
Culloden Medical Practice

Keppoch Road, Culloden,

Inverness, IV2 7LL

Telephone (01463) 793777, Fax (01463) 792143

Website Address—www.cullodenmedical.co.uk

PRACTICE LEAFLET

Dr Donald MacVicar

MB, ChB (Glasgow 1978) MRCP (Paeds), FRCGP

Dr Roderick S Macleod

MB, ChB (Aberdeen 1984), FFSEM (UK) MRCGP, DRCOG,

DCCH, Dip SEM

Dr Alice F Snow

MB, ChB (Aberdeen 1990), BMed Biol, MRCGP

Dr Claire Ennis

MB, ChB (Glasgow 1977), MRCOG, MFFP

Dr Zena MacLeod

MB, ChB (Edinburgh 2000), MRCGP, DRCOG

Dr Anni Jones

MB, ChB (Liverpool 1990), MRCGP

Nurse Hayley Shepherd

RGN, BSc (Dis), MCC Cert, FP Dip

Nurse Annette Sumner

RGN, RMN, ENP, TNCC

Nurse Shonagh Gorman

RGN, Dip HEN

Culloden Medical Practice

Date: November 2008

PRIMARY CARE TEAM

Administrative Staff

Mr Bob Ewen	Practice Manager
Mrs Valerie Edwards	Deputy Practice Manager
Ms Claire Hart	Contracts Officer

Medical Secretaries/Receptionists

Mrs Diane Sharpe
 Mrs Susan Czaja
 Mrs Alice Lyall
 Ms Jean Ferguson
 Mrs Sophie Kinghorn
 Mrs Julie Connor

Health Visitor

Mrs Shona Davidson

Midwives

Sister Sheila Rennie
 Sister Margy MacDonald

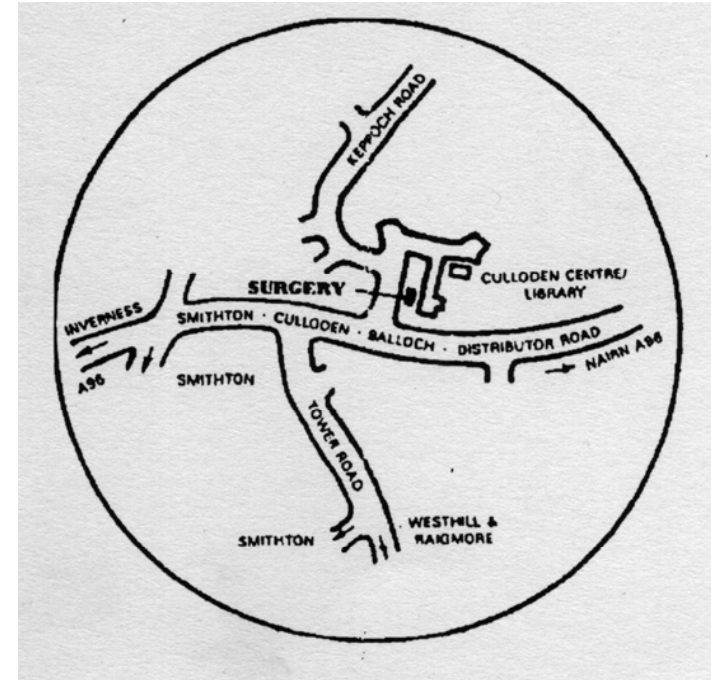
Community Psychiatric Nurse (CPN)

Mr Sam Smith

Health Care Assistant

Mrs Valerie Edwards

WHERE TO FIND US



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.

Foundation doctors are usually with us for a period of four months.

G.P. Registrars are usually with us for a year and as part of their training they sometimes have to video consultations. This will be explained to you prior to the consultation, and again you are not obliged to consent to this

We also have a General Practitioner, Dr Elizabeth Imray who works in the Practice, under the GP Retainer Scheme.

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 South East Highland Community
Health Partnership**

Culloden Medical Practice

Opening Hours

Opening Hours - 8.00am - 6.00pm

Consultations - By Appointment Only

Monday to Friday 8.30am to 5.30pm

Late appointments Wednesday Evening 6pm to 7.45pm.

Strictly By Appointment Only

Home Visits and Acute appointments.

Please telephone 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, 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.

Culloden Medical Practice

OUT OF HOURS

NHS 24

NHS 24 triage 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 08454 242424 to contact the out of hours service.**

NHS24 PHONE – 08454 24 24 24

<http://www.nhs24.com>

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

Services Available

Minor Surgery

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

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 is likely to result in a longer wait for an appointment.

Patient Participation Group

The Practice has a Patient Participation Group. The aim of the Group is to give patients, GPs and practice staff an opportunity to meet to exchange ideas and information; and then to take action. The Patient Participation Group holds regular meetings where discussions focus around issues such as the Practice; health services required; and health issues of local concern or interest

Please see the notice board in entrance hall for further details.

ACCESS FOR THE DISABLED

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

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 Nurses — By Appointment Only

The Nurses provide 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>	Wednesday 9.30am—12.30pm

Health Care Assistant—By Appointment

Daily 9.00am—12.30pm

Range of nursing services including:

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

Phlebotomist—By Appointment

Blood samples

CPN Service

Consultations with the CPN are available at the Practice on Wednesdays 9.00am-4.00pm

Midwife Service

Wednesdays and Thursdays 1.00pm-3.00pm

It is our Practice policy that all patients who undergo laboratory investigations should make a point of contacting the practice themselves for the result. Please call AFTER 10.00 am and BEFORE 4.00pm 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.

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 hope 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 Health Visitors	706700
Chiropodist	723250
Culloden Pharmacy	791900
Culloden Academy Community Complex	792794
Culloden Library	792531
Culloden Post Office	793444
Emergency Dental Helpline	08456 442271
NHS Highland — (Raigmore Hospital, New Craigs, RNI)	704000
Marriage Guidance/Relate	712888
Police Headquarters	715555
Samaritans	713456
Social Work Dept (Culloden)	798337

Violence and Aggression

The Practice operates a zero-tolerance policy to both verbal or physical aggression towards any of our practice staff. We have the right to remove patients from the list as a result of unacceptable behaviour.

Freedom of Information (Scotland) Act 2002 enables any person requesting information from a public body to receive that information, subject to certain exemptions. 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. A charge of between £10 - £50 may apply for this request. 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, ensure that you allow at least 48 hours between your request being received by the surgery, and the time you require your prescription.

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

We operate a Practice complaints procedure for dealing with complaints which 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 problem both 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.

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

If you would 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.