



Mainland Shetland Health Centres

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|------------------------------------|----------------|
| Christmas Eve | OPEN AS NORMAL |
| Christmas Day | Contact NHS 24 |
| Thursday 26 th December | Contact NHS 24 |
| Friday 27 th December | OPEN AS NORMAL |
| New Years Eve | OPEN AS NORMAL |
| New Years Day | Contact NHS 24 |
| Thursday 2 nd January | Contact NHS 24 |
| Friday 3 rd January | OPEN AS NORMAL |

NHS 24
Dial 1 1 1

If you need to access a GP while your practice is closed, please contact NHS 24.

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.

Yell, Unst, and Whalsay 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 23 rd December: | All pharmacies normal hours |
| Tuesday 24 th December: | All pharmacies normal hours |
| Wednesday 25 th December: | All pharmacies closed |
| Thursday 26 th December: | Boots open 1pm – 4pm All other pharmacies closed |
| Friday 27 th December: | All pharmacies normal hours |
| Saturday 28 th December: | All pharmacies normal hours |
| Sunday 29 th December: | All pharmacies closed |
| Monday 30 th December: | All pharmacies normal hours |
| Tuesday 31 st December: | All pharmacies normal hours |
| Wednesday 1 st January: | All pharmacies closed |
| Thursday 2 nd January: | Laing's open 1pm – 4pm All other pharmacies closed |

Specsavers:

| | |
|---------------------|-----------------|
| 24/12/24 | 8.30am – 4.00pm |
| 25/12/24 - 26/12/24 | Closed |
| 27/12/24 - 30/12/24 | 8.30am – 5.00pm |
| 31/12/24 | 8.30am – 4.00pm |
| 01/01/25 - 02/01/25 | Closed |
| 03/01/25 | 8.30am – 6.00pm |

ICare Shetland:

| | |
|------------------------|-----------------|
| 20/12/24 | 9.00am – 5.00pm |
| 21/12/24 - 05/01/25 | Closed |
| 06/01/25 | 9.00am – 5.00pm |
| Return to normal hours | |



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. 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.

Adult Services (Learning Disability and Autism):

- Supported Living and Outreach Services (SL&O) will operate as normal
- Assertive Community Transition (ACT) services will operate as normal
- Short Break and Respite Services (Newcraigielea) – Individual families will be kept up to date of the arrangements.
- Supported Vocational Activity (EG@Seafield) – Individual service users will be kept up to date of the arrangements.

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

SEXUAL HEALTH CLINIC

Clinics will be open as usual on Monday evenings over the festive period; emails will be checked periodically over the festive period, but may take longer to reply to. Please email: shet.sexualhealth@nhs.scot if you need an appointment. For urgent sexual health enquiries that cannot wait for an email response, please contact your own GP practice or NHS 24. Emergency contraception is available from GP practices, pharmacies and out of hours from A&E. For post exposure prophylaxis, please contact NHS 24.

DENTISTS

25/12/2024 Emergency service via NHS 24
 26/12/2024 Emergency service via NHS 24
 28/12/2024 Emergency service via NHS 24
 29/12/2024 Emergency service via NHS 24
 01/01/2025 Emergency service via NHS 24
 02/01/2025 Emergency service via NHS 24

Emergency service via NHS24 – call 111

Montfield Dental Clinic : (01595) 743200
 Lerwick Dental Practice: (01595) 690265
 Brae Dental Clinic : (01806) 522461
 Yell Clinic : (01957) 702031
 Whalsay Clinic : (01806) 566469

PATIENT TRAVEL (Montfield)

| | |
|-------------------------------------|-------------|
| Monday 23 rd December | 0900 - 1700 |
| Tuesday 24 th December | 0900 - 1400 |
| Wednesday 25 th December | CLOSED |
| Thursday 26 th December | CLOSED |
| Friday 27 th December | 0900 - 1630 |
| Monday 30 th December | 0900 - 1700 |
| Tuesday 31 st December | 0900 - 1400 |
| Wednesday 1 st January | CLOSED |
| Thursday 2 nd January | CLOSED |
| Friday 3 rd January | 0900 - 1630 |

For urgent bookings that cannot wait until Patient Travel is open, please contact the Main Reception at Gilbert Bain Hospital on 01595 743000 for connection to the on-call service.

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