This guidance covers

Skye, Lochalsh and South West Ross

If you become unwell or are injured, here’s a guide to help you choose the right service. It has been produced to help you get the most appropriate assistance when you’re ill, injured or have a long term condition. Going directly to the service with the appropriate skills will help you to reach a speedier recovery. It will also make sure all NHS services are run efficiently. Here are the main options:

1. Medical emergencies – call 999
2. Not an emergency but cannot wait (out of hours) – call 111
3. Routine or persisting conditions (in hours) – call your local GP (see overleaf)
4. Community health and social care - call your local team (see overleaf)
5. Dental emergencies - call 111

Medical emergencies - call 999

For serious or life threatening conditions (such as suspected stroke, heart attack or severe breathing difficulties) or major accidents and serious injuries (such as to the head, large wounds requiring stitches, or fractures) always call 999 without delay. The trained Ambulance staff will advise you what to do next.

Dental emergencies

For a dental emergency during (in hours) contact your dentist. If you are not registered contact NHS Highland Dental Helpline on 0845 644 2271 (Mon to Fri 8.45am to 5pm). Out of hours call 111.

Out of Hours Service (NHS 24 and GP) – call 111

The Out of Hours Period is 18.00-08.00 Mon to Fri and all of Sat, Sun and bank holidays. If it is not an emergency but cannot wait until your GP surgery is open contact NHS 24 by calling 111. NHS 24 will offer advice and decide with you the best way of meeting your needs. This may be a phone call from a doctor or nurse practitioner, an arranged consultation in Portree Hospital (08.00-23.00) or Dr Mackinnon Memorial Hospital in Broadford. In some circumstances, an appropriate clinician (doctor, nurse, paramedic) may come to see you at home.

If you call NHS 24 and your condition is serious or life threatening, an ambulance will be arranged to take you to the hospital best able to deal with your condition.

Local GP and Nursing Service – See overleaf for telephone numbers

For less serious conditions (such as new onset cold, flu symptoms, or longstanding conditions) but are not an emergency, please contact your local GP Surgery during the in hours period to make an appointment to see your Doctor or Practice Nurse.

For routine practice nursing appointments (such as blood tests, dressings and blood pressure checks), also call your GP Surgery who will arrange where possible for you to see a Practice Nurse or Healthcare Assistant.
Community health and social care services
A range of community services including nursing, midwifery, social work, physiotherapy, occupational therapy, community mental health and care at home are also available. These can be accessed through any health care professional or by self referral to the teams - see below.

Dr MacKinnon Memorial Hospital (MMH), Broadford A&E (24/7)
This is the main emergency care unit for the area, open 24hrs per day. The doctors in the hospital – Rural Practitioners - have enhanced skills with additional training in anaesthetics, trauma and emergencies. Across all specialities these hospital doctors are trained (and the hospital is equipped) to provide stabilisation, assessment, initial management and treatment or transfer as required.
The hospital team also provides the overview for the majority of the out of hours care for the area. They will ensure all patients are dealt with safely and promptly.

Portree Community Hospital, minor injury unit (8am – 11pm)
There is a minor injury unit which runs from 8am until 11pm, seven days per week. If your injury cannot be dealt with by your GP Practice during the in-hours period, you may be seen and assessed by an Advanced Nurse Practitioner, Paramedic Practitioner or a Doctor and treated or transferred as required. Access to non emergency services in Portree after 11pm is via NHS 24. As appropriate NHS24 will contact the doctors based in Mackinnon Memorial Hospital in Broadford who provide a key coordination role to ensure all patients are dealt with safely and promptly. They will deploy the most appropriate response based on the clinical need.

Looking after yourself
Keep a well-stocked medicine cabinet to deal with minor injuries or illness such as cuts, grazes, sore throat, coughs, colds, indigestion and constipation. You can get advice on minor ailments and what to stock in your medicines cabinet from any Pharmacy or via NHS Inform - see below.

NHS Inform
For up to date information on health, call NHS Inform 0800 22 44 88 or visit www.nhsinform.co.uk

Local GP Surgeries:
Telephone lines are open 8am to 6pm, Mon-Fri (times might vary slightly)

Applecross - 01520 744252
Broadford Health Centre - 01471 822460
Carbost Medical Centre Practice - 01478 640202
Dunvegan Medical Practice - 01470 521203
Glenelg Health Centre - 01599 522272
Kyle of Lochalsh Surgery - 01599 534257
Lochcarron - 01520 722215
Portree Medical Centre - 01478 612013
Sleat Medical Practice - 01471 844283
Torridon - 01445 791223

Community health and social care
North Skye – 01478 613113
South Skye and Lochalsh – 01471 820174
West Ross – 01854 613911

Other
Community Mental Health – 01478 613772
or via Portree Hospital 01478 613200
Midwifery – 01471 822190
Emergency – 999
Dental Emergency – 111
Dental Helpline - 0845 6442271
NHS24 – 111
NHS Inform – 0800 22 44 88