



# Langabhat Medical Practice

Langabhat Medical Practice was formed by the merger of Pairc, North Lochs and Uig & Bernera Medical Practices on 1 April 2011. The Practice then had four surgery sites covering most of South Lewis. In April 2012 Westside Medical Practice joined Langabhat. Westside consisted of two sites covering the West coast of Lewis. As of 1<sup>st</sup> September 2015 all sites became fully integrated through the clinical system and telephony working under the Langabhat Medical Practice name.

Borve Surgery HS2 ORX  
Breacleite , Bernera, HS2 9LT  
Carloway Surgery HS2 9AG  
Gravir , Lochs, HS2 9QX  
Leurbost , Lochs, HS2 9JP  
Miavaig , Uig, HS2 9HW

The Practice address is Leurbost, Lochs HS2 9JP and the telephone number for all sites is 860 222.

## **For Practice Opening Hours, GP, Nurse Practitioner/Practice Nurse Consulting Times - Please see overleaf**

Times may be subject to change at short notice re Public Holidays, staff illness, or any unforeseen circumstances.

## **Appointments**

To make an appointment please call the practice. Normally you will be able to see a member of the healthcare team within two working days. However, if you would like to see someone specific you may have to wait longer. Our senior nursing team treat a wide range of conditions, are qualified to prescribe medication, and work closely as a team with a GP always

available for advice.

If you would like to speak to a clinician for advice please provide a telephone number and we will arrange for someone to call you back. Please note that we cannot guarantee a time.

## **Your responsibilities**

Please be on time for your appointment. If you are not able to attend, please cancel as soon as possible to enable us to give that time to others waiting.

## **Home visits**

If you or a member of your family require a home visit, please contact your surgery before 10.00am. If it is a routine/ non-urgent request this will be passed on to the clinician on call for home visits and they will contact you to get more information regarding the nature of the visit. You may be contacted by either a Doctor or a Nurse Practitioner /Practice Nurse.

## **Specialist clinics**

The practice provides a full range of general practice services and chronic disease management reviews for: asthma, COPD, diabetes, heart disease, mental health, hypertension, epilepsy, stroke – we also provide childhood immunisations. These appointments are arranged by phone or letter.

We provide a travel health service, minor surgery, joint injection, acupuncture and a full range of family planning/sexual health services. Please contact reception for more details.

The midwife and podiatrist run clinics from the practice regularly. Appointments are by referral.

*Leurbost, Isle of Lewis, HS2 9JP Tel: 01851 860222 Fax: 01851 860611*  
Partners: Dr A Finlayson and Dr D Rigby

## **Dispensed medication**

Prescriptions are prepared and dispensed at Leurbost, Miavaig, Gravir, Carloway And Borge. Your medicines will usually be ready for collection a few minutes after your consultation with the doctor or nurse.

## **Repeat prescriptions**

To order a repeat prescription, please provide a written request or telephone your practice. Allow a minimum **24 hours** before collecting. Some medicines must be ordered specially for you and require more notice. In this case the receptionist will tell you.

## **Hospital Care**

If you require specialist care all hospital appointments are provided by the Western Isles Hospital or through specific agreements with mainland hospitals. We are unable to refer you for NHS care to any other services out with this provision.

## **NHS24: Evenings and Weekends**

**In an emergency, whatever the time, dial 999.**

Out of hours care is provided by NHS 24. If you require any other medical attention between 6pm and 8am on weekdays and all weekend, call NHS24 on **111**. You can also visit their website on [www.nhs24.com](http://www.nhs24.com). This service is organised by NHS Western Isles.

## **Public holidays**

Both practices will remain open on public holidays with the exception of Christmas and New Year - urgent care will be provided on these days by NHS 24 as above.

## **Staff training**

On the 2<sup>nd</sup> Wednesday of each month the practice close from 1 – 6pm for training and development. Please call 860 222 in the event of an emergency.

## **Disabled access**

The practice provides access to those with mobility problems. There are designated parking bays at all sites except Gravir, where parking is on the public road. We advise care getting in and out of your vehicle. If you have difficulties accessing services please contact the receptionists to make alternative arrangements.

## **Practice area**

Langabhat covers the communities from Airidhbhruaich in the south, the townships of Lochs (North to Stornoway), the townships of Uig and Bernera, west to Carloway, north to Ness and east to Barvas school.

## **To register with the Practice**

If you would like to register as a patient with either practice please speak with the reception staff. You must provide us with photographic ID. You can express a preference for which doctor you would like to see but you will be registering with the practice. Please be aware that your preferred doctor may not always be available.

## **Complaints**

We aim to provide a high standard of care to all our patients and as such welcome your feedback on how services could be improved. If you have concerns about any aspect of our service please let us know. You could speak to whomever you feel most comfortable with. If issues are not resolved or you would like to speak to someone more formally please contact Chrisanna Macaulay, Practice Manager.

## **Confidentiality and Data protection**

We respect your right to privacy and keep all your information confidential and secure. This information is only available to those involved in your care. You have a right to know what information we hold about you. If you would like to see your records please contact the Practice Manager.

