

# STRATHPEFFER MEDICAL PRACTICE

We are a rural Practice with 3800 patients and whilst our main Practice is based in Strathpeffer, we also have a branch surgery in Dingwall.

## CONTACT DETAILS

Strathpeffer Medical Practice  
School Road  
Strathpeffer  
IV14 9AG

Or

Pavilion Court  
Dingwall  
IV15 9SU

Telephone: **01997 421455**  
Fax: 01997 421172

## OPENING HOURS

We are open Monday – Friday 8am until 6pm.

Dingwall opening times vary so contact us for appointment availability in Dingwall.

**On Wednesday afternoon we are closed for training but can still be contacted by telephone in an emergency. Please see our website for details.**

## When We Are Closed

Outside of normal surgery hours emergency cover is provided by NHS 24. If you call the usual surgery number during these times you will automatically be transferred to the service. Alternatively you can call direct on **111**

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

**In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency.**

## APPOINTMENTS

Consultations are by appointment only and bookings for both of our locations can be made by telephoning Strathpeffer on 01997 421455. We will ask what your appointment is for so we can ensure you see the right person at the right time, if your appointment is regarding a personal matter please let the receptionist know.

All routine GP appointments are for 10 minutes duration. If you are aware that your consultation may be lengthy, or you have several health problems to discuss, please request a double appointment.

We aim to provide appointments on the day but you can book your appointment up to a week ahead. This also helps us to reduce the amount of missed appointments.

### Training Practice

Please note that medical students are regularly attached to the practice as part of their undergraduate training. In this respect you may be asked if you would be willing to consult with them under GP supervision.

### Practice Nurses

It may be appropriate for your appointment to be with a Practice nurse rather than a doctor. Practice nurses are qualified to deal with many ailments and you may be seen more quickly. Appointments with our nurses are available five days a week although not necessarily at both premises each day.

### Cancellations

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

### Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception between **08:30 and 10:00**.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have

recently had a baby or if you are newly registered with a GP and have a child under five years.

## NEW PATIENT REGISTRATION

If you move to our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address.

You will need to complete a registration form (GMS1) and a health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor.

All new patients are offered a health check with a member of the healthcare team to ensure that any required tests are up to date and that we have an accurate note of any repeat medication you may be taking. Please bring a sample of urine and proof of I.D. when attending your new patient medical appointment.

Please note you will be registered with the practice but can request to see a specific doctor. However this may mean that you have to wait longer for an appointment.

Medical treatment is available from the date of registration. Please contact reception for further information.

## TEST RESULTS

When you attend for a test of any kind you will be told how long you should expect to wait for the results, you will be provided with a list of which tests have been taken. Please call the surgery **after 2pm (not Wednesdays)** once the advised time has elapsed. This is **usually at least a week**. Our clinical team will not contact you with results as a matter of routine.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior consent.

## **THE PRACTICE STAFF**

### **Dr Amina Adamu (Partner)**

MB ChB (Aberdeen 2003) MRCGP DFFP DGM

### **Dr Dawn Westwood (Partner)**

MB ChB (Edinburgh 1989) MRCGP DRCOG DFFP

### **Dr Lawrie Spence (Partner)**

MB ChB (Aberdeen 2006) MRGCP DGM

### **Dr Andrew Sharpe (Salaried GP)**

MB ChB (Edinburgh 2000) MRCGP

## **Nurses**

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.

### **Mrs Heather Crockett (Advanced Nurse Practitioner)**

MSc RGN (Nurse Prescriber)

### **Mrs Lesley Shread (Practice Nurse)**

RGN

### **Mrs Eilidh MacLean**

RGN

## **Healthcare Assistants**

Healthcare assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient checks. They may act as a chaperone when a patient or doctor requests one.

**Mrs Jane Urquhart**

**Ms Laura Lee McWhinney**

## **Practice Management**

The practice manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The practice manager supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care.

**Mrs Emma Rollo (Practice Manager)**

## **Administration**

Administrators provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Administrators will book patient appointments with the GPs and nurses.

**Mrs Margaret-Ann Macdonald (Office Manager)**

**Mrs Heather Mackenzie**

**Ms Laura Williams**

**Ms Laura Lee McWhinney**

**Mrs Jane Urquhart**

**Mrs Claire Connelly**

## **Community Midwives**

All our antenatal clinics are midwife-run and are held weekly. Should you wish to speak to the midwives at any other time they may be contacted on 01349 864571

## **Community Nurses**

**01349 862220**

## **Health Visitors**

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing.

**Donella Rush - 01349 868520**

## **CLINICS & SERVICES**

In addition to GP consultations the Practice adheres to the General Medical Services Contract for the provision of healthcare services:

### **Essential Services**

- **Asthma**
- **COPD**
- **Coronary heart disease**
- **Diabetes**
- **Stroke**

## **Additional Services**

- **Blood pressure**
- **Blood tests**
- **Cervical smears**
- **Contraceptive services** - including emergency contraception.
- **Child health and immunisations** - with Nurses Heather Crockett & Lesley Shread in conjunction with the health visitors.
- **Dressings**
- **Dementia**
- **Ear syringing**
- **Epilepsy**
- **Joint injections** - with Drs Sharpe & Spence
- **Maternity services** - midwife run antenatal clinics available at Strathpeffer.
- **Mental health**
- **Minor surgery** - Dr Amina Adamu
- **Smoking cessation**
- **Thyroid**
- **Well woman**
- **Vaccinations and immunisations** - including travel

## REPEAT PRESCRIPTIONS

Patients on long-term medication can order repeat prescriptions in a number of ways:

- In Person – drop your prescription counterfoil in at reception with the required items clearly marked, at Strathpeffer or Dingwall branch surgery, or ask an administrator at the desk for the medication.
- By Post - send it to us with a stamped addressed envelope if you want us to post it back to you.
- Online – via our website.

