PAPA STOUR

GET THE RIGHT CARE, IN THE RIGHT PLACE

Type of Care	General Information	Information specific to Papa Stour
Self Care	Self-care is the best option for a minor illness or injury, for example: grazed knee, sore throat, coughs and colds. Find out more about illnesses, health related services, what to keep in your medicine cabinet, or what to do next, by: • calling 111; • visiting NHS inform, or 111 online; • or using the NHS 24 Online app	There is no shop in Papa Stour, it is advisable to bring your own supplies.
Prescriptions / Pharmacist (Chemist)	You can contact a local community pharmacy if you need advice on minor illnesses or medicines. There is no need to make an appointment.	Prescriptions are dispensed from Laing's Pharmacy (Kantersted Road, Lerwick), who then post out the order directly to the patient. For repeat prescriptions, it is advisable to get a two months' supply of your medication in advance, this should avoid disruption to your medication plan if, for instance, adverse weather causes a delay in the delivery of prescriptions to Papa Stour.
GP (Doctor)	When you have an illness or injury that just will not go away, make an appointment to see your General Practitioner (GP), or an appointment for a telephone consultation (if appropriate). All routine health matters must be dealt with by your own GP. Your GP will carry out examinations and provide advice, information and prescriptions.	Walls Health Centre's opening hours are Monday, Tuesday, Wednesday and Friday 08:30 hrs – 17:30 hrs, by appointment only. A Doctor or Nurse can make a home visit by arrangement with Walls Health Centre. For Out of Hours advice, call 111. In an emergency call 999.
NHS24	You can phone 111 (or use 111 online or the NHS 24 Online app) if you need a service at the evening or weekend where you would normally have contacted your health centre. These services are available 24 hours a day, 7 days a week.	You can phone 111 (or use 111 online or the NHS 24 Online app) if you need a service Out of Hours, and the Walls Health Centre is closed.
Defibrillator	An Automated External Defibrillator (AED) is a portable device that gives an electric shock to the heart of a person who is in cardiac arrest. It provides the user with easy-to-follow guidance.	A defibrillator is located inside the Waiting Room at the Papa Stour Pier, which is accessible 24 hours a day, seven days a week.
999	A medical emergency is a critical or life-threatening situation, for example: suspected stroke or heart attack, serious illness or injury.	Phone 999 if it is a medical emergency.

In an emergency, call 999 and ask for Police, Fire, Ambulance, or Coastguard

The information provided in this leaflet is accurate to the best of our knowledge at the time of publication. Leaflet last updated: 5 December 2024

Walls Health Centre

Walls, Shetland, ZE2 9PF | Tel: 01595 809 352 | Email: shet.walls-healthcentre@nhs.scot

Everyone needs to register with their local GP Practice. The form (available from the NHS Inform website) can be completed in advance. Take the completed form to your Health Centre where they will ask for identification to verify who you are and then your registration will be processed.

Services Provided:

- General Medical Services
- Child Health Surveillance
- Maternity Medical Services
- Contraceptive Services

Walls Health Centre Opening Hours

MONDAY	08:30 – 17:30 hrs	(A)
TUESDAY	08:30 – 17:30 hrs	(A)
WEDNESDAY	08:30 – 13:00 hrs; 16:00 – 17:30 hrs	(A)
THURSDAY	Closed Emergency cover provided by Bixter Health Centre	
FRIDAY	08:30 – 17:30 hrs	(A)
(A) Appointment Only () Open Access * Alternate Weeks		

Walls Health Centre Clinic Times

MONDAY	GP 09:00 – 12:45 hrs ANP* 14:00 – 17:00 hrs	(A)
TUESDAY	GP 09:00 – 12:45 hrs; 16:00 – 17:00 hrs	(A)
WEDNESDAY	GP 09:00 – 12:45 hrs ANP* 09:00 – 10:30 hrs; 16:00 – 16:30 hrs	(A)
THURSDAY	GP appointments available at Bixter Health Centre	
FRIDAY	GP 09:00 – 12:45 hrs; 15:00 – 16:45 hrs	(A)
(A) Appointment Only () Open Access * Alternate Weeks		

*Advanced Nurse Practitioner

Further information on healthcare services available at a community level can be found on the NHS Shetland website: https://www.nhsshetland.scot/community-health

Dentist

Dental emergencies include, for example, severe bleeding, trauma (accidental damage or injury) and rapid swelling.

During office hours: Contact the dental surgery where you are registered.

Outside office hours: Call NHS 24 on 111 as soon as possible.

Optometrist

Emergency eye issues include, for example, a red or sticky eye, blurred or reduced vision, flashes and floaters or pain in or around the eye.

During office hours: Contact your Optometrist/Optician who will give you advice.

Outside office hours: Call NHS 24 on 111 as soon as possible.

For links and information for support with cost of living, please visit: shetland.gov.uk/costofliving

More health advice is available from NHS Inform: nhsinform.scot

For any non-emergency fire safety advice, please visit: firescotland.gov.uk/contact-us/

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