types of technology covered by the TEC team are Telecare and Smart TEC.

Telecare

- We provide and install a range of equipment which can help you to live safely and independently at home
- Monitored 24hrs a day by our experienced alarm centre staff who will ensure the right response is arranged
- We assess your needs to determine the most suitable equipment for you and your environment.

Smart TEC

- Smart technology is readily available on the high street or online
- Devices are usually low cost and easy to set up
- Use Smart TEC to control your items in the home in a different way such as heating, lighting, security.

Online Resource

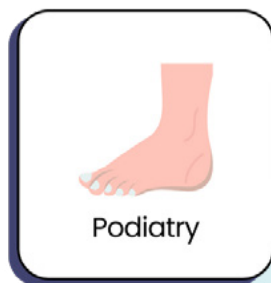
The East Lothian Rehabilitation Service have a dedicated website, **abetterlife.eastlothian.gov.uk** providing self-guided solutions and professional advice to support you to stay active and independent for as long as possible, enabling you to take charge of your own health and well-being.

Specific features of the website include an Interactive Smart Home, Interactive Body Map, Falls Prevention Advice and the opportunity to complete a Lifecurve™ assessment, a quiz which provides insights into how someone is ageing. The results of the quiz will help to signpost you to products, services and activities that will help you either maintain, or even recover some of your current abilities.

The team is here to help you on our phone line:
0300 369 0680

Podiatry

To access our service please complete our self-referral form. If you have a condition listed in the emergency or urgent section you will receive a phone call or letter with an appointment. If your referral is routine we will let you know you have been added to the waiting list. Scan QR code or search NHS Lothian Podiatry for self referral form.



Emergency - We aim to see you within 2 days

If you have exposed tissue or complications due to diabetes it is important you get help as soon as possible.

We will be able to issue an appointment if you suffer from the following:

- **Ulceration on your foot** - this is when the tissue is exposed. Call 999 if you showing signs of a fever or sepsis
- **Charcot Foot** - this is a serious complication of diabetes that develops if you have nerve damage and may have:
 - a red, hot, swollen toe or foot
 - a new break of wound in the skin
 - new redness or discolouration of your toe or foot
 - new or unexplained pain in your foot.

Urgent Conditions - We will aim to see you within 8 weeks

If your condition is having a serious impact on your day to day activities we will try to see you as quickly as possible.

- Have ingrown nails (please let us know if you are taking medication for this)

- Have curved nails with infection
- Have Diabetes and have a foot risk category of moderate, high risk or in remission
- Are in the armed forces or a veteran
- Are unable to carry out your day to day responsibilities at work or study or as a carer due to a prior condition.

Non Urgent Conditions - We aim to see you within 12 weeks

If your condition is causing you pain or discomfort but isn't stopping you doing your day to day activities we will book you in for a routine appointment.

We will provide an assessment for routine foot care such as a painful nail, corn or callous if you have a medical diagnosis of:

- peripheral arterial disease
- neuropathy
- rheumatoid Arthritis
- neurological disorders (e.g. Multiple Sclerosis, Parkinson's disease, Stroke)
- cancer – and are undergoing chemotherapy
- foot/ leg amputation
- chronic Kidney Disease stage 4 or 5
- a condition that suppresses your immune system
- diabetes, if you have a risk category of moderate/high risk/in remission we will aim to see you within 8 weeks.

What we don't see (please see a pharmacist)

- basic personal foot care and nail cutting
- thickened or misshapen nails
- fungal nail infections
- athlete's foot
- callous and corns
- flat feet without pain
- verrucae
- braces, splints, callipers or footwear.

Self Referral Form



GP Practices in East Lothian

Here you will find all GP Practices in East Lothian, offering our expert healthcare services. Our general practitioners provide comprehensive medical care with a focus on patient well being.



Dunbar Area

Cromwell Harbour Medical Practice

Queens Road
Dunbar, EH42 1EE

T: 01368 861401

Cromwellharbourmedicalpractice.com

Whitesands Medical Practice

Queens Road
Dunbar, EH42 1EE

T: 01368 863226

Whitesandsmedicalpractice.com

East Linton Surgery

Station Road
East Linton, EH40 3DP

T: 01620 860204

Eastlintonurgery.scot.nhs.uk

Lauderdale Medical Practice

Dunbar Medical Centre,
Queens Road
Dunbar, EH42 1SE

T: 01368 861435

Lauderdalemedicalpractice.scot.nhs.uk

North Berwick Area

North Berwick Group Practice

54 St Baldred's Road
North Berwick, EH39 4PU

T: 01620 892169

Northberwickhealthcentre.scot.nhs.uk

Gullane Medical Practice

Hamilton Road
Gullane, EH31 2HP

T: 01620 842171

Gullanemedicalpractice.co.uk

Haddington Area

Lammermuir Medical Practice

Newton Port Surgery
Haddington, EH41 3NF

T: 01620 825051

Lammermuirmedicalpractice.scot.nhs.uk

Orchard Medical Practice

Newton Port Surgery
Haddington, EH41 3NF

T: 01620 825497

Orchardmedprac.scot.nhs.uk

Tyne Medical Practice

Newton Port Surgery
Haddington, EH41 3NF

T: 01620 823183

Tynemedicalpractice.co.uk

Tranent Area

Ormiston Medical Centre

Tynemount Road
Orminston, EH35 5AB

T: 01875 610248

Ormistonmedicalpractice.scot.nhs.uk

Tranent Medical Practice

Loch Road
Tranent, EH33 2JX

T: 0300 790 6277

Tranentmedicalpractice.co.uk

Prestonpans Area

Prestonpans Health Centre

Preston Road
Prestonpans, EH32 9QS

T: 01875 810736

Prestonpanpanshealthcentre.scot.nhs.uk

The Harbours Medical Practice

Health Centre
Avenue Road
Cockenzie, EH32 0JU

T: 0300 790 6244

Harbourspractice.co.uk

Musselburgh Area

Inveresk Medical Practice

Musselburgh Primary Care
Centre

Inveresk Road

Musselburgh, EH21 7BP

T: 0300 790 6288

Invereskmedical.org.uk

Riverside Medical Practice

Musselburgh Primary Care
Centre

Inveresk Road

Musselburgh, EH21 7BP

T: 0300 790 6266

Theiversidepractice.co.uk

Other handy information

Social Work Contact Centre

You can contact us to discuss your support needs by calling our Contact Centre on:

01875 824 309.

Our social work office hours are Mon-Thurs 9am-5pm and Fri 9am-4pm and we are closed on weekends and public holidays.

Emergency Social Work – Out of Hours Support

The Emergency Social Work Service provides an emergency social work service for situations that can't wait until social work office hours.

In an emergency situation outside our social work office hours, please call (Freephone):

0800 731 6969.

It provides a support service to all social work units and carers in these councils when their managers or support liaison workers are not available.

More on Primary Care

To find out more information on our Primary Care Services, please visit the following:

www.eastlothian.gov.uk/elhscp