Unfortunately, it is not safe practice for us to take repeat requests by telephone, so please use one of the above methods instead.

When ordering please indicate which chemist you wish to use as it may be possible for us to send the prescription to the chemist for you. We currently have prescriptions collected by Spa Pharmacy in Strathpeffer, Conon Bridge Pharmacy, Lloyds in Dingwall and Muir of Ord Pharmacy. Repeat requests received in Strathpeffer for Boots also have to be posted as Boots only collect from our Dingwall surgery.

Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account.

Please do not re-order more than a week before your medication is due.

## Medication Reviews

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

## CONFIDENTIALITY OF RECORDS

Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practice's quality of care to the patient, therefore they may need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality. If you do not wish your records to be inspected, then please inform the Practice Manager.



## OUR QUALITY OF SERVICE STANDARDS

The doctors and staff of the Strathpeffer Medical Practice are committed to giving you the best possible service. This booklet explains what you can expect from us and how appropriate use of the service will achieve high standards for your care.

- a) You will be treated as an individual and we will treat the whole person, rather than simply just what is wrong with you. You will be treated with respect and we will seek to understand your views and circumstances, taking these into account when treating you. We will work to ensure equity in the distribution of care to patients based on need.
- b) We will respect your privacy and any information you give will be in confidence. It will be released to others involved in your care if they need to know - but only relevant information will be released. Anonymised patient information will also be used at local and national level for management and audit purposes and to help the Health Board and Government plan services. If you do not wish anonymous information about you to be used in such a way, please let us know. You have the right to know what information we hold about you.
- c) It is our job to give treatment and advice and it is important for you to understand all the information given to you; please ask if you are unsure or require further details. No care or treatment will be given without your informed consent. If you need to be referred we will do our best to help you get the treatment you require from consultants or other specialist agencies and will act as your representative and interpreter in dealing with them.
- d) We are aware that our skills and knowledge have to be kept up to date, and the practice team are committed to further training, revision and re-assessment of the skills needed to practise effectively in a rural and semi-rural area.

- e) We aim to offer an appointment with the doctor of your choice within three working days. Please realise that not all doctors work full-time and therefore this is not always possible.
- f) We aim to offer non-urgent appointments with any doctor within 48 hours. Requests for home visits and urgent, same-day appointments will be dealt with by our trained staff and, when necessary, they will consult with the doctor.
- g) Clinicians make every effort to see you at your appointment time but on occasion need to deal with unexpected events causing them to run late. If you are kept waiting too long and have other commitments we do understand you may wish to rebook for another date.
- h) We will endeavour to answer the telephone promptly, but at the busiest times (9.00 - 10.30am) the lines may be engaged, and if your call is non-urgent it may be more satisfactory to call later in the day.

We want you to look after your health and if you are unsure about any aspect of your care or medication, please ask questions and feel free to speak to any member of the Health Care Team. Please be considerate towards other people using the surgery and towards staff running our services.

For you to make the best use of, and for us to improve the service we offer, we need your help. We welcome any comments.

## **COMPLAINTS & COMMENTS**

We operate a user-friendly practice complaints procedure which meets nationally approved criteria.

If you wish to make a complaint, you may do this either verbally or in writing and you should contact Mrs Emma Rollo, the Practice Manager. You will receive an acknowledgement within two working days and we aim to provide a written response within 10 working days.

### **In investigating your complaint we aim to:**

- Find out what happened and what went wrong
- Enable you, if you would like, to discuss the problem with those concerned
- Ensure you receive an apology, if appropriate
- Try to prevent the same thing happening in the future.

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If you are complaining on behalf of someone else, in order to maintain patient confidentiality, we will need to know that you have their permission to do so.

If you would prefer to talk to someone else who is not involved, you can telephone or write to the Complaints Team, NHS Highland, PO Box 5713, Inverness IV1 9AQ (01463 705997). You will be given a reply within four weeks of them receiving your complaint, and where there are good reasons why this cannot be achieved, you will be kept informed of progress.

If you would like to make a suggestion that you feel could improve the service offered by our practice, please let us know either a) by discussing with a member of staff, b) giving us details in writing or 3) joining our patient participation group.

## **YOUR RIGHTS AND RESPONSIBILITIES**

All surgeries are by appointment and these can be made by telephoning the practice. Every attempt will be made to fit urgent cases into the next available surgery on the same day. The practice also has the authority to remove from its list any patients who constantly abuse the appointments system.

Please telephone to cancel your appointment if it is no longer needed so that the appointment slot may be offered to someone else.

## **FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

This Act came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain examples. This is to encourage public authorities (GP Practices) to be more open and accountable and organise their information in an efficient and accessible way. This excludes personal data.

The practice publication scheme document is available to view; please contact the Practice Manager for more information.

## **DATA PROTECTION ACT 1998**

You are entitled to access your clinical records held by the practice. This should be done in writing stating exactly what information you require.