Practice Information Booklet

Health Centre, Ferry Road, Dingwall, IV15 9QS

Appointments, Home Visits, Enquiries 01349 863034

Emergencies 01349 863034 and press ‘1’
Welcome to the Practice

This booklet has been made available to inform our patients about the practice and the services offered. We trust that it is helpful and informative and suggest that it is read carefully and kept in a safe place for future reference.

The Doctors

Dr John S Millar MBBS (London 1986) DPhil, MRCGP
Dr Miles B Mack MBChB (Edinburgh 1989) FRCGP, DCH
Dr Moira F McKenna MBChB (Edinburgh 1990) MRCGP, BSc, DRCOG, DFFP
Dr James D Hayward MBChB (Manchester 1986) MRCOG
Dr Sharon Watters MBChB (Aberdeen 1995) DFFP
Dr Lindsey E Ross BSc (Hons) MBChB (Aberdeen 1985) DFSRH, MRCGP
Dr Louise MacLarty MBChB (Manchester 2003) nMRCGP, DFFP
Dr Jonathan Fletcher MBChB (Aberdeen 2003) DRCOG
Dr Mary Mackintosh MBChB (Glasgow 2002) MRCP, MRCGP, DFSRH, DRCOG
Dr Iain B Craighead MBChB (Aberdeen 1992) BMed Biol DRCOG MRCGP

We are the Dingwall Medical Group, The Health Centre, Ferry Road, Dingwall IV15 9QS.
We hold a General Medical Services (GMS) contract with the Highland Health Board, John Dewar Building, Highlander Way, Inverness Business and Retail Park, Inverness IV2 7GE.
Registering as a Patient

Patients wishing to register will be asked to complete a registration form and health questionnaire for each person being registered. The questionnaire will help us until medical records arrive from the previous doctor. Once these forms are completed, patients will be offered an appointment with the Health Care Assistant for a new patient check. If any repeat prescriptions are required an appointment with a doctor should also be made.

Any patient moving out of the practice area will be asked to register with a new practice.

Practice Managers and Staff

Mr Bob Macnaughton BSc (Hons) is the Practice Manager and is responsible for the running of the practice, the GMS Contract and staffing issues.

Miss Emma Garden BA is the Assistant Practice Manager/Finance Officer and is responsible for the administration of the practice.

They are helped by a team of practice staff who deal with appointments, repeat prescriptions, lab results, IT and other administrative tasks. We ensure that the confidentiality of patients’ records is maintained at the highest level by all staff at all times.

At times the practice also employs locum doctors to help cover periods when the regular doctors are away at meetings or on leave. These doctors are all fully qualified and on the Health Board Supplementary List.
**Practice Nurses**
The practice nurse team consists of four practice nurses and a health care technician.
The nurses are:
- **Sheena Cameron** RN, SCM
- **Nell MacGillivray** RN
- **Dolleen Ross** RN
- **Kelly Mowat** RN
**Marion Walker** and **Penny Duncan** are Health Care Assistants
They are available by appointment and their numerous tasks include:
- Blood tests
- Blood pressure monitoring and advice
- Childhood Vaccinations
- Asthma monitoring and advice
- Cervical smear tests
- Diabetic monitoring and advice
- Dressings and removal of sutures
- Well person checks
- Heart disease risk assessments
- Chronic Disease Management
- Minor surgery (nurse assists the doctor)
- ECGs (heart tracing ordered by the doctor)
- Contraceptive monitoring and advice/coil checks

When making the appointment patients will be asked the reason for the appointment; this helps us to organise the workload and minimise delays.

**District Nurses - 01349 862220**
The District Nurses are based in the Health Centre and are available to give nursing care to patients in their own home and work closely with the GPs. The District Nursing team has a responsibility to assist with the training of student nurses and as such patients may occasionally be asked if they are willing to have a student nurse assist with their nursing care.
District nurses are available from 9.00am – 5.00pm, seven days per week and have an answerphone service in operation when they are out on their rounds.
Health Visitors
Health Visitors are registered nurses or midwives who have undertaken further training enabling them to work to promote the health of children and families. The Health Visitor is now the named person for all pre-school children. Health Visitors usually start visiting families when their new baby is around 10-14 days old and continue with regular contact until the child starts primary school. Health Visitors and other members of the team organise parenting groups, baby massage and other activities to promote good health.

