

## Useful Telephone Number and Addresses

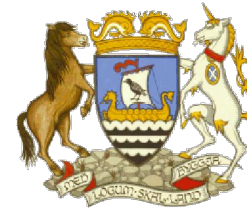
Duty Social Worker  
Education and Social Care Department  
Shetland Islands Council  
92 St Olaf Street  
Lerwick  
Shetland  
ZE1 0ES                      Tel: 01595 744400

Head of Community Care  
Education and Social Care Department  
Shetland Islands Council  
Kantersted Office  
Seafield Road  
Lerwick  
Shetland  
ZE1 0WZ                      Tel: 01595 743819

Out of Hours Emergency  
Tel: 01595 695611

Advocacy Shetland  
Market House  
14 Market Street  
Lerwick  
Shetland                      Tel: 01595 743929/743940

Care Commission  
Rooms 205 & 222  
Charlotte House  
Commercial Road  
Lerwick  
Shetland                      Tel: 01595 696661



# Primary Care

## Issues (cont)

- ◇ Long Term Conditions:  
JIT are also supporting work on long term conditions. The Long Term Conditions Action Plan will be developed during summer 2009 and implemented through the work of the Community Health & Care Partnership.
- ◇ Dementia:  
Implementation of the Dementia Action Plan includes work on the early diagnosis of dementia through primary care.
- ◇ Enhanced Services  
A range of enhanced services are being developed in Primary Care.

Directed Enhanced Services supported nationally include:-

- ◆ Childhood Vaccinations and Immunisations
- ◆ Influenza and Pneumococcal
- ◆ Minor Surgery
- ◆ Extended Hours Access
- ◆ Management Information

Possible local enhanced services for development in the future include:

- ◆ sexual health
- ◆ travel immunisations
- ◆ obesity

## Issues

- ◇ New technology:  
All GP Practices in Shetland will be moving to a system known as Paper Light, where patients have an electronic record instead of a paper one. This is a Scottish Government requirement and in Shetland, is being facilitated by the NHS IT department. This work is due to be completed during 2009/10 and requires a significant amount of time by staff to implement.
- ◇ Health Centre Provision:  
A number of health centres require maintenance and/or new build.  
There is an extension being built to the Whalsay Health Centre to provide much needed additional clinical and dental space, with work commencing in Spring 2009. A business case is being prepared to investigate the possibilities for developing the facilities available at the Scalloway Health Centre, as the current building is no longer suitable for the present day requirements.
- ◇ Primary Care Strategy:  
In 2009 work will begin on a Shetland Primary Care Strategy, to look to the future provision for Primary Care in Shetland.
- ◇ Anticipatory Care:  
The Joint Improvement Team (JIT) of the Scottish Government will be assisting Shetland's CHP in introducing anticipatory care models that will help primary care maintain people in the community who are at risk of admission to hospital.

## Primary Care

The term 'primary care' refers to all community based health care services. In Shetland these are at the core of the Community Health Partnership.

Looking to the future, primary health care services will be required to adapt to meet the health care needs of an ageing population that has rising expectations of health care and treatments.

Other factors that affect the development of services include statutory guidance on working hours, rising professional standards and a shortage of health care professionals.

## Aims

- ◇ To ensure any person in Shetland with primary care health needs has access to a local GP Practice.
- ◇ To develop a range of high quality primary care services in Shetland, which are sustainable in the long term.
- ◇ To enhance the services available and facilitate the Shifting in the Balance of Care from institutional settings to the community.

## Services Available

Primary health care services include:

- ◇ primary medical services, general practitioners (GPs)
- ◇ community nursing, midwifery and health visiting services;
- ◇ general dental services;
- ◇ community pharmaceutical services;
- ◇ general ophthalmic services
- ◇ chiropody/podiatry
- ◇ allied health professions e.g. physiotherapy, speech and language therapy, orthotics, dietetics, occupational therapy.

## General Practices

For medical advice and treatment, or prescriptions, patients can make an appointment at a General Practice in their locality. There are ten general practices in Shetland and these are listed below. Practices vary in size and can have a wide range of staff as well as family doctors, including nurses, health visitors and counsellors. Practices run special clinics for people with diabetes, asthma or other health conditions.

