



# Keeping Well this Winter

Where to find the right health care & support this winter

# Stay well this winter with some Healthy Know How



**Put health at the top of your festive “to do” list. Know how to stay on top of your repeat prescriptions and treat common illnesses at home.**

**For help and advice visit  
[nhs24.info/winter](https://nhs24.info/winter)**



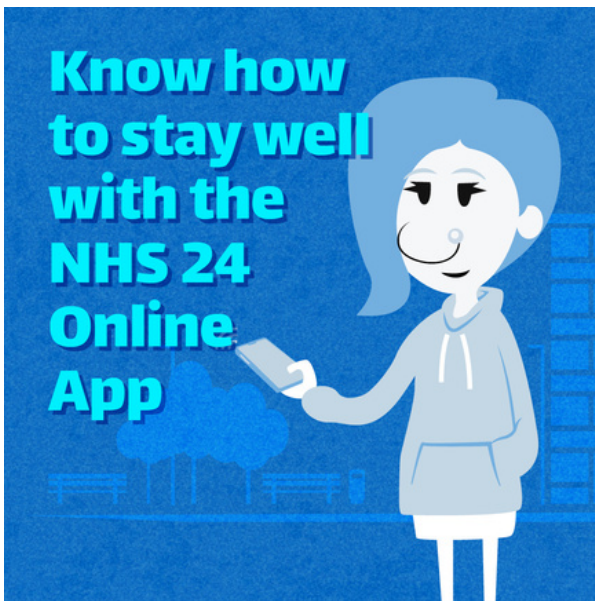
## **Know how to stay on top of your repeat prescriptions**



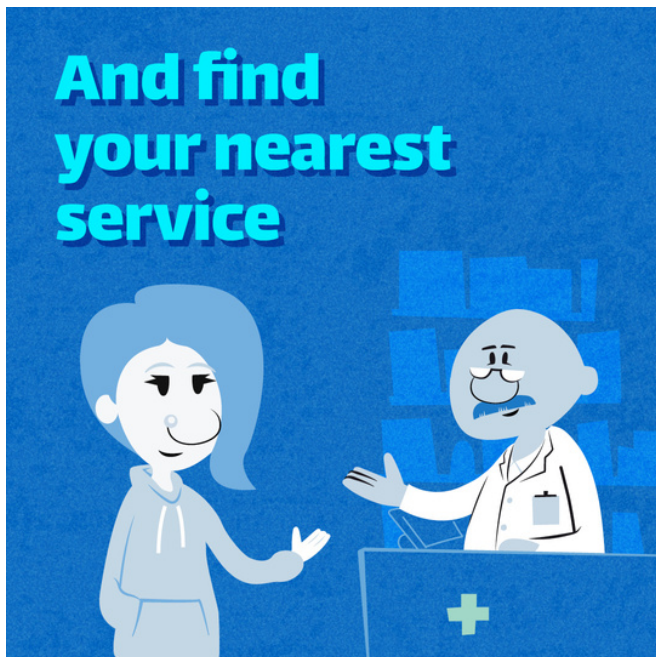
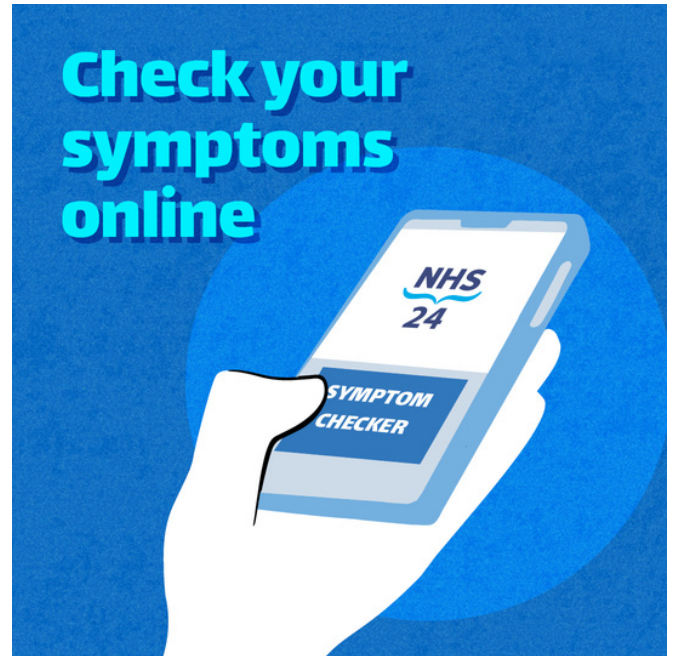
**Stay on top of your repeat prescriptions this winter. Check what you need and collect it in plenty of time before the festive holidays.**