They can also offer practical advice and help on an individual basis. Health Visitors are based within the community and usually visit families at home. They work Monday - Friday, 9.00am to 5.00pm and have an answerphone service operating when they are unavailable or out on visits etc.

They can be contacted on 01349 868520. Please call them to make an appointment.

Community Midwives
The Community Midwives help to look after women during pregnancy and during and after giving birth along with the GPs and hospital consultants. They hold regular antenatal clinics in the Dingwall Health Centre as well as parentcraft and relaxation classes.

Further details are available and appointments can be made by contacting them on 01349 864571.
**Substance Misuse Nurse**

Substance Misuse Nurses are mental health nurses who specialise in helping people with alcohol or drug problems. Substance Misuse Nurses recognise it can be very difficult to change established habits and would initially meet with a patient to discuss to what extent alcohol or drugs are a problem for an individual and to look at what treatment options may be suitable. They work Monday to Friday 9.00am – 5.00pm. Please ask your doctor to refer you if you want help to address an alcohol or drug problem. Alternatively the nurses can be contacted directly at 01349 869231.

**School Nurses**

School Nurses provide health care in the school setting for all children from primary one to secondary six. This includes screening, health education, counselling, “drop-ins” and home visits. They can be contacted on 01349 868833. e practice area will be asked to register with a new practice.
Training GPs for the Future

The practice has always been involved in medical education and, in fact, many of the partners themselves trained in the practice. At present we provide training at three levels:

• Undergraduate Medical Students
  We take students from Aberdeen and Dundee Universities usually for a period of one year for experience in general practice as part of their undergraduate medical training.
  We hope patients will enjoy helping with students learning as we know they appreciate their time in our practice. We feel we are able to give them experience which will be highly beneficial for their future careers and by being involved in training we have an increased impetus to provide the highest possible medical care.
  Patients will always be advised in advance of the presence of a student and can ask for them to leave at any time. This will not prejudice care in any way.

• General Practice Registrars
  These are attached to the practice for between six and eighteen months and are here to help. They are all fully qualified and have postgraduate experience in hospital before coming to work in the practice.

• Higher Professional Training
  On occasions we host doctors undertaking advanced training in specific areas of General Practice, for instance Remote and Rural Training Fellows. These are fully qualified General Practitioners with a Certificate of Completion of Specialist Training in General Practice.
  We feel the practice benefits from their experience and enthusiasm.
Research

The practice is a member of the Medical Research Council's General Practice Research Framework which is a national group of general practices interested in research on many topics including the prevention of heart disease, long-term back pain, asthma, diabetes and assessment of elderly people.

From time to time the practice also carries out its own research projects. If the practice takes part in a study, we might like to pass your name, address and age, as recorded on our practice computer, to the Medical Research Council or similar research body.

If we do, the information will remain confidential and can be used only to choose a sample of patients whom we would then contact to ask whether they would consider helping with some research. If we contacted you, you would be free to refuse to help without your medical care being affected in any way. In addition, the practice, from time to time, takes part in market research based on anonymised records collected in the course of providing care.

You are free to refuse permission for us to pass on your details; if you wish to do so, please see one of the doctors.
Health Board Checks

From time to time the Health Board will ask to see patient records to confirm that we have only claimed payment for those procedures that we have carried out eg cervical smears, minor surgical procedures. This will involve visiting administrative staff and making checks on patients’ records. The information will remain confidential.
If patients do not wish their records accessed in this way please discuss this with a doctor or the practice manager.

