**Changes to NHS Highland Hub Telephony**

**\*\*PLEASE SHARE URGENTLY WITH ALL INDIVIDUALS AND DEPARTMENTS WHO CONTACT HIGHLAND HUB\*\*NOT for sharing with public\*\***

Due to new work streams the Highland Hub in Inverness has had to expand and as a result we have to move premises from our current location at King Duncan House to NHS Highland Assynt House, Inverness.

The first phase of this move takes place on Tuesday 20.04.2021 and from that date our contact phone numbers will change. The old numbers cannot be transferred or diverted due to an incompatibility of systems.

**This change comes into effect from 09:00hrs on Tuesday 20.04.2021**

Until 08.06.2021, anyone calling the old numbers will be asked to call the new numbers. After this date, we will lose the ability to do this.

The Palliative Care Line, Near Me Line and Telecare lines will remain unchanged.

Please ensure that all local directories (printed and within systems and electronic documents), switchboards and speed dials are updated. Also please ensure that mobiles with the Hub numbers stored in them are changed to reflect this.

See below for a list of the changes.

Thank you

Paul Mellis,

Operations Manager

NHS Highland Hub

**Contact Numbers for Highland Hub from 20.04.2021**

**\*\*OFFICIAL USE ONLY\*\*DO NOT SHARE WITH MEMBERS OF PUBLIC\*\***

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| NHS24 | 01463 667570 | 01463 706591 |
| National Cancer Treatment Helpline | 01463 667570 | 01463 706591 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Professional to Professional  | 01463 667571 | 01463 706592 |
| Lone Working | 01463 667571 | 01463 706592 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Aviemore | 01463 667572 | 01463 706593 |
| CPN  | 01463 667572 | 01463 706593 |
| Nairn | 01463 667572 | 01463 706593 |
| Orkney | 01463 667572 | 01463 706593 |
| Raigmore | 01463 667572 | 01463 706593 |
| Shetland | 01463 667572 | 01463 706593 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Broadford | 01463 667573 | 01463 706594 |
| Lochaber | 01463 667573 | 01463 706594 |
| Portree | 01463 667573 | 01463 706594 |
| Western Isles | 01463 667573 | 01463 706594 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Golspie | 01463 667574 | 01463 706638 |
| Invergordon | 01463 667574 | 01463 706638 |
| Thurso | 01463 667574 | 01463 706638 |
| Wick | 01463 667574 | 01463 706638 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Campbeltown | 01463 667576 | 01463 706639 |
| Dunoon | 01463 667576 | 01463 706639 |
| Isles | 01463 667576 | 01463 706639 |
| Lochgilphead | 01463 667576 | 01463 706639 |
| Oban | 01463 667576 | 01463 706639 |
| Rothesay (Bute) | 01463 667576 | 01463 706639 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Dental | 01463 667575 | 01463 706648 |

|  |  |  |
| --- | --- | --- |
| **Location** | **Old Number** | **New Number** |
| Fax Highland Hub | 01463 667771 | 01463 714003 |