

TWEEDDALE MEDICAL PRACTICE

IONAD LIGHICHEAN DAIL-CHLO



**Dr James D M Douglas,
Dr D Jane Munro, Dr Craig McArthur
Dr Sara Murray**

**FORT WILLIAM HEALTH CENTRE,
CAMAGHAEL, FORT WILLIAM, PH33 7AQ**

**Telephone: 01397 703136
Fax: 01397 709811
Website: www.tweeddale.com**



Last Updated Dec 2018

THE PARTNERS

Dr J D M Douglas MBChB(Aberdeen)1975
M.D
F.R.C.G.P
F.R.C.P Edin
DOccMed

Dr D J Munro MBChB(Dundee)1983
M.R.C.G.P
D.F.F.P

Dr C McArthur MBChB(Glasgow) 1991
D.R.C.O.G
D.F.F.P.
M.R.C.G.P

Dr Sara Murray MBChB (Aberdeen 2000)
MRCGP

OPENING HOURS

The Practice is open from 8.00am to 6.00pm. Routine consulting times for doctors and nurses are as follows:

Monday to Friday: 9.15am - 12.30pm
2.00pm - 5.15pm

Evening Surgeries Every Tuesday
(GP and/or Nurse) 5.30pm—6.45pm

CLINIC TIMES

Baby Clinic Every Wednesday
9.00am - 12.30pm

Respiratory Clinic: Every Wednesday
Appt times vary

Diabetic Clinic: Clinics every week
Appt times vary

INR Clinic Every Mon & Thurs
9.30am—12.30pm

Ear Syringe Clinic Clinic every week
Appt times vary

USEFUL CONTACTS

NHS HIGHLAND

Elaine Mead
Chief Executive
NHS Highland
Assynt House
INVERNESS
Tel: 01463 717123

Surgery (Fort William Dial Code: 01397)

Daytime: 703136
Night time, Duty Doctor 703136
Fax No: 709811
Website: www.tweeddale.com



NHS 24 111 **Website:** www.nhs24.com

Hospitals

Belford Hospital 702481
Raigmore Hospital (01463) 704000

Pharmacies

Boots 705143
Lloyds (Fort William) 702031
Lloyds (Caol) 703403

Healthcare Personnel

Community Nurses 709837
Health Visitors 709858
Community Psychiatric Nurses 709830
Midwifery Department 700371

Our surgery is situated in Fort William Health Centre. We share the Health Centre with the 2 other Fort William GP practices (Glen Mor and Craig Nevis) as well as the NHS Highland Community Primary Care Services. There is ample parking, including disabled spaces.

All the pharmacies have arrangements with us for a repeat prescriptions collection service.

The area we cover includes Fort William, Caol, Inverlochy, Claggan, Lochyside, Banavie and Corpach. It extends to Glenfinnan to the West, Loch Lochy to the North, Roy Bridge and Fersit to the East, and the Ballachulish Bridge to the South.

The Doctors consult twice daily, with a morning surgery and an afternoon surgery. Each Doctor takes a turn at being 'Duty Doctor' for the day. The Duty Doctor deals with home visits, telephone enquiries etc. This ensures that a Doctor is available for urgent call-outs thereby ensuring that surgeries are not disturbed. All our Doctors have mobile phones installed in their car and this ensures direct communication at all times.

We provide a wide range of services including;

- **Family planning**
- **Sexual health**
- **Child health surveillance & immunisation**
- **Diabetes**
- **Respiratory (asthma & COPD)**
- **Heart disease**
- **Stroke**
- **Hypertension**
- **Anticoagulation monitoring**

All the Doctors are registered **Police Surgeons**. We also provide services for Occupational Health and Diving Medicine.

HOW TO USE OUR SERVICES

JOINING THE PRACTICE

We have a Registration Pack available at Reception and our Receptionists will assist you with anything you are unsure about. It would be most helpful for you to have a form of identification with you. New patients are always offered an appointment with the Doctor or Practice Nurse, for an initial health assessment as well as an explanation of the services we provide.

You will be registered with the Practice, rather than an individual Doctor but you can choose to see one particular Doctor if you wish, although it may mean a longer wait for an appointment.