**If you're unsure of the best way to order, check your GP practice website. Every surgery has its own process, this could be over the phone, or it could be online.**

**For everything else winter health  
[nhsinform.scot/winter](https://nhsinform.scot/winter)**



**You can help yourself stay well this winter by downloading NHS24 Online. The app is free and available for both iOS and Android**



**Download the app today**



**NHSinform.scot**

# Get the Right Care in the Right Place



For practical advice on common health conditions, ailments and information on where to access the right care



If you have a minor injury, need urgent medical advice or treatment for something which isn't life-threatening, please call NHS 24 on 111 day or night.

**NHS 24**

Colds  
Cold Sores  
Sore Throat  
Diarrhoea or Constipation  
Indigestion  
Aches and Pains  
Help if you run out of your repeat prescription



**Pharmacy**

Tooth Pain  
Swelling to your mouth  
Injury to your mouth  
Painful or bleeding gums  
Advice on oral hygiene



**Dentist**

A range of health care professionals, including doctors, nurses, pharmacists and physiotherapists to help you with both mental and physical health issues.



**GP Practice Team**

Contact your GP Practice  
Call NHS 24 on 111, 24/7, 365 days a year  
Breathing Space: 0800 83 85 87



**Mental Wellbeing**

Red or sticky eye  
Pain in or around your eye  
Blurred or reduced vision  
Flashes and floaters



**Optician**

Call NHS 24 on 111, 24/7, 365 days a year

- Cuts and minor burns
- Sprains and strains
- Suspected broken bones and fractures



**MIU**

Suspected heart attack or stroke  
Breathing difficulties  
Severe bleeding



**ED or 999**

**Find out more about where to get the right care in the right place at <http://nhsinform.scot/rightcare>**

## THE WAY WE ACCESS URGENT CARE HAS CHANGED

If you think you need **A&E**, but it's not life-threatening, you can now call **NHS 24** on **111**, day or night.



[nhsforthvalley.com/rightcare](http://nhsforthvalley.com/rightcare)

To protect us and the NHS, it's important you know how to get the **right care, in the right place.**

Find out more about where to get the right care in the right place at <http://nhsinform.scot/rightcare>



# Helping you find the right care

A guide to our services



nhs24.scot

Click [here](#) to download the full guide

# Visit Your Pharmacy First



Your local pharmacist can provide expert healthcare advice and free treatment for many common health conditions without the need for a prescription.

[WWW.NHSFORTHVALLEY.COM/PHARMACY](http://WWW.NHSFORTHVALLEY.COM/PHARMACY) 



For more information please visit  
<https://nhsforthvalley.com/health-services/know-who-to-turn-to-when-you-are-ill/pharmacy/>



# Eligible groups for winter vaccinations 2023

## COVID-19 Vaccine and Flu Vaccine

Residents and staff in care homes for older adults	People aged 65+	Those aged 6 months+ with a condition that places them at higher risk	Pregnant women
Frontline healthcare workers*	Frontline social care workers	Carers (including unpaid and young carers aged 16 or over)	Those aged 12+ who are a household contact of someone with a weakened immune system

## Flu Vaccine

Children aged 6 months–2 years at higher risk of flu	Children aged 2–5 years (and not yet in school), on 1 September 2023	All primary school pupils	All secondary school pupils	People aged 18–64 years with an eligible condition
Those aged 50+	Nursery, primary and secondary school teachers and pupil-facing support staff	Prison population, prison officers and support staff who deliver direct front-facing detention services	Non-frontline NHS healthcare workers**	

[www.nhsinform.scot/wintervaccines](http://www.nhsinform.scot/wintervaccines)

Information correct at time of publication: 15 August 2023



\*includes independent contractors & support staff who are patient facing (GP, dental, optometry, community pharmacy)

\*\* includes all independent contractors & support staff (GP, dental, optometry, community pharmacy), available via NHS Occupational Health Scheme

**For more information please visit**  
**<https://www.nhsinform.scot/wintervaccines>**

protect your child with the flu vaccine.



