

# Accessing Urgent Medical Care on the Isle of Jura

Use the following information to ensure the right services are accessed at the right time.  
If in doubt, in an emergency, ring **999**.

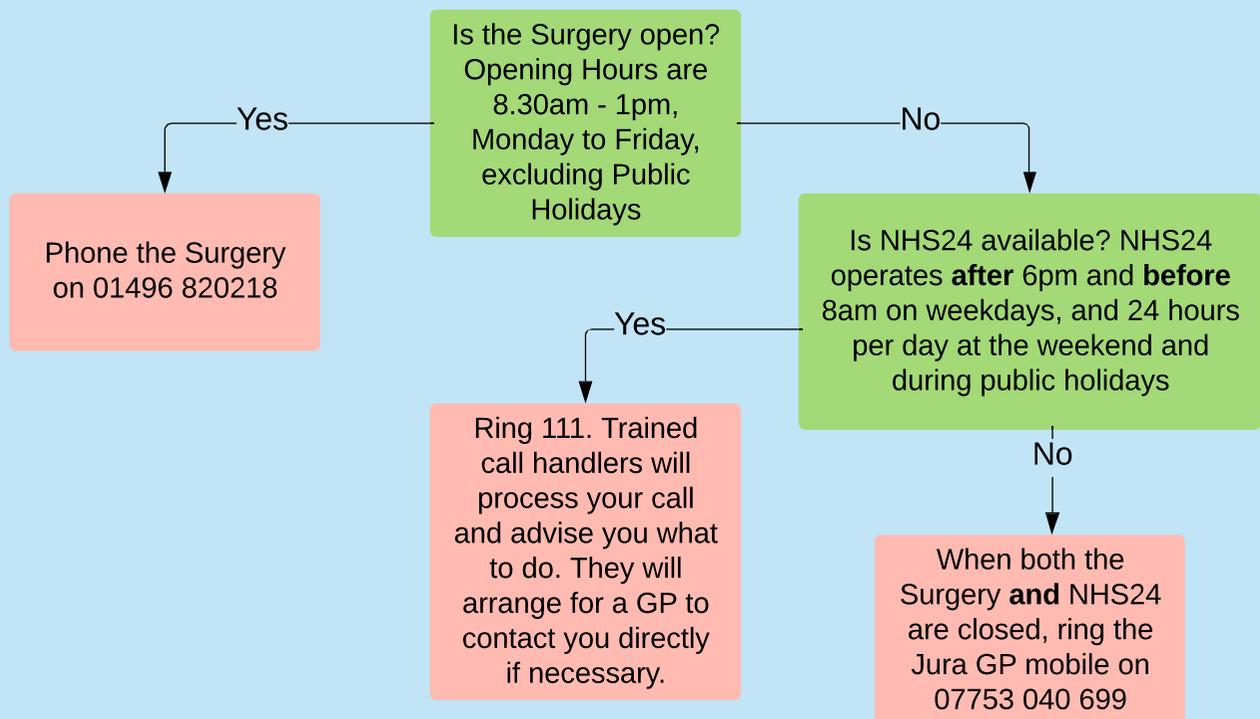
**Question:** My problem is a medical emergency? What should I do?

**Answer:** Ring **999** at any time of the day or night, 7 days a week, even if the Surgery is open. Examples of medical emergencies include conditions where a person is clearly very unwell such as a heart attack or severe chest pains, strokes or other unexplained loss of consciousness including fits. Accidents resulting in significant injuries eg car accidents or adder bites, should also result in a **999** call.

The Emergency Services Call Handler will take appropriate details and is trained to set in motion the appropriate personnel to respond to the call, including the local GP if necessary. If an emergency services response is not required, you will be given clear advice regarding accessing alternative sources of help such as NHS24.

**Question:** It's not an emergency, but I still require urgent medical advice. Who should I call?

**Answer:** Use the flowchart below:



**Question:** I've had an accident or sustained an injury. Can I go directly to A&E in Bowmore?

**Answer:** Yes, the A&E department is open to everyone on Islay and Jura, visitors and residents alike, and attendance at A&E requires no prior assessment on Jura. If an accident or injury is sufficiently severe to make travel impossible without on the spot treatment, call 999. For cases occurring outside routine ferry crossing times when the Jura GP is not available (weekends and Public Holidays), ring 111. If appropriate, the Highland Hub staff will arrange for the Islay - Jura ferry crew to be activated.