

Culloden Medical Practice

Keppoch Road, Culloden,
Inverness, IV2 7LL

Telephone (01463) 793777, Fax (01463) 792143

Website Address—www.cullodenmedical.co.uk

PRACTICE LEAFLET

Dr Roderick S Macleod

MB ChB (Aberdeen 1984), FFSEM (UK) FRCGP, DRCOG,
DCCH, Dip SEM

Dr Alice F Snow

MB ChB (Aberdeen 1990), BMed Biol, MRCGP

Dr Zena M MacLeod

MB ChB (Edinburgh 2000), MRCGP, DRCOG

Dr Jude M S Watmough

MB ChB (Aberdeen 1999) MRCGP

Dr Anni H Jones

MB ChB (Liverpool 1990), MRCGP

Dr Elizabeth A Imray

MB ChB (Aberdeen 1994), MRCGP, DRCOG, DCH

Dr Mairi B MacKinnon

MB ChB, (Dundee 2009) MRCGP

Nurse Annette Sumner

RGN, RMN, ENP, TNCC

Culloden Medical Practice

Date: April 2019

PRIMARY CARE TEAM

Administrative Staff

John Horrocks Practice Manager
Valerie Edwards Deputy Practice Manager
Julie Connor Office Supervisor

Medical Secretaries/Receptionists

Diane Sharp
Katy Aridas
Shirley Burgess
Emily Horrocks
Linda MacKay
Chloe Bates

Health Visitors

Jacque Mackintosh Wendy Tait
Janet Walker Catherine Patience
Lesley Wall
Sheena Cooper
Dee MacDonald

Midwife

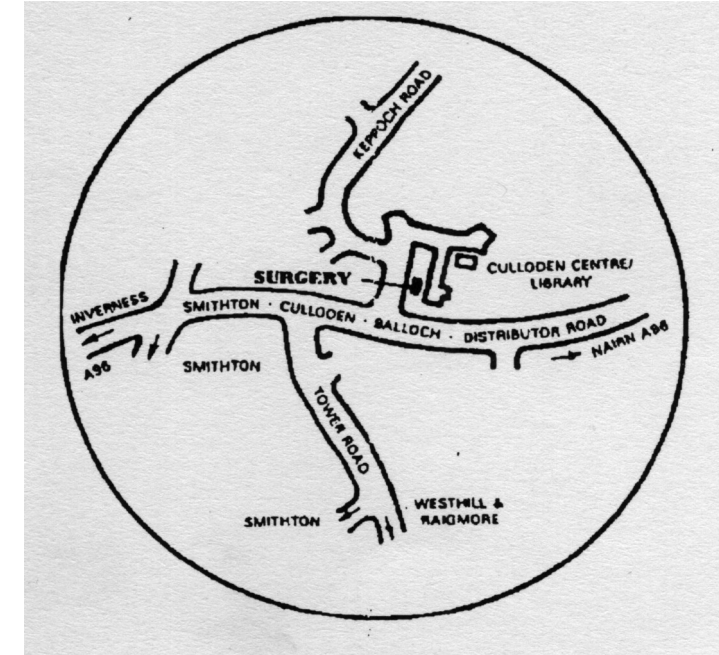
Nicola O'Neill

Health Care Assistant

Valerie Edwards

Culloden Medical Practice

WHERE TO FIND US



Culloden Medical Practice

MEDICAL RESEARCH

The Practice occasionally supports Medical Research activities such as clinical studies and trials. Wherever patient participation is required, individual consent will be sought from each patient assessed as suitable for participation in the trial or study; patients are under no obligation to participate in any research activity and refusal to do so will not result in any change to the way patients are provided with health care at the Practice. Any patient data used in research is strictly controlled and subject to all Data Protection Act safeguards; additional controls are frequently added to protect confidentiality, such as the anonymisation of data to prevent the identification of individuals. The Practice will not support research activities that do not comply with current ethical approval procedures and standards.

OPENING HOURS

Opening Hours - 8.00am - 6.00pm

Consultations - By Appointment Only

Monday to Friday 8.30am to 5.30pm.

Late appointments Tue & Wed Evening 6.00pm to 7.45pm.

Home Visits and Acute Appointments

Please telephone the surgery before 10.00am to request a home visit. If the medical condition allows it, Doctors do appreciate it if an attempt is made to attend the surgery as the Practice operates an Acute appointments system for those patients who need to be seen urgently. All Doctors on duty at the Practice that day are available for these appointments and will take telephone calls, and carry out emergency requests for home visits between 11.00am and 1.00pm. A Duty Doctor is also available from 4-6pm.