Surgery Times

Our receptionists are available from 8.00am – 6.00pm Monday to Friday. Doctors can be seen by appointment between 9.00am - 12.30pm and 2.00 - 4.50pm Monday to Friday with two evening surgeries between 6.00 – 8.30pm every Tuesday and Thursday. Individual doctors consult at different times during the week to allow flexibility.
Nurses can be seen by appointment between 9.00am – 12.30pm and 2.00 – 5.15pm Monday to Thursday with extra appointments until 5.20pm on Tuesday.
Appointments

Appointments can be made by telephoning 01349 863034 or by calling in person at the Health Centre. Please be advised that all staff are authorised to ask certain questions in order to ensure that patients receive the most appropriate medical care at the most appropriate time. Routine appointments are 10 minutes long and can usually be made one month in advance; this enables us to offer you an appointment at a time to suit you. Appointments for urgent matters that need to be dealt with that day can be made by phoning as soon as possible after 8.00am. Patients should feel free to attend any doctor but by staying with one doctor for a particular problem, continuity of care is improved. This benefits both the patient and the doctor. Remember: If a patient is unable to keep an appointment, they should let us know immediately so we can offer it to another patient and avoid delays for everyone.

Home Visits

Home visits are for patients who are housebound through illness or disability. If a home visit is required, please telephone 01349 863034 before 10.00am and be prepared to give the receptionist as much information as possible to allow the doctors to plan their rounds most efficiently and to allocate priority. If a patient can get to the Health Centre, we ask that they do so as several patients can be seen in the time it takes to do one home visit.
Medical Emergencies

Calls for medical emergencies which require immediate attention can be made by telephoning 01349 863034 and pressing ‘1’. If the situation is critical, patients should instead dial 999 and call an ambulance immediately.

Out-of-Hours Cover

After 6.00pm and before 8.00am, Monday to Friday and at weekends, patients are advised to telephone NHS 24 on 111 where they will be put through to a qualified nurse who will assess their problem and arrange for the patient to see a doctor if necessary.

Patients should expect to be seen at one of the out-of-hours centres and transport can be arranged if necessary. For housebound patients the doctor can visit if required.

Patients should remember that this is an emergency service for problems that cannot wait until routine surgery hours and that the out-of-hours centres cannot be attended without first telephoning NHS 24.

The out-of-hours cover is provided by Highland Health Board. Further advice and information can be obtained from NHS 24 on 111 (website www.nhs24.com). If the situation is critical patients should dial 999 and call an ambulance immediately.
Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Patients will be issued with a re-order slip attached to the prescription. When a further supply is required, the following methods of requesting routine repeats are available, and patients are requested to use one of these:

1. Deliver the repeat prescription re-order slip to the Health Centre
2. Post the repeat prescription re-order slip to the Health Centre
3. Deliver the repeat prescription re-order slip to Boots or Lloyds Chemists, Dingwall or the Conon Bridge Pharmacy
4. Fax the request to the Health Centre on 01349 862022
5. Use the web form on the practice website at www.dingwallhealthcentre.co.uk

Please assist us by using one of the above methods as we do not accept telephone requests. This will help prevent errors and allow us to deliver a more efficient service, keeping the phone lines free for urgent calls. Please allow two working days for us to process a request. Prescriptions can be collected at the Health Centre, posted out (enclose an SAE with request), or delivered directly to a local pharmacy of the patients choosing.

You should be aware that your pharmacy will require time to process and provide your
Other Services

All GPs are contracted to provide ‘essential services’, which is basic treatment of ill people. We also provide the following ‘additional services’:

**Family planning** - a full family planning service is available, including the fitting of Coils and implants. Please make a routine appointment with the doctor to discuss.

**Cervical smears** - these are carried out by the practice nurses and some of the doctors.
A three yearly reminder system is in operation and all female patients between the ages of 25 – 64 are automatically included, any patient wishing to ‘opt-out’ should contact the surgery. Patients should make an appointment when they receive the reminder, letting the member of staff know it is for a cervical smear.

**Antenatal care** - all the doctors undertake antenatal care along with the community midwives and hospital consultants. Appointments should be made during normal surgery hours.

**Vaccinations and immunisations** - baby clinics for childhood immunisations are held on Wednesday morning by the health visitors and practice nurses. Relevant patients should receive a letter through the post from the health visitors, advising when an appointment should be made at the baby clinic. Vaccinations required by students for a particular course may attract a fee.

