
Why am I being redirected?

The NHS in Scotland is redesigning the way you access urgent care to help ensure you get the right type of care as quickly as possible and to protect vital emergency health services.

Relating to Minor Injuries (**fulfilling certain criteria**, presenting between the hours of 20:00 to 08:00), we are now redirecting so that you can re-attend the department the following day. This is to prioritise focus on vital emergency care during these demanding hours.

As part of this model, an experienced nurse or a clinician has reviewed you today and determined the most appropriate care for you is to re-attend at a suitable time during regular working hours with the most appropriate resources being present.

What happens next?

Due to the symptoms you have been experiencing following your injury, we do not think you require immediate/emergency treatment in the Emergency Department in the out of hours period (20:00-08:00).

- An experienced Nurse or a clinician will speak to you in Triage about this and if appropriate, you will be asked to return the following day for a review between the hours of 10:00-11:00.
- Should you wish to be seen by an alternative healthcare professional, please contact your own GP or call 111 (NHS 24).
- If this is not injury related you may still be redirected to another more appropriate service better suited to care for your needs.

If you would prefer not to wait, please inform a nurse or member of reception staff.

What if I need to be seen right now?

The experienced Nurse or clinician who reviewed you at triage has made this decision following a review of your presenting symptoms. If your presentation fulfils certain criteria then you are suitable to be redirected to re-attend during normal working hours.

We will make all efforts to review you as quickly as we can depending on the overall departmental activity.

What if I have feedback?

We would welcome feedback on elements of your care. Please visit www.careopinion.org.uk/tellyourstory to share your experience.

For more information on Right Care, Right Place or the redesign of urgent care across Scotland, you can visit:

www.nhsinform.scot/campaigns/right-care-right-place

