

Aviemore Medical Practice Information Booklet

Emergencies 999
Out of Hours 111

Aviemore Health Centre
Muirton, Aviemore, PH22 1SY
Tel: 01479 810258 • Fax: 01479 810067
www.aviemoremedical.co.uk
Email: info@aviemoremedical.co.uk

Aviemore Medical practice is a seven doctor medical practice offering medical services for residents of, and visitors to Aviemore and surrounding area. We feel privileged to work in an area of outstanding natural beauty - the stunning Cairngorm National Park. Our practice is relatively informal and constantly seeks to improve the services we provide to our patients.

Our practice is unique in many ways - we are the only designated casualty unit in Scotland with no overnight beds, the only general practice in the UK that provides primary medical attention to significant numbers of skiers and snowboarders.

We also provide an immediate medical care service assisting other emergency services at road accidents etc. Please understand that at times this may result in one or more GPs being called away from the practice at short notice. We appreciate that this may lead to delays but hope you'll agree that if someone's life is in imminent danger, then this has to take priority over routine surgeries.

DOCTORS

Dr Gilly Kirkwood

MB ChB MSc DRCOG MRCGP Glasgow 1985

Dr Alistair Appleby

MB ChB MRCGP DRCOG PGCME Edinburgh 1987

Dr Michelle Delap

MB ChB MRCGP DFFP Manchester 1999

Dr Jon Williams

MB ChB DRCOG MRCGP DTM&H Edinburgh 1996

Dr Julie Murdoch

MB ChB MRCGP DFP Aberdeen 2000

Dr Chris Robinson

MB ChB, MRCGP, DRCOG, DCH, Aberdeen 2001

Dr Gemma Munro

MB ChB, MRCGP, Aberdeen 2011

APPOINTMENT TIMES

Monday to Friday, 8.30am – 11.30am and 3pm – 5.30pm

Extended Hours: Monday, 5.30pm – 8.00pm (Ideally for patients who are working and can't make appointments during normal hours)

APPOINTMENTS AND HOME VISITS

For appointments and home visit requests call 01479 810258. There are no personal lists, and patients are free to see the doctor of their choice, just ask the receptionist when you call. **Whenever possible, requests for home visits should be made by 10.30am.**

We aim to offer our patients access to a member of the Primary Care Team within 2 working days and an appointment with a named doctor within 5 working days.

Please remember home visits are for genuine emergencies only – the time taken for a home visit could be used to see many more patients at the surgery. If you request a home visit, it is likely that one of the GP's will telephone you to discuss the situation and to decide whether the patient should be brought to the surgery where we have full facilities.

CONFIDENTIALITY & MEDICAL RECORDS

All members of the practice team treat patient information in the strictest confidence. The practice complies with the Data Protection Act 1998 and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases
- Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff requires access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the clinical staff.

Data Protection Policy

Please see our detailed Data Protection Notice enclosed or view it on our website at www.avimoremedical.co.uk.

Access to Records

You have the right to access your own personal information. This right includes making you aware of what information we hold along with the opportunity to satisfy you that we are using your information fairly and legally. You have the right to obtain:

- Confirmation that your personal information is being held or used by us
- Access to your personal information
- Additional information about how we use your personal information

Although we must provide this information free of charge, if your request is considered unfounded or excessive, or if you request the same information more than once, we may charge a reasonable fee. If you would like to access your personal information, you can do this by contacting the Practice Manager.

CARERS

Do you look after someone who is ill, frail, disabled or mentally ill? As a carer, you may be entitled to an annual flu vaccination. Please inform the receptionist or your doctor if you would like us to know that you are a carer.

COMMENTS OR COMPLAINTS

We welcome any suggestions that you may have to help us improve the services we provide for our patients.

Whilst we hope that you will never have the need, our practice has a procedure for dealing with any complaints that you may have about the services we provide. We also undertake to respond to any complaints within an agreed period of time. Many such grievances can be dealt with by discussing the problem with a GP. If this does not resolve the matter then you should put your complaint in writing and send it to our Practice Manager.

DISABLED ACCESS

Disabled access and facilities are available at the Aviemore Medical Practice.

EMERGENCIES

If you think that someone's life is at risk, call 999 right away.

For non-life threatening emergencies, we have a doctor on call at all times between 8am and 6pm, Monday to Friday.

All out of hours will be handled by NHS24. To obtain this service please call 111.

LOCAL HEALTH BOARD

Our Health Board (South & Mid Highland Operational Unit) is NHS Highland. They can be contacted at:

John Dewar Building
Inverness Retail Park
Highlander Way
Inverness
IV2 7GE
01463 704000

MEDICAL FEES AND CHARGES

The National Health Service provides most health care to most people free of charge, but there are exceptions (certain non-uk nationalities may be charged for services). Charges have to be made for services not covered by the NHS treatment.