**Travel vaccinations** – additional service made available through the practice nurses, appointments should be made at least eight weeks in advance of the date of travel. Patients should note that not all vaccinations required for travel are available on the NHS and in some cases a charge may be made.
Flu vaccines - these are administered every year from October onwards. It is recommended that all patients over the age of 65 and those in ‘at risk’ groups be immunised against influenza. Please check arrangements with the practice in October. (‘At risk’ groups include diabetics, patients with chronic lung, heart or kidney disease, patients who have had their spleen removed, patients in residential or nursing home care and carers.)

Chronic Disease Management Clinics – are practice nurse-led, and are for the regular review of Asthma, Diabetes, Chronic Chest Disease, Cardiovascular Disease and Stroke/TIA patients. Please make an appointment for review in the month of your birthday.

Minor surgery – some of the doctors carry out minor surgery procedures. Please make a routine appointment with a doctor to discuss.

Child health checks - After the six-week health check for mother and baby, further child health checks are carried out by the health visitor on the day the child is due its routine immunisations. Please discuss any problems with the health visitors.

Non-NHS examinations - the doctors are happy to carry out medicals e.g. for insurance or employment purposes. Please make an appointment through reception, letting the staff know what it is for and deliver the medical papers to the practice before the appointment so the doctor can review them. Please remember that these are private examinations and a charge will be made to the insurance company, employer or patient. A scale of fees for this and other services is available at reception.

Health checks - patients between the age of 16 and 75 can have a health check if they have not been seen for the previous three years.
Comments and Suggestions

We are happy to accept comments and suggestions from our patients. Please feel free to put your ideas in writing to the practice manager.

Disabled Access

The Health Centre is accessible to wheelchair users and the disabled and we provide a disabled toilet. There is easily accessible parking around the Health Centre. There is a large print version of this practice booklet available. A hearing induction loop is available at reception.

Chaperone Policy

The Dingwall Medical Group is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions patients may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask patients make this request at the time of booking appointment so that arrangements can be made and the appointment is not delayed in any way. Where this is not possible, we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Healthcare professionals may also require a chaperone to be present for certain consultations.

Any questions or comments regarding this should be directed to the practice manager.
Complaints and Suggestions Procedure

As a practice we try very hard to provide high quality care, but occasionally there will be times when patients feel that things have gone wrong. If you would like to suggest improvements, we would like to discuss these with you. You may discuss your suggestions or concerns with the practice manager or a general practitioner. If your concerns in particular cannot be resolved in this informal manner, and you wish to pursue a complaint, we suggest the following procedure should be adopted.

1. Please put your complaint in writing as soon as possible and address it to the practice manager at Dingwall Health Centre, Ferry Road, Dingwall IV15 9QS, alternatively you can forward your complaint to The Complaints Team, NHS Highland, PO Box 5713, Inverness IV1 9AQ, Tel: 01463 705997, fax: 01463 711322 or Patient Advice and Support Service, which can be accessed via the local Citizens Advice Bureau.

2. Your complaint will be acknowledged within three working days of receipt by the practice.

3. The complaint will be fully investigated and if necessary a meeting will be arranged with you.

4. Following investigation of the complaint, action if necessary will be taken in regard to staff, or practice procedures, and a letter outlining the outcome will be sent to you, including an explanation and apology if deemed appropriate.

5. A full response should be provided to you within 10 working days of receipt of the complaint. If for some reason this timescale is not possible, perhaps because of annual leave or sickness, then you will be sent a letter giving a reason for the delay and an estimated timescale for the complaint to be investigated. Normally this should be within 20 working days of the date of the receipt of the complaint.
6. If the foregoing procedure does not result in resolution of the complaint, you can forward your complaint to: Scottish Public Services Ombudsman Tel: 0800 377 7330 or at www.spso.org.uk. There are timescales for the consideration of a complaint, and you may wish to consider these if you intend to ask the SPSO to consider your concerns. The SPSO can not normally look at a complaint more than 12 months after you became aware of the matter you want to complain about. SPSO contact details are as detailed below:
SPSO, Freepost EH641, Edinburgh EH3 0BR
Tel: Freephone 0800 377 7330 E-mail: ask@spso.org.uk
Useful Telephone Numbers