ACCESS FOR DISABLED

Our premises are fully accessible for disabled persons, including ample, designated parking bays at the front of the Health Centre.

HOW TO MAKE AN APPOINTMENT

Consulting hours are laid out at the back of this leaflet. Appointments can be made by telephoning or calling in at Reception, between the hours of 8.00am and 6.00pm, Monday to Friday.

Pre-bookable appointments are available up to around 8 weeks in advance. It is usually possible to get an appointment with a named doctor or nurse within 7 working days and any doctor within 24 hours.

EMERGENCY APPOINTMENTS

If you feel that you have a problem which needs to be dealt with the **same day** please ring the surgery and inform the receptionist that you wish to be seen the same day. We have a Duty Doctor available each day who is responsible for dealing with home visits, emergency appointments (where there are no bookable appointments left) and advice over the telephone. Please use this service responsibly.

HOW TO REQUEST A HOME VISIT BETWEEN:

8.00am - 6.00pm

If you require a home visit it would be most helpful to telephone the surgery as early as possible. Visit requests later in the day make it more difficult for the Doctors to plan their rounds and this may cause some delay. On average, seeing you at home takes four times as long for the Doctor, as seeing you in the surgery.

PRACTICE STAFF

<u>Practice Manager</u>	Diane Falconer M.I.H.M
<u>Finance/IT Manager</u>	Alison Campbell
<u>Medical Secretary</u>	Christine Dobbie
<u>Reception Supervisor</u>	Joyce MacDonald
<u>Receptionists</u>	Anne Kerr Emily Matthews Jerez Stewart Oona Gunn
<u>Data Administrator</u>	Kathleen Cameron
<u>Practice Administrator</u>	Helen Carmichael
<u>Advanced Nurse Practitioners</u>	Siobhan McArthur
<u>Practice Nurses</u>	Aileen Patterson
<u>Healthcare Assistants</u>	Ashley Allan Karen Evans

If you are still concerned, having discussed it with the practice, and you wish to make a formal complaint, please use the following procedure.

Ask any member of the Practice team for a copy of our Complaints Leaflet (or download it from our website). We would aim to deal with any problems 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 some else, 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 NHS Highland Complaints Officer. Their contact details can be found in our Practice Complaints Leaflet. 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 patients, please let us know by using the suggestion forms available from reception or by discussing with a member of staff.

HOW TO REQUEST AN OUT OF HOURS CONSULTATION:

Evenings & Weekends

Please contact NHS24 directly by calling **111**. This is a freephone number. NHS24 is a 24-hour health service, and the highly trained Nurse Practitioners may be able to help you with advice over the telephone.

However, if you require to be seen by a GP, they will arrange for the local on-call Doctor to see you. Out of hours emergency cover is provided by a shared rota of GPs. The on-call Doctor will deal with your problem either by telephone advice, seeing you at the Belford Hospital or by a Home Visit.

When you are seen by another GP out of hours your medical records at Tweeddale are updated the next working day.

EVENING SURGERIES

5.30pm—7pm, 1 evening per week - Tuesdays

We hold both a GP and a Nurse evening surgery once per week on a Tuesday from 5.30pm to 7pm. These appointments are intended for patients who are unable to attend during the day.

It is important to note that these appointments are not for emergencies and the **Out of Hours Service will operate as normal**. The surgery telephone number will continue to be switched to the Out of Hours message at 6pm every evening.

As these surgeries are out with normal working hours, there will be certain limitations on the service that can be provided. For example, we are unable to carry out some blood tests, and certain other procedures. If you have any queries, please clarify with the receptionist at the time of booking your appointment.

HEALTH CARE ASSISTANTS

We have 2 Health Care Assistants (HCAs) who work alongside our 3 Practice Nurses. Unlike Nurses, HCAs are not medically qualified but they are fully trained to carry out the following procedures; blood samples, urine testing, ECGs, Spirometry, removal of sutures/clips, ear syringe, Vitamin B12 injections and Flu injections and some wound care. They cannot perform smears, travel immunisations or certain dressings. Appointments for the Health Care Assistants can be made in the usual way.