Both practices comply with the Data Protection Act of 1998, and personal data is processed fairly and lawfully. It is assumed that, by registering with either practice and accepting treatment, you have given your implied consent that your information may be used in order to provide your medical care.

Patient data may occasionally be requested for non-essential uses. If this is the case, your consent will be sought before disclosure. Some examples of non-essential uses and disclosures are clinical trials or teaching.

You have the right to object to your data being processed if it is likely to cause substantial damage or distress

### **Confidentiality and Data protection(cont)**

Further information on the Data Protection Act as it applies to health data, or your rights to object, can be obtained from the the practice.

### **Freedom of information**

This practice has adopted the BMA's model publication scheme, as required under Section 23 of the Freedom of Information (Scotland) Act 2002. Full details are available from the Practice Manager.

### **Removal from the practice list**

We aim to treat our patients courteously at all times and expect our patients to behave similarly. We take seriously any threatening, abusive or violent behaviour against our staff or patients. This could result in a patient's name being removed from the practice list. There are standard timescales to follow and full details are available from the Practice Manager.

### **Students and training**

As all sites are involved with training this means that medical and nursing students, as well as junior doctors, spend time with us in order to gain experience required to work in general practice. If your appointment involves training you will be notified in advance and we ask for your written consent. We understand that this is not always easy and you have the right to say no.

### **No Smoking Policy**

This policy has been adopted across all sites. Smoking is not allowed on any part of either practice premises, including the grounds.

### **Practice contact details:**

Langabhat Medical Practice  
Leurbost  
Isle of Lewis  
HS2 9JP.

Telephone 01851 860222  
Fax 01851 860611  
Email: [langabhat.wi@nhs.net](mailto:langabhat.wi@nhs.net)

### **Community Nursing Teams:**

The nursing teams can be contacted on:  
South team - Lochs - 860471  
West team - Borve – 850762  
Carloway – 643353  
Habost (Ness) – 810 468  
Uig & Bernera – 672789

### **Health Board contact details:**

NHS Western Isles  
37 South Beach Street  
Stornoway  
HS1 2BB

Telephone 01851 702997

**The Doctors:** (*Specialist interest in*)

**Dr Anne Finlayson** (F) MBChB (Aberdeen 2001),  
MRCGP, DRCOG

**Dr Dave Rigby** (M) MBChB (Dundee 1990),  
MRCGP, DRCOG (*cardiology, diabetes*)

**Dr Janice Gilmour** (F) MBChB (Manchester  
1990) MRCGP, DFFP (*family planning*)

**Dr Peter Greenstock** (M) MBChB (Manchester  
2004) (*dermatology, minor surgery*)

**Dr Margrit Macleod** (F) MBChB (Glasgow 1990),  
DFFP (*family planning, acupuncture*)

**Dr Nick White** (M) MBBS, (Newcastle 1993)  
MCCGP

**Practice Managers**

Practice Manager: Chrisanna Macaulay

Assistant Practice Manager: Michelle Taylor

**Practice Nursing Team**

Mrs Anne Graham NP

Mrs Alison Finlayson PN

Miss Marie Mackenzie PN

Miss Lauryn Macleod PN

Mrs Sarah Macleod PN

**Health Care Assistant Team**

Mrs Tina Carrington HCA

Mrs Paula Greenstock HCA

Mrs Karina Macaulay HCA

Mrs Alison Maxwell HCA

**Dispensing, Reception & Support staff:**

**Gravir:** Seonag Campbell

**Leurbost:** Gail Black, Margaret Budge,  
Erica Campbell, Andrea Fuggles, Erica  
Macarthur, Fiona Macdonald, Lauren  
Macdonald, Lizzie MacDonald, Denise  
Maciver, Anne MacKenzie, Helen  
Mackenzie, Anna Macleod, Christine  
MacLeod, Elaine Macleod, Margaret  
Nicolson, Ros Paterson, Alistair Wade

**Miavaig & Breaclete:** Alison Maxwell,  
Karina Macaulay

**Carloway:** Sharon Macarthur, Pauline  
McKendrick, Sandra Mackenzie, Fiona  
Macleod, Catherine Macleod, Jimina  
Macleod

**Borve:** , Erica Macarthur, Sandra  
Mackenzie, Cathy Ann Macleay, Michelle  
Price

## LEURBOST SURGERY

### OPENING TIMES

Monday	7.30am – 6pm
Tuesday	8am – 6pm
Wednesday	8am – 6pm
Thursday	8am – 6pm
Friday	8am – 6pm

### GP/NP CONSULTING TIMES

<b>Mon</b>	7:30am – 8:30am (F) (NP) 9:10am – 12.40pm (F) 10am – 12:40pm (F)
<b>Tues</b>	8:10am – 10:30am (M) 9:10am – 12md (F) 3pm – 4pm (F) 3pm – 4:40pm (F) (NP)
<b>Wed</b>	8:10am – 11:30am (M) 2:30pm – 4:40pm (F)
<b>Thurs</b>	10am – 12:40am (F) 2pm – 3:40pm (M) 3pm – 5:20pm (F)
<b>Fri</b>	9:10am – 10:40am (M)** 2pm – 5:20pm (M)