HOW TO REGISTER WITH THE PRACTICE

When you register with the Practice you will be asked to fill out a Registration form and produce proof of identity—your photocard Driving Licence OR Passport. You will also be asked to provide proof of current residence in the form of a Utility Bill dated within the last 3 months. If you wish, you can make an appointment with a Primary Care Nurse, so that a brief history of previous illnesses can be taken and routine tests can be carried out - blood pressure etc. Your records from your old General Practice will automatically be transferred to us after registration. For details please see: www.psd.scot.nhs.uk/Doctors/transfer_of_gp_health_records_faqs.html

OUT OF HOURS

NHS 24

NHS 24 will prioritise all Out of Hours calls. If appropriate, calls are passed to Doctors in the Inverness area who participate in a rota for Out-of-Hours calls, - the Doctor on call is based in a well equipped centre at Raigmore Hospital. The Doctor may invite the patient to attend the Centre if this is appropriate. **Please phone NHS24 on 111 to contact the Out of Hours service.**

NHS24 PHONE – 111

<http://www.nhs24.com>

The 24 hour health service which has round the clock health advice and support from highly trained and experienced

NHS SCOTLAND ‘KNOW WHO TO TURN TO’ SERVICE

For information on Pharmacy, Dental, Out of Hours, Minor Injury Unit and A&E services, log on to : **<http://knowwhototurnto.org>**

SERVICES AVAILABLE

Minor Surgery

Certain minor surgical procedures can be carried out in the Practice. Your Doctor or Primary Care Nurse will advise you.

Liquid Nitrogen Clinic

Minor dermatology procedures using Liquid Nitrogen can be carried out in the Practice. Your Doctor or Primary Care Nurse will advise you.

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YOUR PREFERENCE OF DOCTOR

Patients are no longer registered with any one particular Doctor. It is possible to request to see a Doctor of your choice but this may result in a longer wait for an appointment.

CHAPERONES

It is Practice policy to provide Chaperones for certain types of appointment in accordance with national guidance and best practice. If you wish to have a Chaperone present during an appointment, please make this clear when you make your booking. If it is not possible for us to provide one for any reason you will be offered the opportunity to reschedule your appointment for a time when one is available.

TRAINING PRACTICE

We are a designated training practice which means that we have Doctors and Medical Students working with us who will become General Practitioners and we ask that patients assist us in carrying out this essential and worthwhile function.

Medical Students are placed with us for a month at a time and you may be asked for permission that they sit in with a Doctor during your consultation and we hope you will give your consent for this, although you are not obliged to do so.

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AVAILABILITY

AIMS AND STANDARDS

At the Culloden Medical Practice we aim to operate systems which make it as easy as possible for our patients to access a Doctor, nurse, or other health care professional.

To this end we specifically strive to achieve the following standards:-

- ◆ **Patients who request an urgent appointment will be seen the same day or speak directly to a suitably trained health care professional in the practice about the need for a same day appointment.**
- ◆ **Patients will normally wait no longer than 2 working days for an appointment with an unspecified Doctor for routine, non-urgent appointments. If this standard is unable to be met, for any reason, then a telephone consultation with a health care professional will be offered on that day.**
- ◆ **Patients should wait no longer than 2 working days for an appointment with the Practice Nurse.**
- ◆ **Patients who attend surgeries running an appointments system will be seen within 20 minutes of their appointment time, or be offered an explanation of why this waiting time is longer.**

Primary Care Nurse — By Appointment Only

The Nurse provides a wide range of nursing services including:

<i>Asthma Clinic</i>	By Appointment
<i>Diabetic Clinic</i>	Arranged by Health Care Assistant
<i>Baby Clinic</i>	By Appointment

Health Care Assistant—By Appointment Only

Daily 9.00am—12.30pm

Range of services including:

Diabetes, Heart Disease, Stroke, Hypertension, Blood Tests, ECG, Ear Syringing, Stitch removal.

Midwife Service—By Appointment Only

Wednesdays and Thursdays 9.30am-12.00noon

Phlebotomy—By Appointment Only

Laboratory Test Results

It is our Practice policy that all patients who undergo laboratory investigations should contact the Practice themselves for the result. Please call AFTER 2.00pm and BEFORE 5.00pm for these, to avoid frustrating waits on the telephone during busy times.

TRAVEL VACCINATIONS & ADVICE

Travel vaccination advice and services are available from the Primary Care Nurses. However, certain vaccinations are not available under the NHS when they are required for travel and some vaccines will be subject to a charge from the Chemist and may be issued on a Private Prescription for which the Practice will charge £15.00.

Please note that you need to have your vaccination(s) AT LEAST 10 DAYS before travelling.

ACCESS FOR THE DISABLED

The front and back doors have access suitable for disabled and wheelchair borne patients. Off-street parking is available to the rear of the building with designated disabled spaces.

REPEAT PRESCRIBING

It may surprise you to know that 75% of the prescriptions your Doctor provides are for long or medium term conditions, and are referred to as “repeat prescriptions”.