REPEAT PRESCRIPTIONS

All your repeat prescriptions are recorded on our computer which allows us to keep this under scrutiny. For the patients who have repeat prescription re-order forms, these can be handed in to your usual pharmacy or to us at the Health Centre. If you have access to the internet, our preferred method for patients to order their repeat prescriptions is via our online ordering facility 'Vision Online'. You can register for this service by presenting with valid ID at the reception desk.

When ordering, please allow 2 full working days for us to process your request. This helps to keep the system running efficiently. We have a collection service with each of the three local pharmacies. You can therefore collect your prescription from the pharmacy of your choice which is very convenient.

HOSPITAL DISCHARGE

If you have been discharged from hospital please contact the surgery if you require any medication or a review appointment.

CHILD HEALTH SURVEILLANCE/IMMUNISATION CLINIC - Wednesday Mornings

This is held every Wednesday morning on an appointment system. The Baby Clinic is run by all of our Practice Nurses with 2 Nurses in attendance at each clinic.

At the Clinic we can offer general advice and help about any health aspect relating to your child, as well as carrying out routine health and screening checks on infants and children, and a full immunisation programme.

CHRONIC DISEASE MANAGEMENT CLINICS

Diabetes

Diabetes affects about 1.5% of the population. It is a disorder which can have serious implications for future health if it is not adequately monitored and treated. Patients with diabetes are on our computer register with a call and recall system and will be invited to attend at appropriate intervals. All diabetic patients will be contacted individually to arrange an appointment for review.

RESEARCH

The practice has a very keen interest in participating in general practice research projects. We have already conducted and published projects in occupational health, diving medicine and flu vaccination.

All research projects are carefully planned to ensure safety and medical confidentiality. All projects are rigorously scrutinised by an independent committee from the Highland Health Board which ensures the interests of individual patients are protected. We would also like to reassure patients that research projects will not interfere or hinder ordinary medical care within the practice.

Research is very much a team effort which involves the whole practice team. We are happy to answer any questions or concerns which patients may have.

OUR POLICY ON VIOLENCE OR AGGRESSION

This Practice operates a zero-tolerance policy of verbal or physical aggression towards any Practice staff. The Practice has the right to remove patients from the list because of persisting unacceptable behaviour.

MAKING A COMMENT, SUGGESTION OR COMPLAINT

If you have a comment or suggestion about the service that you have received from the doctors or staff working for this practice (positive or negative), please let us know. Feedback from our patients is important to us and always welcome.

Comment/suggestion forms are available at the practice reception or on our website www.tweeddale.com.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Please be reassured that raising any concerns you may have with one of the practice team members will not in any way affect your registration status or medical care.

TRAINING OF DOCTORS AND MEDICAL STUDENTS

The practice is an accredited practice for training medical students and doctors as General Practitioners. Dr McArthur is the Educational Supervisor for GP Speciality Trainees in the practice. Dr Munro is in charge of training Foundation Year Doctors as well as being the Deputy Trainer for students.

The doctor may have a GP Trainee or a medical student present during consultations at the surgery or on home visits. We understand that patients may not wish to discuss sensitive subjects in the presence of another doctor or medical student. Therefore, you will be informed accordingly when you report to the reception desk. Please inform the reception if you prefer to see the doctor alone. You don't have to give a reason and the doctor will understand.

This will be used for the doctor's own medical education. We thank you for your help with this important part of doctor's education and hope that you will agree to your consultation being recorded, but recognise your right not to take part.

If you do not want to record your consultation, then all you have to do is tell the receptionist. This will not affect your consultation or treatment in any way. If you agree to be recorded you will be asked to sign a consent form. No intimate examinations will be recorded and the camera will be switched off whenever you wish.

The recording is as confidential as your medical records and will be kept with the same security. The doctor making the recording will ensure it is encrypted, only used for educational purposes and erased as soon as possible but definitely no later than one year after recording. The recording will be used for assessing the doctor's skill in the consultation, to teach the doctor how to improve and for research - all of which help patients to get better care.

If, after you have left the surgery, you change your mind and wish the consultation to be erased, please contact the Practice Manager who will ensure that this is done immediately.