## Parents Encouraged to get Children Vaccinated Against Flu Ahead of Winter

NHS Forth Valley is encouraging parents and carers to ensure their child gets their flu vaccine this winter.

The expansion of the national flu programme to include secondary school pupils continues this winter, with all school age pupils, all children aged 2-5 and children aged 6 months to under 2 years with a condition that puts them at increased risk of flu, being eligible for a free flu vaccine.

The flu vaccine is usually given as painless nasal spray and is a safe way to help protect your child against flu. It should start to protect most children against flu about 10-14 days after they get their vaccine. The vaccine will reduce the risk of your child getting flu or spreading it to family and friends who are at greater risk from flu.

Appointment letters for children 6 months to 2 years at risk and those aged 2 to 5 who are not in school should have received a letter to their home with their appointment details. Parents and carers should call the number on their child's letter if their child has missed their appointment or needs to reschedule it.

Consent forms and information about this year's flu vaccine programme has been sent to the homes of parents and carers of school children across Forth Valley. Secondary pupils can self-consent but are encouraged to speak to a parent or carer first. Consent forms should be completed and returned to the school as soon as possible. All primary and secondary school pupils with consent to be given the flu vaccine nasal spray will receive this at school between Thursday 14th September and mid-December 2023.

<https://nhsforthvalley.com/parents-encouraged-to-get-children-vaccinated-against-flu-ahead-of-winter/>



## **NHS Forth Valley is backing a campaign encouraging people to get persistent symptoms that aren't normal for them checked.**

The Scottish Government's 'Be the Early Bird' campaign is back on screens and on air to reinforce that GP practices want to know if people, particularly those aged 40 and over, have noticed possible cancer symptoms.

This could include unexplained bleeding, unusual lumps or unexplained weight loss.

Statistics show that more people are surviving cancer in Scotland than ever before but finding it an earlier stage can mean there's more treatment options available, a greater likelihood of living well after treatment and better news to tell the family.

Susan Davidson, NHS Forth Valley's Clinical Nurse Manager for Oncology Services

Susan Davidson, NHS Forth Valley's Clinical Nurse Manager for Oncology Services, said: "Finding and treating cancer as early as possible is a priority for the NHS. If you notice something persistent that isn't normal for you, your GP practice wants to know.

[NHS Forth Valley – Local People Urged to Get Any Unusual or Persistent Symptoms Checked to Help Detect Cancer Early](#)



## Seasonal Affective Disorder

What is it, and how can digital mental health treatments help us to manage its symptoms?

**Sleepio** **daylight**

**The days are getting shorter Many people experience Seasonal affective disorder (SAD) at this time of year. If you suffer with poor sleep or anxiety during the winter months, Sleepio & Daylight may be able to help:**

**<http://sleepio.com/nhs>**

**<http://trydaylight.com/nhs>**



## Strength and balance exercises with Scott

Strength and balance exercises as little as twice weekly can help people of all ages stay steady, maintain bone density, improve balance and reduce joint pain.

Strength and balance exercises are those where you use your muscles slightly harder than usual to work against a resistance which may include your own body weight.

Everyday exercises such as heavy gardening (e.g. digging/shovelling), carrying groceries or climbing stairs count. Tai chi, dance, yoga or strength & balance classes also improve strength and balance as does hillwalking, push ups/squats and weightlifting.

Learn more about Strength & Balance and what classes are available in your area by visiting NHS Forth Valley S&B website [NHS Forth Valley – Strength & Balance](#) and watch Scott guide you through simple exercises here [Strength & Balance Exercises with Scott - YouTube](#)

## Warm Home Discount Scheme

You could get £150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount applied to your electricity bill between early October 2023 and 31 March 2024.

You'll usually get the discount automatically if you're eligible. You only need to apply if you're on a low income in Scotland - contact your energy supplier to apply.

If you're on a low income in Scotland

You do not need to apply if you get the Guarantee Credit element of Pension Credit.

You'll automatically get a letter telling you about the discount if you're eligible.

Otherwise, you'll need to apply directly to your energy supplier.

You might be eligible if all of the following apply:

- your energy supplier is part of the scheme
- you (or your partner) get certain means-tested benefits or tax credits
- your name (or your partner's) is on the electricity bill

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean you are eligible.

This is known as being in the 'broader group'.

How to get the discount

Contact your electricity supplier to check if you're eligible and to apply. They will decide who gets the discount in Scotland. You cannot apply for the discount by contacting the Warm Home Discount Scheme.

