

Travel Information

For patients travelling from Uists and Barra travel arrangements will be made by either Benbecula Travel Office, tel. 01870 603606, or the Barra Travel Office, tel. 01871 810532.

Patient Transport

If you require ambulance transport, please contact 0300 123 1236.

Please note that if you are arriving by car, please arrive ahead of time as can take extra time to park.

Ospadal Uibhist & Bharraigh, St. Brendan's Hospital, Balivanich, Harris and Rural Lewis

There are regular bus services with buses stopping at the Hospital entrances.

Coronavirus Measures

Given the current COVID-19 pandemic there are measures in place in our hospitals and at all healthcare appointments to ensure the safety of you, other patients and our staff. You are asked to:

- please arrive at your appointment on time
- attend alone where possible unless you require support
- not attend your appointment if you have any symptoms of COVID-19, if you have tested positive for COVID-19, or if you have been asked to self isolate by Test and Protect or via the Protect Scotland app.

You will be required to follow our safety instructions at our premises. For example, you must wear a clinical face mask on entry to the Hospital (which we will provide) unless you are medically exempt.

If you are medically exempt, you must present a Scottish Government Exemption Card (visit

www.exempt.scot or tel. 0800 121 6240 for details of how to get one].

You will be required to hand sanitise at several points when you attend, including on entry to the premises.

You will also be required to keep a safe two metre distance from others at all times, with the exception of when one of our clinicians is providing direct clinical care, or an examination.

You must only attend your scheduled appointment whilst in the hospital - you must not visit any hospital in-patients unless you have a scheduled visiting slot as a named visitor.

If you have COVID-19 symptoms, you must immediately self-isolate and book a test (tel. 01851 601151 or email: wi.covid19queries@nhs.scot) Please remember FACTS and stay safe.

Further help and information

Western Isles Hospital

MacAulay Road, Stornoway, Isle of Lewis HS1 2AF
Tel. 01851 704704

Ospadal Uibhist & Bharraigh

Balivanich, Benbecula HS7 5LA
Tel. 01870 603603

St. Brendan's Hospital

Castlebay, Isle of Barra HS9 5XE
Tel. 01871 810465

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Written by: Outpatient Department, Western Isles Hospital.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you interpret any of this information, or in applying the information to your individual needs.

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Bòrd SSN nan Eilean Siar
NHS Western Isles

Outpatient Guide



A guide to the Outpatient Departments
in the Western Isles

Welcome to Outpatients

You should read your appointment card or letter carefully, as it may contain instructions for you to prepare for your appointment. Please bring the card or letter with you.

You can help by keeping your agreed appointment. Please contact us if you need to cancel your appointment, or if you are going to be unavailable for a period of time.

What should I take with me?

- Your appointment letter.
- A list of the medicines you are currently taking.
- Any equipment aids you use, such as spectacles, hearing aids, etc.

Special arrangements

Please contact the Outpatient Department as soon as possible if you need us to arrange support for your appointment. This might be:

- lifting equipment if you have difficulty standing, or transferring from a wheelchair
- if you require information in other languages
- a language interpreter, or someone to sign if you are deaf
- assistance if you are visually impaired.

Parking for disabled people is situated near the hospital entrance. Should you require a wheelchair, these are available at the main hospital entrance.

Guide/Hearing dogs are permitted within the Outpatient Department.

Travel Expenses

Help with transport costs may be available for those on certain benefits or living more than 30 miles away. Please ask the nurse or contact the Patient Travel Office: 01851 708021 for clarification

What happens when I arrive?

You will be directed to the Outpatient Department, where you will see a list of clinics and appropriate waiting area A or B.

In some clinics a Nurse may be asked to carry out some simple tests before you are seen by the Doctor. This may include height, weight, blood pressure, or you may be sent for an X-ray. Please note if you are sent for an X-ray, your clinic visit may take 1-2 hours.

The Medical Team

You may be seen by a Consultant or a Senior House Officer (SHO) at your appointment. As the Western Isles Hospital is a teaching hospital, student doctors and nurses may also be present. You will be given the opportunity to say if you would prefer to see your doctor alone.

The Consultation

If you are hard of hearing or forgetful it may be useful to have a relative or friend accompany you. Alternatively, if you would like the nurse to accompany you, just ask.

If the Doctor requires to examine you, with your permission, a nurse will be present to help assist you with dressing. Written information about your diagnosis and treatment may be provided for you to take away and refer to.

You may be offered a video-conference (VC) consultation called 'Near Me', instead of a face-to-face appointment. A VC appointment can be done from your own home.

Smoking

Smoking is strictly prohibited in NHS Western Isles premises, vehicles or grounds. This includes the use of e-cigarettes.

Frequently asked questions

Q. How long will I have to wait?

A. We will try to ensure that you are seen as close to your appointment time as possible. However if an emergency arises your Consultant may be called away, and some delays are unavoidable. The Clinic Nurse will keep you informed if this happens. However, if you have been waiting 20 minutes have not received an update please ask the Nurse.

Q. What if I remember something after I leave the Doctor?

A. The Clinic Nurse will do their best to find the answers to any questions you may have. If you have already left the Hospital, your own GP may be able to help.

Q. When will I get the results of any tests carried out?

A. Depending on the tests carried out, the results of some tests may be given on the day.

However, for more complex testing, such as biopsies, these results will be sent to your GP and/or Consultant, which normally takes 2-3 weeks. Please ask the Consultant or Nurse in Charge.

Q. What if I need a follow-up appointment?

A. The Consultant will advise if a further appointment is needed. If this is required, the Consultant will arrange for an appointment letter to be sent to you.

Q. What if I am dissatisfied?

A. If you are dissatisfied please ask to speak to the Nurse in Charge who will help you to make an informal complaint. To make a formal complaint the Nurse in Charge will explain the procedure to you.