### PN/HCA CONSULTING TIMES

<b>Mon</b>	07:30am – 3:30pm (F) (NP) 9:15am – 4:15pm (F) (HCA)
<b>Tues</b>	9:10am – 4pm (F) (PN) 8am – 3:15pm (F) (HCA)
<b>Wed</b>	11am – 1pm (F) (PN) 2:30pm – 4:30pm (F) (PN) 8am – 3:15pm (F) (HCA)
<b>Thurs</b>	9:10pm – 4pm (F) (PN) 8am – 3:15pm (F) (HCA)
<b>Fri</b>	10am – 12:10pm (F) (PN) 3pm – 4:40pm (F) (PN)

## GRAVIR SURGERY

### OPENING TIMES

Monday	9am – 2pm
Tuesday	9am – 6pm
Wednesday	8am – 1pm
Thursday	9am – 5pm
Friday	9am – 1pm

### GP/NP CONSULTING TIMES

<b>Mon</b>	No routine consulting
<b>Tues</b>	3:30pm – 5pm (M)
<b>Wed</b>	No routine consulting
<b>Thurs</b>	10am – 12:50pm (M)
<b>Fri</b>	No routine consulting

### PN/HCA CONSULTING TIMES

<b>Mon</b>	9:40am – 1pm (F) (PN)
<b>Tues</b>	No Routine Consulting
<b>Wed</b>	No routine consulting
<b>Thurs</b>	No Routine Consulting
<b>Fri</b>	9:40am – 12:40pm (F) (PN)

## MIAVAIG SURGERY

### OPENING TIMES

Monday	9am – 6pm
Tuesday	9:30am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm

### GP/NP CONSULTING TIMES

<b>Mon</b>	3pm – 4:40pm (F)
<b>Tues</b>	No Routine Consulting
<b>Wed</b>	10am – 12:20md (F)
<b>Thurs</b>	No Routine Consulting
<b>Fri</b>	9:10am – 11:30am (F)

### PN/HCA CONSULTING TIMES

<b>Mon</b>	No Routine Consulting
<b>Tues</b>	10am – 1:30pm (F) (PN) 10am – 4:40pm (F) (HCA)
<b>Wed</b>	No Routine Consulting
<b>Thurs</b>	No Routine Consulting
<b>Fri</b>	No Routine Consulting

## BREACLETE SURGERY

### OPENING TIMES

Monday	12md – 5pm
Tuesday	Closed
Wednesday	Closed
Thursday	10:30am – 6pm
Friday	9:30am – 12.:30pm

### GP/NP CONSULTING TIMES

<b>Mon</b>	2pm – 4:40pm (F) (NP)
<b>Tues</b>	No Routine Consulting
<b>Wed</b>	No Routine Consulting
<b>Thurs</b>	3pm – 5:40pm (F)
<b>Fri</b>	No Routine Consulting

### PN/HCA CONSULTING TIMES

<b>Mon</b>	No Routine Consulting
<b>Tues</b>	No Routine Consulting
<b>Wed</b>	No Routine Consulting
<b>Thurs</b>	No Routine Consulting
<b>Fri</b>	9:30am – 12:30pm (F)(HCA)

## BORVE SURGERY

### OPENING TIMES

Monday	9am – 5pm
Tuesday	8am – 6pm
Wednesday	9am – 6pm
Thursday	8am – 5pm
Friday	9am – 6pm

### GP/NP CONSULTING TIMES

Mon	9:10am – 11:30am (M)**
Tues	1:30pm – 3:50pm (F)
Wed	3pm – 4pm (M)
Thurs	9:10am – 11:50am (M)
Fri	1pm – 3:40pm (M)**

### PN/HCA CONSULTING TIMES

Mon	1:30pm – 4pm (F) (PN)
Tues	9:10am – 4:30pm (F)(PN)
Wed	10am – 1:50pm (F) (HCA)
Thurs	9:10am – 4pm (F)(PN)
Fri	10am – 1:50pm (F) (HCA)

**\*\*Dr Gilmore will be taking on in February**

## CARLOWAY SURGERY

### OPENING TIMES

Monday	9am – 6pm
Tuesday	8am – 5pm
Wednesday	8am – 6:30pm
Thursday	8am – 5pm
Friday	9am -6pm

### GP/NP CONSULTING TIMES

Mon	1:20pm – 3:40pm (M)**
Tues	9:10am – 12:40pm (M)
Wed	8:10am – 11:30am (M)** 5:30pm – 6.20pm (F) (NP)
Thurs	1:20pm – 4:40pm (M)**
Fri	9:10am – 11:50pm (F) (NP)

### PN/HCA CONSULTING TIMES

Mon	10am – 2pm (F) (HCA)
Tues	No Routine Consulting
Wed	10:30am – 6:20pm (F) (PN)
Thurs	9:10am – 4:20pm (F) (PN)
Fri	No routine consulting