The Diabetic Clinics are run by Dr Craig McArthur or Practice Nurse Zoe Newson.

Respiratory

Invitations to attend are sent periodically, but if you have asthma or COPD, please feel free to make an appointment without having received a letter. These reviews are carried out by our Practice Nurses Zoe Newson and Aileen Robertson.

Cardiovascular

We have a recall system to review patients with heart problems, kidney problems or history of stroke. We will review your blood tests and blood pressure and give advice as necessary. Please contact the practice for further details or to arrange an appointment. These reviews are carried out by all 3 of our Practice Nurses.

CONTRACEPTIVE SERVICES

All our Doctors and Practice Nurses are available to advise on a full range of family planning methods.

OTHER CLINICS

Anticoagulation

We also run INR clinics for patients on Warfarin medication. We have a piece of equipment called a CoaguChek machine which will measure a pin-prick blood sample from your finger to give your current INR reading. We enter this reading into a computer software programme which gives your recommended dose and a date when your blood should be re-tested. We print a copy of this result for you to take home along with a note of your next re-test appointment. Appointments are made via our reception team.

Joint Injections

Steroid injections are used to treat rheumatoid arthritis and other inflammatory conditions. Local steroid injections can be a rapid and effective treatment for joint pain and inflammation, although the improvement is usually temporary. Dr Murray runs this clinic but an appointment can only be allocated after a GP has seen and assessed you to ensure this is an appropriate treatment for you.

Ear Syringe Clinic

Our Health Care Assistants are fully trained to carry out ear irrigation procedures. Patients will need an ear check to ensure this treatment is appropriate. Appointments can be made via our reception team.

REQUESTS FOR NON-NHS SERVICES

Why do GP sometimes charge fees? Isn't the NHS supposed to be free?

The National Health Service provides most health care to most people free of charge but there are exceptions. Sometimes the charge is made to cover some of the cost of treatment, for example, dental fees; in other cases it is because the service is not covered by the NHS, for example, providing copies of health records or producing medical reports for insurance companies.

Surely the doctor is being paid anyway?

It is important to understand that your GPs are not employed by the NHS but they work for the NHS. They are self-employed and they have to cover their costs – e.g. secretarial time, buildings, heating, lighting, etc – in the same way as any small business. The NHS covers some of these costs for NHS work but for non-NHS work the fees charged by GPs contribute towards their costs.

What is covered by the NHS and what is not?

The Government's contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment. In recent years, however, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

Examples of non-NHS services for which patients are charged are:

- Holiday Cancellation Letters
- Holiday Immunisations
- Insurance claims
- Fitness to Fly Letters
- Housing Department Letters
- Driving Licence Reports
- Solicitors Reports
- Letters to employers
- Private Sick-lines/Prescriptions
- Court Witness Letters
- Other non-NHS forms
- HGV/PSV Medicals
- Pre-employment Medicals
- Adoption/Fostering Medicals

The charges for these services are all payable in advance. Payment and your signed consent are required prior to any non-NHS service being undertaken. The GP also has the right to refuse any non-NHS service request.

Please ask reception for a leaflet which explains, in detail, the full procedure when requesting a non-NHS service.

PATIENTS INFORMATION AND HEALTH PROMOTION

We have a reference folder about various medical problems and other information in our waiting room. Please feel free to read the folder and copies of leaflets can be requested at reception.

YOUR RIGHTS AND RESPONSIBILITIES

All surgeries are by appointment and these can be made by telephone or in person at reception. 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 the list, any patients who constantly abuse the appointments system. Please telephone to cancel your appointment if it is no longer needed, so your appointment can be allocated to another patient.

FREEDOM OF INFORMATION (Scotland) ACT 2002 came into force on 1st January 2005 and 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 on our website.

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 may apply for this request of between £10-£50 maximum. We also have a leaflet explaining how we protect your personal data in relation to the Data Protection Act—feel free to ask for a copy of this from our reception or view/download from our website. Mrs Diane Falconer is the designated Data Controller.

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. They may need to view records of random patients. The visiting team adheres to a strict code of confidentiality. If you do not wish your records to be inspected, please inform the Practice Manager.