

# Newsletter

WE ARE DELIGHTED TO WELCOME ISLAY  
TRANSPORT VOLUNTEERS SCHEME WHICH HAS  
BEEN SET UP BY ISLAY CONNECTIONS TO SUPPORT  
PEOPLE WHO ARE  
EXPERIENCING TRAVEL DIFFICULTIES TO ATTEND  
HOSPITAL APPOINTMENTS.

ISLAY HOSPITAL  
WINTER 2025



## ISLAY TRANSPORT VOLUNTEERS

A volunteer car scheme that helps people  
across Islay who experience difficulty in  
accessing public transport to attend  
health and wellbeing appointments.

### Contact

**Rona Meikle**

**07353194659**

10am-12pm

[islaytransportvolunteers@gmail.com](mailto:islaytransportvolunteers@gmail.com)

### Volunteers wanted!

can you spare some time to help people  
in our community?

for more information contact Rona Meikle



### Welcome!

Big welcome to the  
new staff who have joined us join us in  
recent months:

Welcome to the team:

\* Pauliina Kiilava—Senior Staff Nurse

\* Tarin Armitage—Healthcare-Support worker CPN Service





# Care Opinion

What's your story?



## ABOUT CARE OPINION

**Care Opinion** is an online story sharing platform where anonymous stories are shared by patients, and where NHS Highland services will respond directly in a timely manner, ensuring responses are open and transparent.

Care Opinion's vision is for people to be able to share their experiences of health and care in ways which are safe, simple, and lead to learning and change.

Their mission is to provide an online platform so that:

- people can share honest feedback easily and without fear
  - stories are directed to wherever they can help make a difference
  - everyone can see how and where services are listening and changing in response
- NHS Highland works in partnership with Care Opinion. Senior colleagues in NHS Highland, including the Chief Executive, have given a commitment to view and respond to all opinions posted from people in Highland.

[Www.careopinion.org.uk/info/about](http://www.careopinion.org.uk/info/about)

 **How have people rated NHS Highland (Health)?**

cleanliness		4 ratings
environment		363 ratings
information		363 ratings
involved		367 ratings
listening		363 ratings
medical		4 ratings
nursing		4 ratings
parking		4 ratings
respect		367 ratings
timeliness		367 ratings

 Share your own experience of your local health services, at [Care Opinion](#)

### Activity from all stories about NHS Highland (Health)

**1,497**

stories told

**1,280**

responses

**30**

changes made

[Care Opinion](#), the independent non-profit feedback service

# NHS NEAR ME

Did you know you can discuss the option of having a virtual appointment with your clinician?

NHS Greater Glasgow and Clyde wants to improve the way patients access services by increasing the use of video and phone consultations where it is clinically appropriate. Patients are being reminded they can explore this option with their healthcare professional, as we know these types of appointments have many benefits.

They can save people time and money by reducing the need to travel and also allow for greater flexibility, with patients less likely to have to take time away from work, education or other responsibilities to attend hospital unnecessarily.

Virtual consultations can be particularly helpful to those who are managing long-term conditions and may require regular check-ins with their clinicians, and in



Virtual

**consultations**

situations where a physical examination or procedure is not required. At NHSGGC, we use the Near Me video platform to conduct video appointments. It is secure and easy to connect to with any device that can make video calls such as a smartphone, and you do not need to create an account or download an app.

In the last two years, almost 1.5 million video and telephone consultations have taken place within NHSGGC. A survey found that 98 per cent of those who'd had a virtual appointment would do so again. Face-to-face appointments will always be offered to those who need them for reasons such as the requirement for a physical examination, or when complex information must be shared.

**Dr Scott Davidson, NHS Greater Glasgow and Clyde's Deputy Medical Director for Acute Services, said:** "Virtual consultations can have a number of benefits for patients as they offer a great deal of flexibility as well as saving them time and money. "These types of appointments make sense for lots of people, and we want patients to know they can explore this option with their clinician.

"It may not always be suitable, and face-to-face consultations will always be offered to those who need them.

"But we want to increase our use of virtual consultations where clinically appropriate as we improve the way patients access services."



# Baby Massage



Baby Massage is run by Tina and Greta who both work for NHS Highland, Tina as a Midwife and Greta as a Family Support Worker for the Child & Family Team. Both our staff are trained as baby massage therapists and provide a safe warm environment to teach parent's and carer's the art of baby massage, which has shown to have numerous benefits including bonding between parent and child, helps in the development of baby's fine motor skills, improves digestion and relieves sore tummy's, improves teething & sleep issues to name but a few.



Tina and Greta said

“Since starting in 2018, our class has grown in popularity, we regularly have 20 mums and babies each Tuesday at the Baptist Church, Bowmore. With 94 attendances in the last 3 months. During the class we sing and interact with babies, which helps develop their communication skills and the understanding of the world around them. It is also a time for Mums to communicate with their babies through song, touch and we see lots of babies mirroring during our action songs, the excitement is visible on their wee faces when they come into the class!”

**Every Tuesday from 11am to 12noon.**

**For further information please contact the child Health Team on 01496 301013/301014**

# CONTACTS

If you need to contact Islay Hospital about an appointment or query please use the numbers below:

<b>Outpatient/General enquiries</b>	<b>01496 301000</b>
<b>Patient Transport</b>	<b>01496 301000/option 2</b>
<b>Inpatient Ward</b>	<b>01496 301000/option 4</b>
<b>Physiotherapy Services</b>	<b>01496 301004</b>
<b>Community Adult Services</b>	<b>01496 301033</b>
<b>Speech &amp; Language Therapy</b>	<b>01496 301019</b>
<b>Occupational Therapy</b>	<b>01496 301018</b>
<b>Radiography</b>	<b>01496 301006</b>
<b>Community Family Health</b>	<b>01496 301013</b>
<b>School Nurse</b>	<b>01496 851025</b>
<b>Community Psychiatric Nurse</b>	<b>01496 301005</b>
<b>Bowmore Medical Practice</b>	<b>01496 305305</b>