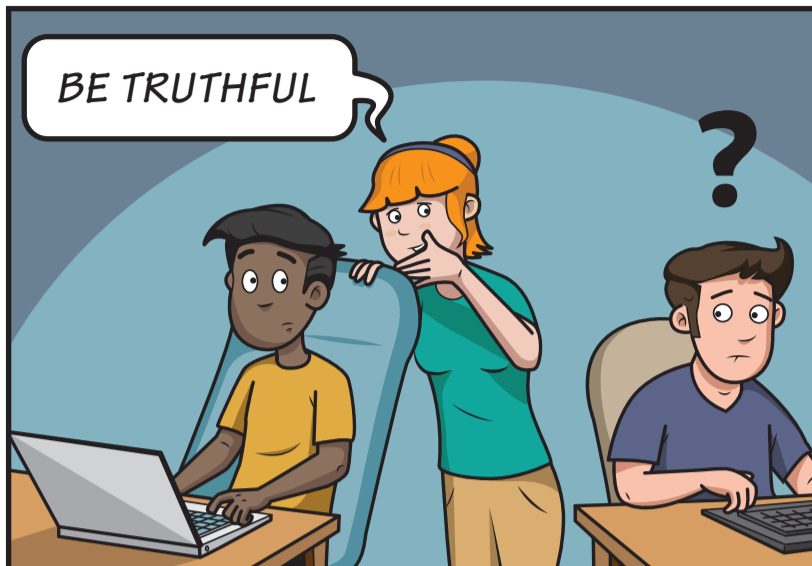


Everyone should feel welcome on our social media accounts

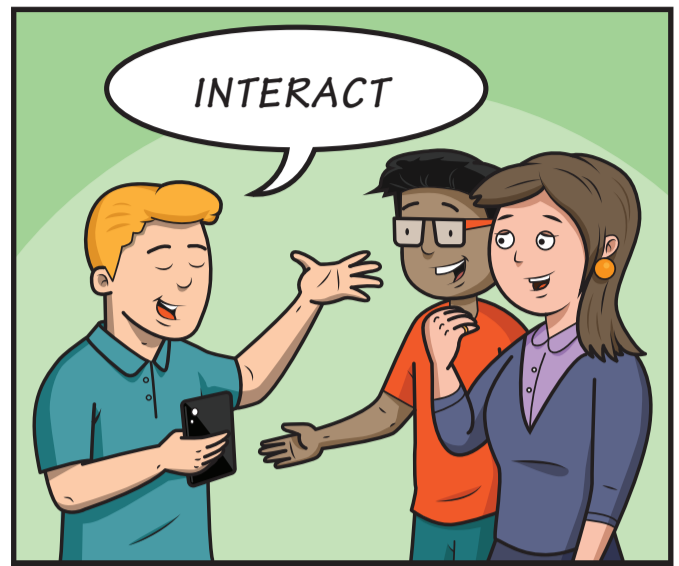
# PLEASE HELP US TO KEEP IT THAT WAY



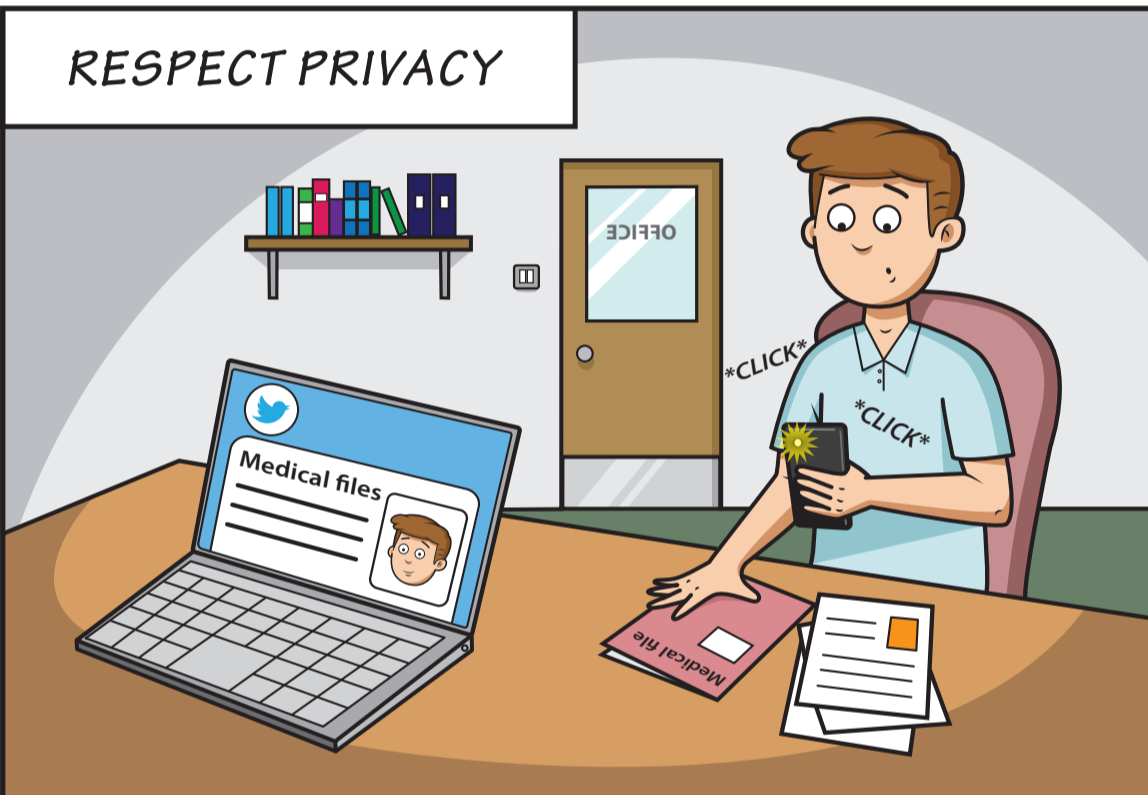
Offer support and sympathy. Use appropriate language. Share our posts to your local community groups to help spread useful information.



