



**RoCPrivate**  
clinic

## Are you new to the UK? Do you know how to access Healthcare?

This leaflet aims to advise you on all that you need to know regarding our healthcare system.

People moving from North America to Scotland in particular can find it difficult to understand how the Scottish Health Service is structured.

Find out more on:

- ✓ The NHS Pros and Cons
- ✓ The Private Health Pros and Cons
- ✓ The Different Type of Insurances
- ✓ The NHS – Am I Eligible?
- ✓ What to do in an Emergency
- ✓ What if you need a doctor out of Hours
- ✓ Where to get medication and prescriptions
- ✓ How can ROC Private Clinic Help?

## The NHS Pros and Cons

- Poor or non-existent preventative healthcare provision
- Long waiting lists
- Free healthcare provision unless not eligible
- Specialists only available with referral from GP
- The only option available for medical emergencies such as road traffic accidents, heart attacks, strokes etc.
- Round the Clock hospital care accessible via the Accident and Emergency Units/E.R. Hospitals
- Split into NHS family doctors (GPs) and specialists (hospitals)

**National  
Health  
(NHS)**

**Private  
Health  
Service**

## The Private Health Pros and Cons

- Access to First Class Quality HealthCare
  - Excellent provision of preventative care
- Specialists may be available without needing a referral from GP
  - Rapid access
- The same split applies into family doctors (GPs) and specialists
  - Covered by patients or insurers
- Not available for emergencies as described above, but urgent care may be accessed from a private GP, depending on your condition
- No 24/7 private walk-in medical assessment unit available in Aberdeen.

## The Different Type of Insurances

Expats usually benefit from **International Insurances** that cover for both GP and specialist consultations as well as any necessary tests or treatments. This form of insurance is the best health insurances available on the market for expats living in the UK.

**UK-based Insurances** cover for specialist consultations only and may restrict the specialists you are able to see. UK Insurance companies do not cover chronic or pre-existing conditions, but solely for acute conditions that are not recurring.

**Cancer care** isn't automatically covered by UK based insurance cover, but can usually be included as an add on, so be sure to check this if you wish to have it included.

No **pregnancy care** cover is included by UK-based Insurance cover. International Insurances do cover for pregnancy care, but there is no private delivery facility in Scotland. You may have ongoing private monitoring with a private GP.

**Before making an appointment, we advise that you check with your insurer that your appointment will be covered.**

## The NHS – Am I Eligible?

As a general rule everyone is eligible for primary NHS cover in Scotland. This means that anybody in Scotland may register and consult with a GP without charge.

If you are requiring secondary care services such as hospital or community care, your eligibility for free care will be assessed by the secondary care organisation and you may be charged.

We suggest you do some research as to the best NHS GP clinic in your area and go and register. Make sure to have a good look at their website, as different NHS GPs offer different services and have different opening times.

Make sure you find the one that best fits you and your needs. Upon registering you will usually need to bring along photo ID and proof of address in order to register.

## EMERGENCIES

### What To Do In An Emergency

You should dial 999 and ask for the ambulance service if you have an emergency such as but not limited to:

- Chest pain
- Difficulty in breathing
- Loss of consciousness
- Weakness down half of your body
- Severe blood loss

This is provided free of charge by the National Health System (NHS). If necessary, you will be taken via ambulance to the nearest NHS hospital for free treatment.

For any other matters, including urgent ones you may call us on 01224 515 254 or email us at [aberdeen@rochealthservices.com](mailto:aberdeen@rochealthservices.com) Our opening hours are Monday to Friday 8am-6pm.

## OUT OF HOURS CONSULTATIONS

### What if You Need a Doctor Out of Hours

ROC Clinic does not provide routine out of hours care. However our doctor's may respond via email to any queries you have out of office hours.

If you wish to see a doctor out of hours we recommend that you contact NHS 24 by dialing 111. The service provides urgent health advice out of hours, when your NHS GP practice or dentist is closed.

111 is a phone service and can be accessed for free on both a landline or mobile number.

If the nurse practitioner thinks it is best for you to see a doctor in the out of hours period they will organise for you to do so.

## PHARMACIES

### Where to get medications or prescriptions outside usual hours

In Aberdeen and the surrounding area, we do not have any 24/7 pharmacies.

Some late night pharmacies are available:

- Boots in Union Square is open till 20:00 Mon-Fri
- Tesco in Bridge of Don's pharmacy is open till 21:00 Mon-Fri
- Morrisons on King Street's pharmacy is open till 20:00 Mon-Fri.

Pharmacies are a great place to seek basic health advice many offer a wide range of services such as:

- Minor Ailments
- Nicotine Replacement Therapy
- Emergency Contraception
- Treatment for UTI (Urinary Tract Infections)
- Palliative care Network





**RoC Private**  
clinic

## Find Us:

Westhill Business Park, Peregrine Road, Westhill AB32 6JL

+44 (0) 1224 515 254

aberdeen@rochealthservices.com

ROC Clinic is open  
Monday to Friday 08.00 to 18.00

# How Can ROC Private Clinic Help?

## Top Clinicians

ROC Private Clinic provides family doctor (GP) services as well as specialist services. In terms of specialist services, we work with experts in their fields, who will consult you either at our clinic or at a different location. The family services are the backbone of clinic. We provide a comprehensive list of services inclusive of:

- ✓ Antenatal and postnatal care
- ✓ Birth control consultations
- ✓ Allergy consultations
- ✓ Comprehensive preventative healthcare in the form of Annual Well Man and Well Woman checks
- ✓ Consultations for any matters, irrespective of your age
- ✓ Home visits
- ✓ Laboratory investigations and Scanning

## First Class Services

Our doctors are available to consult you face to face, over the telephone or advise you via email. Our network of clinicians has been developed over the past 10 years and we continuously refresh our network in keeping with the latest developments in medicine.

Disclaimer: This leaflet is accurate as of 15th of December 2018