The number of discounts suppliers can give is limited. Contact them as early as possible. Check with them even if you were eligible for a discount last year.

If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2024. You'll need to stay with your supplier until it's paid.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

Park (mobile) homes

You apply a different way if you live in a park home.

[Apply for the Park Homes Warm Home Discount.](#)

[Warm Home Discount Scheme: Overview - GOV.UK \(www.gov.uk\)](#)

- NHS24 is Scotland's provider of digital and telephone-based health and care services. Our services include:
- 111 – providing urgent care triage for anyone who thinks they need A&E, but it is not life or limb threatening, support for those in mental health distress and advice when their GP, pharmacy or dental practice is closed.
- NHSinform.scot - Scotland's online health information service that offers quality assured health and care information including - Symptom checker, Scotland's Service Directory and Mental health advice and resources.
- Breathing Space a free and confidential phone and web chat service for anyone in Scotland over the age of 16 experiencing low mood, depression, or anxiety.
- Care Information Scotland (CIS), a phone, webchat and website service providing information about care services for people living in Scotland.
- Quit Your Way Scotland an advice and support service for anyone trying to stop smoking in Scotland.
- Living Life a phone service that offers support to people in Scotland who are experiencing low mood, mild to moderate depression or symptoms of anxiety through cognitive behavioural therapy (CBT).
- NHS 24 Online app
- Our app 'NHS 24 Online' provides people in Scotland an additional channel to find out more about their symptoms, how to safely self-manage illnesses and conditions, and when and where to see further medical advice if required. NHS 24 Online is free and can be downloaded on both iOS and Android devices.



# Age Scotland Friendship Line



Words matter, give us comfort, wrap us in reassurance and help us stay connected.

Every year, thousands of people call Age Scotland looking for support.

You can call us about absolutely anything. We're here to listen, provide friendship and offer support.

With Age Scotland, you are not alone.



**It's free to call on 0800 12 44 222 and available Monday to Friday 9am-5pm.**





# Worried this winter?

We can help with your energy bills and more.

**Many of us are feeling anxious about energy bills just now, but the Citizens Advice network in Scotland is here to help.**

**To find out more, visit  
<https://www.cas.org.uk/worried>**

# Christmas Helplines

<b>Alcoholics Anonymous</b>	0800 917 7650	help@aamail.org
<b>Alzheimer Scotland</b>	0808 808 3000	info@alzscot.org
<b>AMIS (Abused Men in Scotland)</b>	03300 949 395	contact@amis.org.uk
<b>Anxiety UK</b>	03444 775 774 (Text Service - 07537 416905)	support@anxietyuk.org.uk
<b>Breathing Space Scotland</b>	0800 838587	
<b>Cocaine Anonymous</b>	0141 959 6363	
<b>Drinkline Scotland</b>	0800 7314 314	
<b>Epilepsy Scotland</b>	0808 800 2200	contact@epilepsyscotland.org.uk
<b>Frank</b>	0300 123 6600	
<b>Gamblers Anonymous</b>	0370 050 8881	
<b>Hourglass Scotland</b>	0808 808 8141	scotland@wearehourglass.org
<b>Know The Score</b>	0800 587 5879	
<b>LGBT Helpline</b>	0300 123 2523	helpline@lgbthealth.org.uk
<b>Respect - Mens Advice Line</b>	0808 801 0327	info@mensadvice.org.uk
<b>Mind</b>	0300 123 3393	

# Christmas Helplines

<b>Mindline Trans+</b>	0300 330 5468	mindline@bristolmind.org.uk
<b>Narcotics Anonymous Scotland</b>	0300 999 1212	
<b>Rape Crisis Scotland</b>	08088 010302	support@rapecrisisscotland.org.uk
<b>Samaritans</b>	116 123	jo@samaritans.org (UK)
<b>Scottish Domestic Abuse and Forced Marriage Helpline</b>	0800 027 1234	helpline@sdafmh.org.uk
<b>The Silver Line</b>	0800 4 70 80 90	
<b>UK Narcotics Anonymous</b>	0300 999 1212	
<b>Age Scotland friendship line</b>	0800 12 14 222	

**Clackmannashire Third Sector Interface  
Registered Scottish Charity Limited by  
Guarantee, Charity No: SC042543  
Company No: SC396838**

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Registered Scottish Charity Number SC041875**