



When you are ill, injured or have a long term medical condition

Know who to turn to...

If you require this or any other NHS Orkney publication in an alternative format (large print or computer disk for example) or in another language, please contact:
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 Tel **01856 888002** Or
 email christina.bichan@nhs.net

Self Care			NHS Out of Hours Service
Self Management			Mental Health
Pharmacist			Accident and Emergency
GP			Scottish Ambulance Service
Social Services			Useful contacts
Dentist		Version	2015



Know who to turn to when you are ill, injured or have a long term medical condition

www.know-who-to-turn-to.com

This booklet has been produced to help you get the right medical assistance when you're ill, injured or have a long term medical condition.

Dental Surgeries

King Street Dental, Kirkwall	01856 875 348
Garson Dental, Stromness	01856 850 658
Balfour Dental Clinic, Kirkwall	01856 888 258
Orkney Dental, Kirkwall	01856 872030
Orkney Dental, Stromness	01856 881188
Earls Palace, Kirkwall	01856 872 958

Community Pharmacists

WHB Sutherland Ltd, Kirkwall	01856 873 240
WHB Sutherland Ltd, Stromness	01856 850 338
Boots, Kirkwall	01856 872 097
Dounby Pharmacy	01856 771 550

Useful Numbers

Emergency	999
NHS 24	111
Balfour Hospital	01856 888 000
Social Services	01856 873 535

GP Surgeries

Skerryvore Practice, Kirkwall	01856 888 240
Heilendi Practice, Kirkwall	01856 872 388
Stromness Surgery	01856 850 205
Dounby Surgery	01856 771 209
St Margarets Hope Surgery	01856 831 206
Evie Surgery	01856 751 283
Eday Surgery	01857 622 243
Flotta Surgery	01856 701 769
Rousay Surgery	01856 821 265
Shapinsay Surgery	01856 711 284
Westray Surgery	01857 677 209
Papa Westray Surgery	01857 644 227
North Ronaldsay Surgery	01857 633 226
Stronsay Surgery	01857 616 321
Hoy & Walls Health Centre	01856 701 209
Sanday Surgery	01857 600 221

There are eleven options to choose from

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Hangover, grazed knee, sore throat, coughs and colds...

Turn to self care

For a speedy recovery, self care is the best option when you have a minor illness or injury.

A well-stocked medicine cabinet means you'll receive the right treatment immediately.

You can find out more about illnesses, health related services and what to keep in your medicine cabinet by visiting **www.know-who-to-turn-to.com**

As an alternative a wider range of Healthcare advice and information on self care can be found **www.nhs24.com** or by calling **111**.

Alternatively you can email us on *social.services@orkney.gov.uk* or for more information on the services we provide use the website address *www.orkney.gov.uk* and follow the link for Orkney Health and Care under the Service Directory tab.

We also operate an emergency out of hours Social Work Service. This service can be accessed on **01856 888 000** between the hours of 5pm and 9am during the working week and from 5pm on a Friday until 9am on a Monday.

In need of Social Care advice and support?

Orkney Health and Care's Community Social Services provides a range of services to many of the most vulnerable people in our communities. Including;

- Adult Social Care
- Older People's Services
- Children and Families Services
- Criminal Justice Services
- All Age Disability Services (Learning and/or Physical disabilities)
- Mental Health and Wellbeing Services (Adults and Children)
- Occupational Therapy Services (Adults and Children)
- Telecare Services (includes community care alarms)

The above services are delivered by a dedicated team of staff, who are highly trained to deal with social care and social work matters. Calls and enquiries can be made using **01856 873 535** and asking for the relevant service above.

Diabetes, COPD, dementia, heart disease...

Turn to self management

If you're living with a long term health condition, additional assistance is available to help you access a range of services that offer the level of support you may need at different stages of your condition, including benefits entitlement, stress management and support groups. Most of these back-up services are free.

Self management enables you to take greater control of your health and improve your quality of life.

To find out more visit **www.know-who-to-turn-to.com** As an alternative a wider range of health-care advice and information on self care can be found **www.nhs24.com** or by calling **111**.

**Coughs and colds,
indigestion, constipation,
aches and pains...**

Turn to your Pharmacist

Orkney has 4 mainland pharmacies, 2 in Kirkwall, 1 in Stromness and 1 in Dounby. To get expert advice or information on healthcare, as well as help with your medicines see your Pharmacist. There is no need to make an appointment.

Your Pharmacist sells a wide range of over the counter medicines to treat minor ailments such as hay fever, athlete's foot and cold sores.

All pharmacies dispense prescriptions and most supply emergency contraception on the NHS. If you run out of your regular medicines and can't obtain a prescription from your GP, your Pharmacist can dispense an urgent repeat supply.