As patients medical conditions change or improve so will the medication they require. Therefore, it is very important that an effective system is in place to ensure that patients obtain the correct repeat prescription, when they require it, and that the medication is regularly reviewed by the Doctor.

We believe that we have such a system in place, and that it is as easy as possible for patients; any comments or suggestions would be welcome.

USEFUL TELEPHONE NUMBERS

Culloden Pharmacy	791900
Emergency Dental Helpline	08456 442271
NHS Highland — (Raigmore Hospital, New Craigs, RNI)	704000
Marriage Guidance/Relate	712888
Samaritans	713456
Social Work Dept (Culloden)	798337

NAME, ADDRESS & TELEPHONE NUMBER OF HEALTH BOARD WHERE DETAILS OF PRIMARY MEDICAL SERVICES IN THE AREA MAY BE OBTAINED:

**NHS HIGHLAND
ASSYNT HOUSE
BEECHWOOD PARK
INVERNESS, IV2 3HG
01463 717123**

**The Practice is part of the Inner Moray Firth
Operational Unit**

VIOLENCE AND AGGRESSION

The Practice WILL NOT TOLERATE verbal or physical aggression towards any of our staff. We have the right to remove patients from the list as a result of unacceptable behaviour.

CONFIDENTIALITY & DATA PROTECTION

Processing Personal Data

Our lawful basis for processing personal data arises from our obligations under the extant General Medical Services Contract to deliver health care and services to our patients. The basis in law for these obligations arises from the provisions of The National Health Service (Scotland) Act 1978 and The National Health Service (Primary Care) Act 1977, as the same may be amended, supplemented or modified from time to time.

Freedom of Information (Scotland) Act 2002. The Act enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities, (inc GP Practices) to be more open and accountable and organise their information in an efficient and accessible way. *This excludes personal data.*

Access to Medical Records. You are entitled to access your clinical records held by the Practice. This should be done in writing stating exactly what information you require, and if you require copies. Please ask at the Practice for a form.

Confidentiality of Records. Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practices 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 contact the Practice Manager.

Emergency Care Summary. If you need to call or be seen by a GP out of hours a record of any medication or allergies you have is made available to them to assist in helping you. If you do not wish these to be sent please contact the Practice Manager.

HOW TO OBTAIN YOUR REPEAT PRESCRIPTION

- ⇒ Along with your repeat prescription, you will receive an attached “order form”, which you should keep safely until you require your next prescription. When your drugs are starting to run low (never finished), tick the drugs which you require on the form.
- ⇒ If the drug is not on your form then it is not on your medical record as a “repeat”. Write the name of the drug on the form, and your Doctor will check whether you still require that drug or can be started on a new one.
- ⇒ When your form is completed, you should:-
 - a) *Post form in the box at Reception*
or
 - b) *Post the form to the surgery; if you enclose a stamped addressed envelope then your prescription will be posted back to you.*
or
 - c) *Fax the request to us or order through our website at www.cullodenmedical.co.uk*

In all cases, please allow at least 48 hours between your request being received by the surgery, and the time you require your prescription. Allow 72 hours if you wish to pick it up at your chosen pharmacy.

PLEASE NOTE THAT WE DO NOT ACCEPT TELEPHONE REQUESTS FOR PRESCRIPTIONS

REVIEW OF YOUR PRESCRIPTIONS

Your medical condition, and your medication, will be reviewed at intervals by the Doctors from the details in your medical record. At least once a year, dependent on your medical condition, a Doctor may want to see you personally to carry out this review. Therefore, do not be alarmed if you are called into the surgery to see the Doctor!

If your medication is changed for any reason, you may find that you receive a larger or smaller amount of your drugs; this will be intentional, and will usually be a “one off”, in order to maintain the system which aims that all your drugs run out at the same time.

HOW YOU CAN MAKE A COMPLAINT

Our Practice Complaints Procedure meets national criteria.

If you wish to make a complaint you can approach any member of the practice team and you will be provided with a copy of the procedure and a form on which to make your complaint.. We aim to deal with any problems quickly and effectively. You will receive an acknowledgement within two working days and an explanation within 10 working days.

It would be helpful if you could inform us of any problems as soon as possible after the incident has taken place, and at the latest within 12 months.

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

When investigating complaints, 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*

If you prefer to talk to someone who is not involved you can telephone or write to The Complaints Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ. You will be given a prompt reply within 4 weeks of them receiving your complaint. 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 we offer to patients, please let us know by using the suggestion box, or by discussing with a member of staff.

YOUR RIGHTS & RESPONSIBILITIES, INCLUDING KEEPING APPOINTMENTS

All surgeries are by appointment and these can be made by telephoning the practice. If you require to be seen urgently, you will be given an emergency appointment for the same day if possible.

The Practice also has the authority to remove from the list any patients who constantly abuse the appointments system.

Please telephone to cancel your appointment if no longer needed, so your appointment can be allocated to another patient.