Dingwall Health Centre
Appointments visits & enquiries..........01349 863034
Emergencies........................01349 863034 (press ‘1’)
Out of hours and NHS24.........................111

Ambulance..........................................................999
Community Midwives..........................01349 864571
District Nurses.................................01349 862220
Health Visitors ..................................01349 868520
Ross Memorial Hospital ..................01349 863313
Raigmore Hospital ......................01463 704000
Highland Health Board ..................01463 717123
Patient Transport..........................0300 1231236
Dingwall Police Station .................01349 860460

Adult Social Work and Integrated Community Team
- Single Point of Access..........................01349 860460
Care and Learning (Child Social Work)...01349 868700
Samaritans ........................................01463 713456
Relationships Scotland ......................0345 119 2020
CAB .................................................01349 864850
Rape and Sexual Abuse Service Highland....03330 066909
Rape and Crisis Scotland (6pm-midnight)...........08088 010302
ChildLine ...........................................0800 1111

Details of Primary Medical Services in the area may be obtained from:
Primary Care Department
John Dewar Building
Inverness Retail & Business Park
Highlander Way, Inverness IV1 9AQ
Tel: 01463 717123

This practice is within the South and Mid Operational Unit of NHS Highland.
Confidentiality of Records

1) Practice inspections
To ensure that quality of care provided to patients is kept to the highest standard, all practices are required to undergo regular practice visits by external assessors. These visits involve a team of five assessors which may include a lay member.

During such a visit:
• Practice records may be disclosed to persons outside the practice team.
• The purpose of such disclosure is strictly limited to a verification process which is required to assess the quality of care provided by their practice.
• The visit team adheres to a strict duty of confidentiality.
• The lay visitor does not need to have access to medical information about individual patients.
• Any patient may object to the whole or part of the inspection of their own records and be assured that their objection will be respected. If you do not wish your records to be inspected on any such visit inform the staff at reception.

2) Access to medical records
Patients can apply to the practice to see their own medical records. They should apply in writing and an appointment will be made for them to come to the practice to see them.
A charge may apply if copies are requested.

3) Data protection
Patients’ records are used for the following purposes within the practice:
• Routine record keeping and consultation of records in the course of provision of care and treatment.
• Disclosures made by a health professional to another, e.g. where a GP refers to a specialist.
• Clinical audit, e.g. where checks are made by the practice to ensure care is up to standard.
• Processing for administrative purposes, e.g. where a disclosure is made so that a GP can be paid for providing a particular service and also post-payment checks by the Health Board.
• Administrative audit, eg studies designed to improve the efficiency of the NHS as an organisation.
• Statutory and non-statutory disclosures to disease registers and for epidemiological research. If a patient has concerns about the use of their personal data for any of these purposes they should discuss it with a doctor.

4) Freedom of Information
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 to view. Please visit the website or contact the Practice Manager for more information.
Rights and Responsibilities of Patients

• We ask that our patients treat all the doctors and all practice staff with courtesy and respect. If patients are violent or abusive to staff or doctors they will be removed from our list immediately. It will then be up to them to find alternative medical care.

• Please try to stay with the same doctor for ongoing problems.

• Please try to keep appointments, we understand this is not always easy so where possible please cancel early so the appointment can be offered to someone else.

• Please remember to regularly check stocks of repeat prescriptions so as not to run out, remember repeat prescriptions can take up to 48 hours to process. Similarly, check stocks before ordering repeat prescriptions to decrease the risk of stock-piling.

• If telephoning for results please try and phone between 3.30 - 4.30pm when a member of staff will be available to answer this type of query. Be prepared to answer questions to confirm identity.

• Each patient has a responsibility to help us maintain accurate records. Please remember to tell us if a name or address changes.

Visit Our Website

The surgery website www.dingwallhealthcentre.co.uk is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week.
It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourite’s folder today.