Not all patients in Orkney have direct access to a Pharmacist, patients living on the islands should contact their GP surgery in the normal manner.

**Suspected stroke or heart
attack, serious illness or
Injury...**

Turn to Scottish Ambulance Service

The Scottish Ambulance Service provides care for people with symptoms of serious illness or who have been badly injured.

When you call **999** the Scottish Ambulance Service will respond with the most appropriate help for your situation. Of all the NHS services, **999** should only be used for serious illnesses or injuries. This means that essential treatment is given to those who need it as quickly as possible.

All Island patients should make use of the **999** service to summon a response.

Cuts and minor burns, sprains... Not sure if you have a broken bone?

Turn to your A&E department

If you require urgent care for a minor injury, you should attend your A&E department.

Most A&E departments are open 24 hours a day. You can be treated for a range of ailments including sprains, burns and simple fractures. If your injury happened a few days ago, or if it's an old injury that has got worse again, please turn to your GP for advice.

The A&E department is based within the Balfour Hospital, Kirkwall.

All Island patients should contact their local GP surgery for assistance.

Toothache, dental problems...

Turn to your Dentist

If you are registered contact your own dentist. If you are unregistered then contact one of the 3 Independent NHS Dental Practices:

- Earl's Palace Dental Practice 01856 872958
- Orkney Dental Practice, Kirkwall 01856 872030
- Orkney Dental Stromness Practice 01856 881188

When your Dentist is closed and you cannot wait until it re-opens, you can access appropriate out of hours service through NHS 24 on **111**

Full contact details for all Dental Practices within Orkney can be found on the NHS Orkney Website www.ohb.scot.nhs.uk and click on the link for Dental Services, alternatively please see the list in the back of this booklet.

Vomiting, ear pain, sore belly, backache...

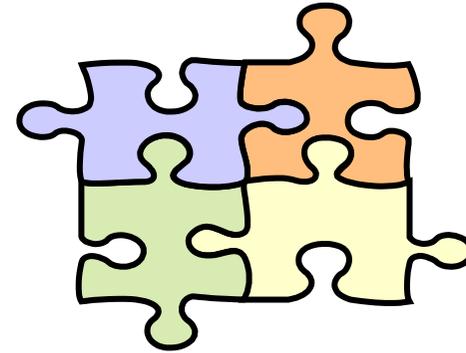
Turn to your GP

When you have an illness or injury that just won't go away, make an appointment to see your General Practitioner (GP).

Your GP, also known as your family doctor, will carry out detailed examinations and provide advice, information and prescriptions. Your doctor can also refer you to specialist healthcare professionals.

Everyone needs to register at their local GP Surgery. To find out how to register, or find your nearest medical practice, simply visit **www.know-who-to-turn-to.com**

Full contact details for all Medical Practices within Orkney can be found on the NHS Orkney Website www.ohb.scot.nhs.uk and click on the link for GP & Community Services, alternatively please see the list in the back of this booklet. Further advice on registering with a GP can be found by contacting NHS Orkney's Primary Care Team on **01856 888 176**.



For patients who live on the Islands and require the mental health service when the GP surgery is closed please phone the Balfour Hospital Switchboard on **01856 888 000** who will alert the relevant GP. The GP can then contact the out of hours mental health team members as required.

Please see the section '*In need of social care advice and support?*' in this booklet for information about how to contact the Mental Health Service for Children and Adolescents in Orkney.

If you are over 18 years of age and need help with a mental health problem, problems with your memory or with substance misuse...

Turn to your Mental Health Service

During office hours please call the Community Mental Health Team on **01856 852 110** and ask to speak to a duty worker. The duty worker is a registered Mental Health Nurse who can offer help and advice. You can refer yourself to the Mental Health Service but often people prefer to discuss any concerns about their mental health with their GP first.

If you need assistance urgently out of hours then please phone NHS 24 on **111**. NHS 24 will then decide whether your call should be passed to the

Too ill to wait until your GP surgery is open?

Turn to your NHS Out of Hours Service

When your GP surgery is closed, and you're too ill to wait until it re-opens, you can access appropriate Out of Hours Services through NHS 24.

Your local NHS Out of Hours Service works with NHS 24 to make sure that urgent medical advice and care is always available to you. Call NHS 24 on **111**.

For patients who live on the islands and require medical help when the GP Surgery is closed please call the Switchboard at the Balfour Hospital on **01856 888 000** who will alert the relevant GP/ Nurse.

Patients on the Islands of Shapinsay, Flotta and Graemsay should also contact NHS 24 for access to services.