Bixter Health Centre  
Tel: 01595 810202

Brae Health Centre  
Tel: 01806 522543

Hillswick Health Centre  
Tel: 01806 503277

Lerwick Health Centre  
Tel: 01595 693201

## Dentists

Brae Dental Clinic, Health Centre, Brae  
Tel: 01806 522461

Montfield Dental Unit, Burgh Road, Lerwick  
Tel: 01595 696052

North Isles Dental Clinic, Yell Health Centre, Mid Yell  
Tel: 01957 702031

Alan Owen Dental Surgery, 90 St Olaf Street, Lerwick  
Tel: 01595 695769.

The Community Dental Service at Montfield Dental Unit will provide assistance to those who find it hard to access a dentist e.g. because they are housebound or have special needs.

## Funding

### 2009/10

Community Nursing	2,427,000
GP Practices	4,031,000
Out of Hours	234,000
Sexual Health	40,000
Chiropody	229,000
Dentistry	697,000
Central management & Admin Support	243,000
Physiotherapy	509,000
<b>Total</b>	<b>8,410,000</b>

## Pharmacies

Local pharmacists can give advice on common health problems and answer questions about medication. They offer a minor ailment service to any patient registered with a doctor in Scotland who is exempt from prescription charges. This includes providing medication for minor ailments free of charge after consulting the pharmacist.

Pharmacists can provide advice on stopping smoking, cholesterol checks and on sexual health. They will provide a private area for consultation if required. All pharmacies are open Monday to Saturday 9.00 a.m. to 5.00 / 5.30 p.m. and operate a rota to provide a service from 12.00 noon to 1.00 p.m. on Sundays.

Boots the Chemist, 173 Commercial St, Lerwick  
Tel: 01595 692619

Freefield Pharmacy, Freefield, Lerwick  
Tel: 01595 693502

A L Laing, 101-103 Commercial Street, Lerwick  
Tel: 01595 692579

## Opticians

C Kelly Opticians, 58 Commercial Street, Lerwick  
Tel: 01595 693690

Miller Opticians, 109 Commercial Street, Lerwick  
Tel: 01595 695516

## General Practices (cont)

Walls Health Centre  
Tel: 01595 809352)

Whalsay Health Centre  
Tel: 01806 566219

Yell Health Centre, Reafirth, Mid Yell  
Tel: 01957 702127

Free GP treatment is based on residence in the UK, not on nationality, the payment of UK taxes or National Insurance contributions. A person who is regarded as ordinarily resident in the UK is eligible for free treatment by a GP. A person is 'ordinarily resident' for this purpose if lawfully living in the UK for a settled purpose as part of the regular order of his or her life for the time being. Anyone coming to live in this country would qualify as ordinarily resident.

Patients should register with a GP as soon as possible so that they can get medical care if needed. To register, patients will need to give their name, date of birth, address and telephone number.

## **Non-Doctor Islands**

Whilst there is no doctor on these islands, healthcare is provided by a resident nurse.

Bressay - Tel: 01595 820728

Fair Isle - Tel: 01595 760242

Fetlar - Tel: 01957 733228

Foula - Tel: 01595 753238

Skerries - Tel: 01806 515225

## **Out of Hours - GP Services**

Out of hours GP services are available between 5.30pm and 8.00am on weekdays, at the weekend and on public holidays. These services provide help when General Practices are closed and the condition is too serious to wait until the next day. When patients phone practices out of hours, they will get a message explaining how to contact the local out of hours service.

## **Community Nursing**

The Community Nursing Services are provided throughout Shetland. There are community nurses based in all ten health centres and on five of the outer isles; Bressay, Fair Isle, Fetlar, Foula and Skerries.

The Community Nursing Services include community midwifery, health visiting and specialist nursing services for incontinence, learning disabilities, palliative care and neurological disabilities.

## **NHS 24**

NHS 24 is the national confidential telephone health advice and information service, designed to meet patient needs whatever time of day or night. Patients can call NHS 24 and speak to an experienced nurse who will assess the situation and advise on the next step.

Tel: 08454 242424 (Textphone 18001 0845 24 24 24)