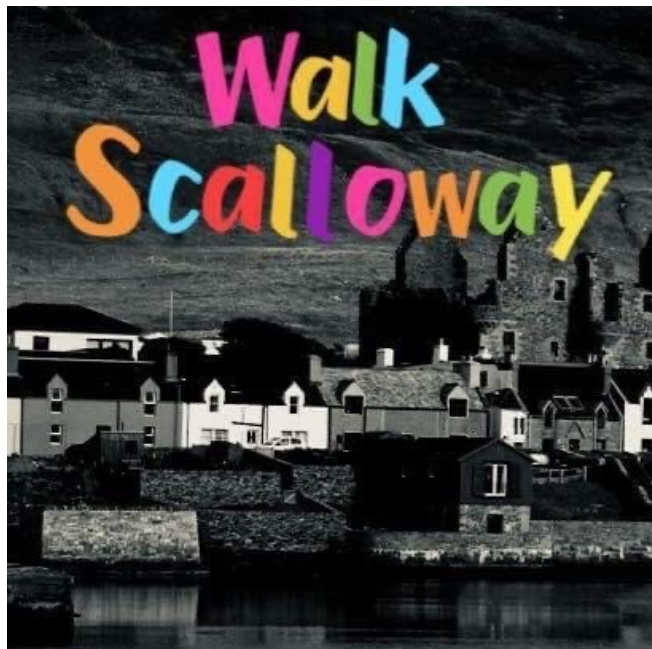


# INFORMATION AND MONTHLY UPDATES

Scalloway Health Centre

August 2023



'Walk Scalloway' is a weekly walking group that meet every Tuesday for a walk around Scalloway. They meet at the Burn Beach car park at 10am.

Everyone is welcome.

The walks are:

- Suitable for all ages and abilities
- Dementia friendly
- Free!

Please check out their Facebook page for weekly updates as walks may be cancelled due to weather conditions.

## Reminder for patients:

Please ensure you are reading medication packets for dosing instructions if your medication has been altered or increased.

This prevents any accidental overdosing incidents.



## No Show Appointments at the Health Centre (July 2023)

Unfortunately during the month of July there were eight GP appointments, seven nurse appointments, eight healthcare support worker (HCSW) appointments and six physio/ANP/pharmacy appointments that were un-attended.

The equates to two hours of GP time, 3.5 hours of nurse time, two hours of HCSW time and three hours of physio/ANP/pharmacist time.

We understand that emergencies can occur but please call if you are unable to make your appointment.

Clinical time is valuable.

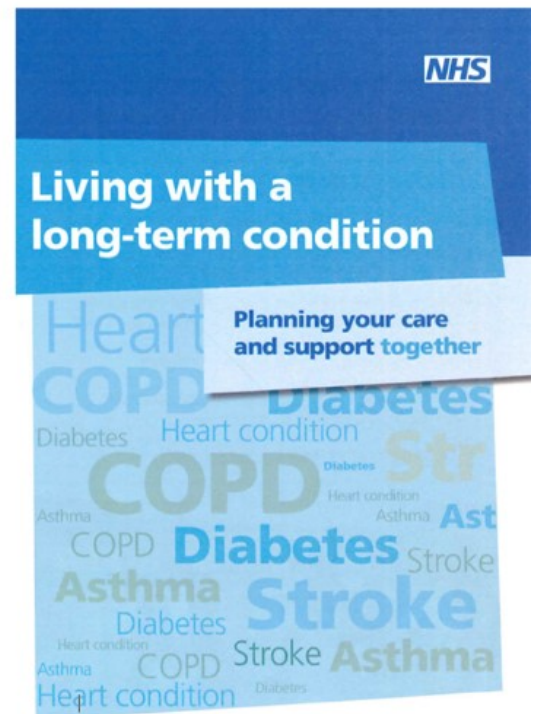
# 'Your Care'

## The new way in long term conditions reviews

We have been changing the way we organise appointments and provide support for those who have long term conditions by putting in place a new way of working called care and support planning (your care).

