



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 1st 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, dietician, 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. This service is organised by NHS Western Isles.

Public holidays

The practice 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 second Wednesday of each month the practice is closed from 1pm to allow staff training. In the event of an emergency on these afternoons please call 860 222.

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 can 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.

The practice complies 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. Further information on the

Confidentiality and Data protection(cont)

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 the 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.

On line access

On line access is available for the ordering of repeat medication and also to seek out self-help information and consult online. Please contact the practice for further details.

Practice contact details:

Langabhat Medical Practice
Leurbost
Isle of Lewis
HS2 9JP.

Telephone 01851 860222
Fax 01851 860611
Email: 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 (sexual health)

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

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

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 NP

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

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: Mairi Macdonald,
Karina Macaulay

Carloway: Sharon Macarthur, Pauline
McKendrick, Fiona Maclean, Catherine
Macleod, Jimina Macleod, Michelle Price

Borve: Erica Macarthur, Sandra
Mackenzie, Cathy Ann Macleay

LEURBOST SURGERY

OPENING TIMES

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

GP/NP CONSULTING TIMES

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

PN/HCA CONSULTING TIMES

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

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

PN/HCA CONSULTING TIMES

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

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

PN/HCA CONSULTING TIMES

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

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

PN/HCA CONSULTING TIMES

Mon	No Routine Consulting
Tues	No Routine Consulting
Wed	No Routine Consulting
Thurs	No Routine Consulting
Fri	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 (F)
Tues	1:30pm – 3:50pm (F)
Wed	3pm – 4pm (M)
Thurs	9:10am – 11:50am (M)
Fri	1pm – 3:40pm (F)

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)

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