Examples of non-NHS services for which there is a charge are:

- accident/sickness/insurance certificates
- certain travel vaccinations
- private medical insurance reports

Whenever possible, we try to complete such forms and reports within two weeks of receipt. Sometimes this can take a little longer – the relevant GP might be away on holiday for example.

Although it may seem that a form requires no more than a doctor's signature, it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor might have to check the patient's entire medical record. The charge reflects either the time required to check information and/or the degree of responsibility signing the paperwork entails. If you require a form completed urgently (e.g. within 48 hours) then this will usually cost more.

In most cases, we can inform you of the likely charge due when you ask for the paperwork to be filled in. Remember though, not all documents need a doctor's signature, for example passport applications - you may be able to ask another person in a position of trust to sign such documents.

MEDICAL TRAINING

Our practice aspires to be a centre of excellence for medical training and we currently offer primary care education to a variety of doctors in training at various stages of their careers as well as undergraduate medical students. Dr Irvine, Dr Appleby and Dr Delap are the practice trainers. As part of this training, consultations may be videoed for analysis. This will only happen with your written consent and we respect your right to refuse without prejudice. We abide by strict GMC guidelines on the viewing and erasure of tapes.

Several times a year, a medical student will be attached to the practice, usually under Dr Robinson or Dr Kirkwood's supervision. You may request not to see this student if you so wish. Whilst we will always respect your wishes without question, please remember that all our GPs were also medical students once!

PRACTICE AREA

Our practice area is agreed with NHS Highland and covers Aviemore, Tomatin, Carrbridge, Kinraig, Feshiebridge, Boat of Garten, Glenmore and Coylumbridge. Whenever possible, we will try to accommodate temporary residents who are on holiday in any of these areas. Patients who move outwith the boundary area will be required to register with another GP practice.

PRACTICE MANAGERS

Kim Dixon, Practice Manager

Vera Haringman, Practice Manager

The Practice has two managers who ensure the practice runs efficiently. They are only too willing to help you with any administrative or non medical aspects of your health care. They would also welcome comments about the service provided. Provision of a first rate service to patients is a high priority. They can be contacted in writing, by telephone or email.

PRACTICE/A&E NURSES

Nurse Julia Foss RGN

Nurse Amy Barrett RGN

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

PRACTICE STAFF

Alice Fraser (Practice Administrator)

Claire Dick (Practice Administrator/Health Care Assistant)

Diane Wright (Practice Administrator)

Karen MacPherson (Practice Administrator)

Lauren Mackay (Practice Administrator/Health Care Assistant)

Lizzie McKay (IT Administrator)

Lynnsey Baard (Practice Administrator)

Rachel Harris (Practice Administrator)

Sharon Doran-Thorp (Practice Administrator)

Wendy Cruickshanks (Practice Administrator)

Stephanie Dick (Practice Administrator)

Our office staffs' role is that of 'front of house' and they are here to welcome patients and visitors, and successfully deal with many sensitive, urgent and intricate patient enquiries. They capably prioritise and deal with a multitude of complex systems and procedures. It is for this reason that you may be asked for additional medical information.

HEALTH CARE ASSISTANTS (HCAs)

Claire Dick (also Practice Administrator)

Lauren Mackay (also Practice Administrator)

Petina Malan

Health Care Assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient checks.

PRESCRIPTION COLLECTIONS

To ensure you have a sufficient supply of all your repeat prescriptions please request your next prescription in plenty time.

Please specify clearly whether you wish to collect the prescription from the Health Centre or from the local pharmacy.

You need to allow 3 working days if you are collecting your prescription from the local pharmacy, or 2 working days if you are collecting from the Aviemore Medical Practice.

Please be aware that these timescales are a just a guide - some medications need to be ordered by a pharmacist and will take a little longer.

Please bear in mind that in the run up to public holidays local pharmacies can be extremely busy and these timescales can become stretched.

REGISTERING

When you register at the practice, we ask you to fill out a basic information sheet with information about your past medical history, medications, allergies etc. We will also recommend you make an appointment for a registration health check with one of our HCA's. Patients on repeat medications should arrange to see a GP before these are due for re-issue.

REPEAT PRESCRIPTION REQUESTS

You can request a repeat prescription in the following ways:

- Hand in or post the tear off slip from your repeat prescription form
- Complete a Prescription Request Form at the practice
- Order your prescription online via Online Patient Services. Please see our website for more information on how to register.

Please note we do not accept direct emails or telephone calls for prescription requests unless there are exceptional circumstances as agreed by a GP.

Please check your medication stocks regularly as urgent 'same day' requests continue to occur and place a considerable strain on what is already a busy system. Only certain drugs will be considered for urgent requests.

Please note that if you run out of your repeat medication, in most cases the local pharmacist can provide an emergency supply until your request can be processed in the normal manner by the practice. We respectfully remind all patients that maintaining your supply of medication is your own personal responsibility.

