

Not normally resident in the UK?

If you are visiting Scotland from a country in the European Economic Area, or Switzerland, you will not have to pay for healthcare here, provided you can produce a European Health Insurance Card (EHIC)*. If you do not have one of these, you will need to pay for any care you receive.

If you don't normally live in the EEA or Switzerland and your country does not have an agreement with the UK, you will need to pay for your healthcare.

More information on healthcare in Scotland for overseas holidaymakers is available by scanning this QR code:



*People normally resident in the Republic of Ireland do not need to produce an EHIC to receive NHS treatment in Scotland

This publication is also available in other formats and languages on request. Please call Equality and Diversity on 01224 551116 or 01224 552245 or email: gram.communications@nhs.scot

Ask for publication MVC 230128

Holiday Healthcare



Welcome to north-east Scotland! Whether your stay is short or long, we hope you have an enjoyable break. This short guide aims to point you in the right direction on how to access healthcare.

NHS
Grampian



Self-care/pharmacies

We have more than 130 pharmacies spread across Aberdeen city, and the towns and villages of Aberdeenshire and Moray.

Here you will be able to get advice from pharmacists on the right medicines or other treatments for a host of minor ailments. You can find your nearest pharmacy by consulting the NHS Inform website: www.nhsinform.scot/scotlands-service-directory/pharmacies

The NHS Inform website is an invaluable resource for managing all sorts of minor ailments yourself; if you would prefer to speak to someone, you can call NHS 24 on 111.



Eye care

If you have flashes or floaters in your vision, sudden loss of vision, or painful red eyes, you can contact an optometrist in Grampian for emergency eye care.

This is available Monday – Saturday, during the usual opening hours. The optometrist will ask about your symptoms and arrange a suitable appointment which may be at another practice. You may have to travel to another part of the region, depending on the appointments available.

You can find your nearest optician by consulting the NHS Inform website:

www.nhsinform.scot/scotlands-service-directory/opticians



Dental care

You can contact the Dental Information & Advice Line (DIAL) Monday-Friday, 8.05am-6pm, on **0345 45 65 990**.

You will be able to speak to a qualified dental nurse for advice and they can arrange an emergency appointment, if required. For urgent dental problems that occur between 6pm and 8am or any time at weekends, you should call NHS 24 on 111.

If you are given an emergency appointment, the usual NHS charges and exemptions will apply to your treatment.



Injuries

If you sustain an injury which is not an emergency, please call NHS 24 on 111.

You will be able to speak to qualified staff, get advice on the best course of treatment, and they can make you an appointment to get an X-RAY or treatment if required. If your injury is not life threatening, you must call NHS 24 rather than going direct to a healthcare facility.



Mental wellbeing

If you are struggling and need to talk to someone, you can call Breathing Space on **0800 83 85 87**. They are open 6pm - 2am, Mondays-Thursdays, and from 6pm Fridays through to 6am on Mondays.

Alternatively, you can call the Samaritans 24/7 on **116 123**.



Emergencies – children

If your child has a medical emergency or is seriously injured during your stay, you can call **999** or attend the Emergency Department.

We have two paediatric Emergency Departments in Grampian:

Royal Aberdeen Children's Hospital,
Westburn Road,
Aberdeen, AB25 2ZG

and **Dr Gray's Hospital**,
Pluscarden Road,
Elgin, IV30 1SN.

Please be aware, young people aged 16 and older should attend an adult Emergency Department (see below)



Emergencies – adults

If you or another adult has a medical emergency (suspected heart attack, suspected stroke) or are seriously injured during your stay, you can call **999** or attend the Emergency Department.

We have two adult Emergency Departments in Grampian:

Aberdeen Royal Infirmary,
Foresterhill Health Campus,
Aberdeen AB25 2ZN

and **Dr Gray's Hospital**,
Pluscarden Road,
Elgin, IV30 1SN.