

Making an appointment

- When you phone or call into the GP practice to make an appointment, the receptionist may ask you for some details. This makes sure you see the best person to help you (for example, a GP, nurse, pharmacist or dentist).
- The receptionist will also help you decide if you need a longer appointment, more than one appointment or an interpreter.
- You may not get an appointment straight away.
- Some GP practices offer advice over the phone, 'drop in' appointments or same-day appointments.

- If you need urgent health advice when your GP practice is closed, phone NHS 24 for free on 111.
- Only call 999 in an emergency.
- For information about local NHS services, see the website at www.nhsinform.scot.
- If you need help raising concerns about NHS services in Scotland, phone the Patient Advice and Support Service for free on **0800 917 2127**.

You have the right to receive treatment at a GP practice

- The Charter of Patient Rights and Responsibilities, on the website at www.gov.scot, summarises what you are entitled to when you use NHS services and receive NHS care in Scotland, and what you can do if you feel that your rights have not been respected.