All medications on repeat prescription need to be reviewed at least annually by the doctors. You may receive a request to come in for a review. Similarly, we may indicate to you that you require something else (e.g. blood pressure or cholesterol review) and we would be grateful if you could make an appointment if requested to do so.

RESULTS

Telephone results are available after 2pm. Please note that for reasons of confidentiality we cannot give results out 'over the counter'. Results can only be given over the telephone to the patient themselves, unless express consent is given to another person.

RIGHTS AND RESPONSIBILITIES OF PATIENTS

It is our aim to provide the highest standards of health care to all patients registered with our practice. We aim to involve you in decisions about your health care and to treat you with dignity and respect without discrimination. At all times we aim to respect your rights to privacy and confidentiality.

The NHS is under continual pressure and we expect our patients to play their part in helping us deliver high quality care. In particular:

- We expect you to attend appointments you have booked. Please contact us if you are unable to attend so that we can offer the appointment to someone else.
- In accordance with the NHS policy of Zero Tolerance, we will not tolerate verbal or physical abuse towards any member of staff or fellow patients. Any such episodes are likely to result in the Police being called and the removal of your name from our practice list.

TELEPHONE ADVICE

A GP is available to offer advice by telephone. The times are:

Monday to Friday	:	9am – 9.30am
Monday, Tuesday, Thursday, Friday	:	2pm – 2.30pm
Wednesday	:	2.30pm – 3pm

To arrange a telephone advice consultation call T: 01479 810258. You will be given an approximate time to expect a return call from the doctor on duty.

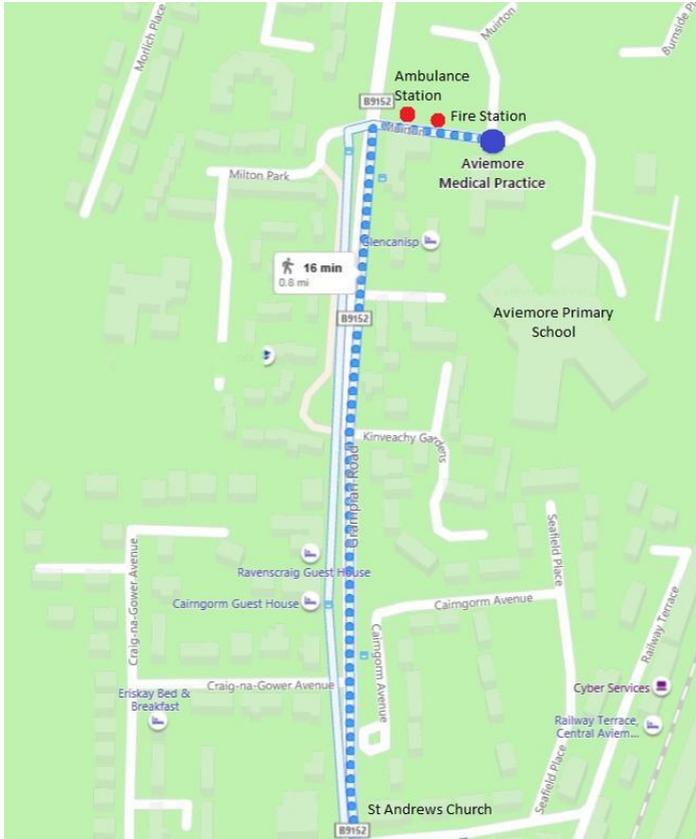
TEXT MESSAGE REMINDER SERVICE

We offer a text message reminder service for booked appointments. To receive this you need to provide us with your mobile number. To stop or start receiving texts, or to update your number please call T: 01479 810258.

SPECIFIC SERVICES AVAILABLE

SERVICE	HOW TO OBTAIN THE SERVICE
Antenatal/Parent craft Classes	Midwife T: 01479 813402
Child Health/Development	Health Visitors T: 01479 813403
Childhood Vaccinations (Thursday morning clinic)	Appointment with Practice Nurse
Chronic Disease Management	Patients with chronic conditions such as heart disease/asthma will be invited to attend an annual review
Diabetic Clinic (Second Monday of every month)	Monthly Clinic with Doctor, Nurse and Dietician. Diabetic patients will be invited to attend annually
Flu Vaccination Clinics	Clinics are held in the Autumn. Patients requiring this service will be invited to attend
INR Clinic (Tuesday morning)	Appointment with Practice Nurse
Minor Surgery	Appointment with Doctor of your choice
Sexual Health Clinic (Tuesday, 4.30-6pm)	Open Access Clinic
Travel Vaccinations including Yellow Fever	Collect form from Health Centre (to be completed and returned 8 weeks prior to travel)

AVIEMORE VILLAGE MAP



OTHER HEALTH CARE PERSONNEL CONTACT NUMBERS

Podiatry	01463 723250
Community Mental Health Team	01479 813400
Community Nurses	01479 813401
Dental	01479 883142
Midwives	01479 813402
Health Visitors	01479 813403
Physio	01479 883125