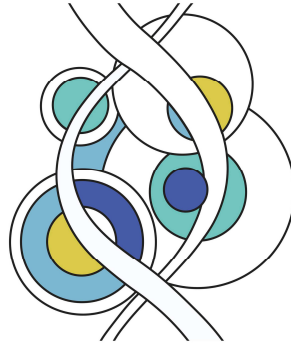


**Lochgilphead Medical Centre**  
Mid Argyll Community Hospital  
& Integrated Care Centre  
Blarbuie Road  
Lochgilphead  
Argyll  
PA31 8JZ



**Appointments 01546 462001**  
**Enquiries 01546 462002**  
**Prescriptions 01546 462003**  
**Fax 01546 703113**  
Email [lochgilphead.surgery@nhs.scot](mailto:lochgilphead.surgery@nhs.scot)

**Dr S V Hutchinson Dr C L Harris Dr J Henderson**  
**Dr A J Strain Dr B O'Neill Dr L Cameron**

November 2021

### **Important message: Lochgilphead and Inveraray Medical Practice**

The past months, since the beginning of the pandemic, have been tough on us all. We wanted to take the opportunity to thank colleagues and residents for their continued support - this has helped us at difficult times. Specifically, we wanted to thank everyone who has been involved in the initial Covid-19 vaccine programme – by early August we had fully vaccinated over 4000 friends and neighbours in Mid Argyll. We are now in the process of completing our Annual Flu Vaccine program for our patients.

We are sad to report that our two longest serving GPs left the team at the beginning of September. Dr Phillips and Dr Helliwell have been outstanding clinicians, friends, confidantes, and leaders for many years and have helped make the Practice what it is today so they will both be missed by the Practice and Hospital teams. We wish them well in all they do in the future.

In the short-term plans have been laid that will allow us to continue to deliver our face to face and telephone consulting services and to continue to run our regular clinics. We are:

- Altering work patterns to match resources to demand. We are traditionally busiest on a Monday and a Friday, we will ensure we have sufficient clinical staff available at these times and, during particularly busy periods, we will work with locum colleagues.
- We continue to aim to deal with all urgent and routine queries on the day. However, given a recent increase in demand and varying numbers of clinicians each day, we recognise that in order to deliver good quality consultation there may be some days when our routine slots are full and you are asked to call back the next day. We appreciate your patience with this. Please try to call as early as possible if your call is urgent.
- Promoting the use of alternate ways for patients to access the Practice. For repeat prescriptions, you can either call our dedicated helpline or, even better, register to re-order your prescriptions online. To do this, please contact us by e mailing [lochgilphead.surgery@nhs.scot](mailto:lochgilphead.surgery@nhs.scot) and we will forward the necessary registration forms.
- Providing a list of useful contact numbers. We know that other healthcare teams across the NHS are dealing with high levels of demand. If you are waiting for results from another clinic, it is better for you to contact them directly if you feel results are overdue. The details of how to contact these teams will be included in any correspondence you have received and we have also attached a list of useful numbers.

Recruitment of replacement clinicians is well underway, and we will keep residents informed of our progress in the coming weeks via updates on our website and Facebook page (search for Lochgilphead Medical Centre) and on our website ([www.lochgilpheadmedicalcentre.co.uk](http://www.lochgilpheadmedicalcentre.co.uk)). Finally, we are always here for you. Never hesitate to get in touch if you are concerned about any aspect of your health or wellbeing.

## Useful Telephone Numbers

NHS 24	111
NHS Inform Covid Advice	0800 028 2816
NHS Highland Rural Covid Testing line	01463 706015
Local Pharmacies – can treat minor ailments such as earache, sore throats, simple UTIs	
Lloyds Pharmacy	01546 602455
Argyll Pharmacy	01546 603217
Inveraray Pharmacy	01499 302133
Tarbert Pharmacy	01880 820232
Mid Argyll Community Care Teams, for those being cared for at home District Nurse, OT, Social Work, Physio	01546 703162
Lochgilphead Dental Practice	01546 607208
Tarbert Dental Practice	01880 820 387
Dochas Centre (support for carers and counselling)	01546 600 022
Breathing Space (for those feeling low, anxious or depressed)	0800 83 85 87
MS Centre (support with chronic illness)	01546 600 022
We are with you (support with alcohol, drugs or mental health problems)	0800 2061460
Mid Argyll transport Volunteers	01546 603564