



Lerwick, Levenwick, Scalloway, Bixter, Walls and Brae Health Centres

Christmas Day	Contact NHS 24 – Please note, there is no drop in clinic today
Thursday 26 th December	Drop-in clinic at the Gilbert Bain Hospital from 10am–1.00pm – After 1pm contact NHS 24
New Years Day	Contact NHS 24 - Please note, there is no drop in clinic today
Thursday 2 nd January	Drop-in clinic at the Gilbert Bain Hospital from 10am-1.00pm – After 1pm contact NHS 24

NHS 24
Dial 1 1 1

When you phone NHS 24 your call will be answered by a call handler who will take your details. If NHS 24 is busy, particularly at weekends, you will first hear a message telling you that they are busy and if your call is not urgent to call back later. **Stay on the line** and your call will be answered. Most of the time you will be dealt with during this initial phone call. At busy times, if you are not phoning with an emergency, NHS 24 may take your details and get a nurse or a local GP to call you back. Please **stay by the phone** and someone will contact you.

Please note that the special festive Drop-in Clinics are for those conditions that cannot wait until your GP Practice re-opens. For the two clinics shown above, you can just “drop in” before 1230, you do not need to phone for an appointment – this arrangement is solely for the festive clinics on 26th December and 2nd January.

Yell, Unst, Whalsay and Hillswick Health Centres – Please Contact the Surgery for Assistance

District Nursing services are available throughout the Festive period. They can be accessed by contacting the respective Health Centre in the Public Holiday or out of hours period. NB Patients registered at Hillswick Health Centre should contact the District Nurse via the Brae Health Centre or via NHS 24 during this time.

Intermediate Care Team - new referrals taken every day between 8am and 4pm except weekends and public holidays. Existing enabling support packages will continue as planned throughout the festive period.

PHARMACIES

OPTICIANS

Monday 23rd December: Normal opening hours
 Tuesday 24th December: Normal opening hours
 Wednesday 25th December: All pharmacies closed
 Thursday 26th December : Boots 10.30am to 1.30pm
 Monday 30th December: Normal opening hours
 Tuesday 31st December: Normal opening hours
 Wednesday 1st January : All pharmacies closed
 Thursday 2nd January: Boots 10.30am to 1.30pm

24/12/19 Specsavers	8.30am – 4pm
ICare Shetland	Closed
27/12/19 Specsavers	8.30am – 6pm
ICare Shetland	9.00am – 5.15pm
28/12/19 Specsavers	8.30am – 6pm
ICare Shetland	9.00am – 5.15pm
31/12/19 Specsavers	8.30am – 4pm
ICare Shetland	Closed
03/01/20 Specsavers	8.30am – 6pm
ICare Shetland	9.00am – 5.15pm

Miller Opticians closed 1pm on 24/12/19 through to 9am on 04/01/20



COMMUNITY CARE SERVICES:

Duty Social Worker

Available every day between 9.00am – 5.00pm except weekends and public holidays Tel: 01595 744400

From 5.00pm – 9.00am and during weekends and public holidays - for emergencies only Tel: 01595 695611

Occupational Therapy

Available every day between 9.00am – 5.00pm except weekends and public holidays Tel: 01595 744319

Day Services and Lunch Clubs

Individual service users will be informed of the arrangements at their day service or lunch club.

Care @ Home and Outreach Services

Individual service users will be informed of any changes to their arrangements. Residential care and planned respite care will operate as normal. Supported accommodation services will operate as normal if tenants choose to stay at home. If tenants' plans change they should contact the person on-call for their service.

Short Break and Respite Services (Newcraigielea) –

Respite services will continue over the Christmas and New Year period with the usual booking system in operation.

Supported Vocational Activity (EG@Seafield)

Individual service users will be informed of the arrangements.

Emergency Respite Care

If required, this can be accessed via the Duty Social Worker (details above)

Full contact details for all Community Care Services are published in the Shetland Directory.

SEXUAL HEALTH CLINIC

There will be a sexual health clinic on 23rd December only, with **no clinic** on 30th December. Clinics will resume as normal on Monday 6th January; anyone requiring urgent advice or treatment over the festive period can access a member of the sexual health team by contacting the maternity department on 01595 743012

DENTISTS

25/12/2019 Emergency service via NHS 24

26/12/2019 Emergency service via NHS 24

01/01/2020 Emergency service via NHS 24

02/01/2020 Emergency service via NHS 24

Emergency service via NHS24 – call 111

Montfield Dental Clinic : (01595) 743200

90 St Olaf Street : (01595) 695769

Lerwick Dental Practice: (01595) 690265

Brae Dental Clinic : (01806) 522461

Yell Clinic : (01957) 702031

Whalsay Clinic : (01806 566469)

PATIENT TRAVEL (Gilbert Bain Hospital)

Monday 23rd December – Open as Normal

Tuesday 24th December – Open 08:45 – 14:00

Wednesday 25th December - Closed

Thursday 26th December - Closed

Friday 27st December - Open as Normal

Monday 30th December – Open as Normal

Tuesday 31st December - Open 08:45 – 14:00

Wednesday 1st January – Closed

Thursday 2nd January – Closed

Friday 3rd January – Open as Normal

If your booking is urgent and requires travel before **8th January 2020**, please contact the Main Reception at Gilbert Bain Hospital

****REMEMBER, IN AN EMERGENCY DIAL 999****