If you are sharing information, please make sure it is factual and from verified sources. Tell the truth about other people and organisations.



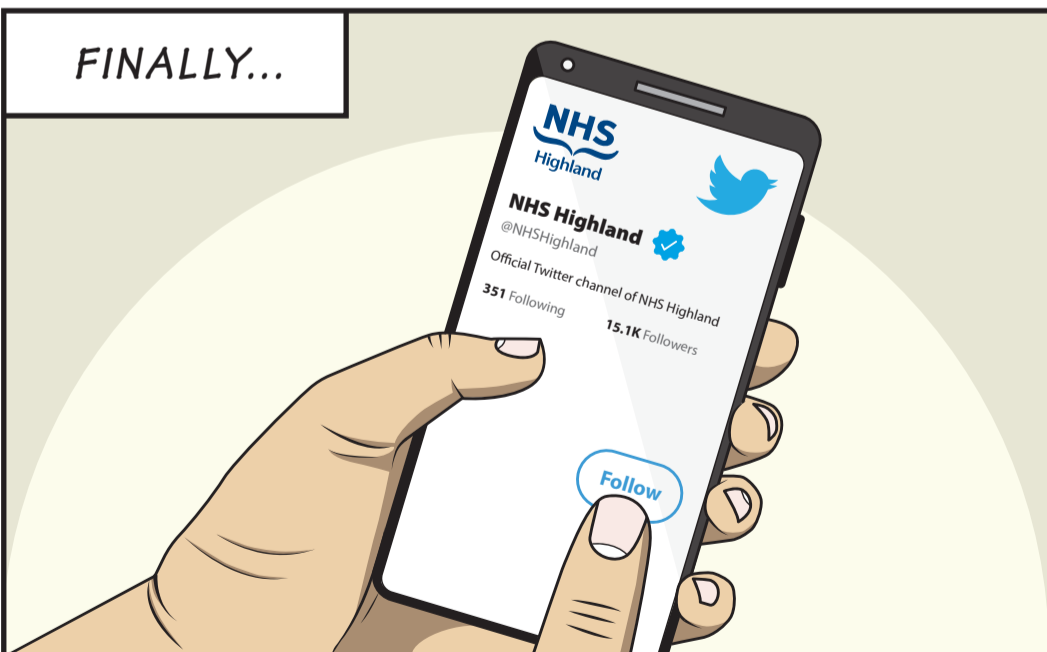
Ask questions, make suggestions, offer advice as an individual, professional or community, and tell us about your experiences. We love to pass on thanks to our colleagues!



Please don't identify individuals or discuss private medical details.



If someone is not keeping to the guidelines, please point this out politely. You can also report any posts that are inappropriate using the report function.



We do not remove posts for being critical of NHS Highland: your opinions are important and we can learn from them. But we may remove posts if they are defamatory, discriminatory, breach privacy or spread misinformation.

**We monitor this account during working hours. If you need urgent help please:**

- Call **999** for a medical emergency
- Call your **GP** or **111** for medical help that is not an emergency, or visit **NHSinform.scot**
- Call Breathing Space on **0800 83 85 87** or the Samaritans on **116 123** if you are feeling low, depressed or anxious

You may find our [Complaints Procedure](#) [here](#) or [internal Social Media Policy](#) useful.