*You should be having your first appointment on your birth month annually - if you have not heard from us then please give us a call to arrange it.*

This is for anybody with long term conditions, such as diabetes, hypertension, chronic kidney disease, ischaemic heart disease, atrial fibrillation, heart failure and peripheral vascular disease.



**You will be invited to two separate appointments.**

First appointment is gathering all your information with one of our HCSW. They will ask you a few basic health questions then check your height, weight, blood pressure, urine sample (only for those with diabetes and chronic kidney disease) and take a blood test.

Second appointment is with one of our practice nurses around 3-4 weeks after your first appointment, it gives you a chance to go through the results of your first appointment in more details and a chance to discuss and make up a support plan for the next year and you may be signposted and referred to other organisations.

If you have had the checks and tests done at the first appointment the results will be sent to you with an explanation of what they mean. On the letter there is space for you to make notes and give you a chance to think about what you would like to discuss at your second appointment. It is helpful for you to bring the letter with you when you attend your second appointment.

*The **Community Occupational Therapy** team are receiving extremely high numbers of referrals and enquiries, which means waiting times to be assessed are longer.*

Please consider whether your referral is for something simple that can be purchased online, we would encourage to do this where possible. Many items are easily purchased relatively cheap and quickly compared to waiting. Here is a site which is recommended - [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

### **ONE STOP SHOP - SELF REFERRAL AND ADVICE SERVICE**

You can self referral yourself or on behalf of somebody else to the One Stop Shop for minor household adaptations. Please visit the site below for more information.

[www.hjaltland.org.uk/one-stop-shop/advice-and-info](http://www.hjaltland.org.uk/one-stop-shop/advice-and-info)

To request a minor adaptation or speak to a member of the team regarding the service, please telephone **01595 741368** or call along 6 North Ness Business Park, Lerwick.



**Minor adaptations that can be provided with no further assessment are:**

**Visual impairment needs such as external steps highlighted with paint**

**External support rails at the main entrance of your home (one entrance only)**

**Various plastic grab rails for different places inside and outside your home.**

**Key safes**



Faster, easier access  
to your GP surgery  
Rapid | Personal | Secure

**askmyGP service currently operating  
on Thursdays.**

**Open from 7:30am until capacity - no  
later than 2:30pm.**

**The days and times are subject to  
change due to staffing and demand for  
the service.**

Please visit the NHS inform website for loads of advice and tips on how to self manage your medical conditions and common illnesses.

It is worth looking at before contacting your local pharmacy or GP practice.



*The "Living Well" Hub is open at the Scalloway Youth and Community Centre on Wednesdays between 9am - 1pm.*

**Joel from housing is coming on Wednesday, 2nd August.**

**Housing Officers** can speak with you about a range of housing related questions. We can speak about your current tenancy and explain your rights and responsibilities as tenants, provide support and advice about your tenancy. We can speak with you about applications and provide advice on these. If you are at risk of homelessness, we can provide advice on this too. Housing as a service have a number of teams which can support with a wide range of things, please come along for a chat and we can point you in the right direction.

They meet every week, so if you have time please pop along. You can pick up some leaflets regarding support in your area and have a cuppa!

## Contact Us

Telephone: 01595 880219

Email:

shet.scallowayhealthcentre@nhs  
.scot

Prescriptions: 01595 880690

Scalloway Health Centre  
New Road, Scalloway ZE1 0TN

Our Opening Times:

Monday 8:30 - 17:30

Tuesday 8:30 - 17:30

Wednesday 8:30 - 13:00

Thursday 8:30 - 17:30

Friday 8:30 - 17:30

Our phone line is not available  
between 11:00am-11:30am and  
16:30pm - 17:30pm.

*If you need to contact a doctor  
outside surgery hours (i.e. Mon  
- Fri between 17:30pm and  
08:30am or at weekends)  
please call NHS 24 - 111*

*Call 999 in an emergency.  
Chest pain and/or shortness of  
breath constitute an emergen-  
cy.*

### Regular doctors for this month:

**Dr Chloe Evans**

**Dr Margaret Reeves**

**Dr Andrew Findlay**

**Dr Heather Jamieson**