

Fortrose Medical Practice

Partners: Dr. Iain Forth, Dr. Shona Forth, Dr Ross Grant, Dr. Suzy Walker & Dr. Antonia Reed
Associate GP: Dr. Sally Martin

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|--------------|----------|------------------------------------|
| Station Road | Phone: | 01381 622000 |
| Fortrose | Email: | high-uhb.gp55381-reception@nhs.net |
| Ross-shire | Website: | www.fortrosesurgery.co.uk |
| IV10 8SY | | |

PATIENT INFORMATION LEAFLET

Fortrose Medical practice is a friendly, semi-rural practice situated on the Black Isle, north of Inverness. The practice is a partnership between Dr. Iain Forth, Dr. Shona Forth, Dr. Suzy Walker, Dr. Ross Grant and Dr. Antonia Reed.

Practice Address & Contact Details:

Fortrose Medical Practice
Station Road
Fortrose
Ross-shire
IV10 8SY

Telephone number: 01381 622000
Email: high-uhb.gp55381-reception@nhs.net
Website: www.fortrosesurgery.co.uk

Practice opening hours: Monday to Friday 8am – 6pm (from 7.30am on early surgery days and until 6.30pm on late surgery days)
General office (telephone) hours: Monday to Friday 8am to 6pm

PRACTICE STAFF

General Practitioners:

Dr Iain Forth (Partner)
Dr. Ross Grant (Partner)
Dr Shona Forth (Partner)
Dr Suzy Walker (Partner)
Dr Antonia Reed (Partner)
Dr Sally Martin (Associate)

Practice Nurses:

Jillian Jack
Vhairi Sutherland

Practice Team :

| | |
|-------------------|---|
| Gaby Ormerod | Practice Manager |
| Debra Wills | Office Manager / Assistant Practice Manager |
| Catherine Donald | Office Administrator / HCA |
| Frances Hobson | Records Summariser / HCA |
| Rebecca Etheridge | Medical Secretary / Receptionist |
| Caroline Macrae | Receptionist |
| Clara Dungey | Receptionist |
| Lucy Rabson | Receptionist |
| Paula Tanner | Receptionist |
| Flora MacKay | Housekeeping |

Community Staff :

| | |
|---|---------------|
| Single Point of Access (incl. Adult Social Work, Care at Home, Adult Community Occupational Therapy) | 01349 860460 |
| Physiotherapist (new appointments) | 01381 622000 |
| Physiotherapist (change or cancel appointments) | 0800 0288 388 |
| Podiatrist/Chiropodist (NHS appointments) | 01463 723250 |
| Midwives (Isobel Miller, Kate Longden) | 01381 621512 |
| Mid Ross District Nursing Team | 01349 862220 |
| Health Visitors | 01381 622 456 |
| School Nurse (Donna MacNicol) | 01381 621700 |
| Speech and Language Therapist (Tracey Robson) | 01381 621700 |
| NHS 24 | 111 |

Consulting Hours:

| | Dr Iain Forth | Dr Shona Forth | Dr Sally Martin | Dr Suzy Walker | Dr Ross Grant | Dr Antonia Reed |
|---------------------|----------------------|-----------------------|------------------------|-----------------------|----------------------|------------------------|
| Monday am | | Yes | Yes | Yes | | |
| Monday pm | | Yes | Yes | Yes | | |
| | | | | | | |
| Tuesday am | Yes | | Yes | | Yes | Yes |
| Tuesday pm | Yes | | | | Yes | Yes |
| | | | | | | |
| Wednesday am | | Yes | | Yes | Yes | |
| Wednesday pm | | Yes | | Yes | Yes | |
| | | | | | | |
| Thursday am | Yes | | | Yes | Yes | |
| Thursday pm | Yes | | | Yes | Yes | |
| | | | | | | |
| Friday am | Yes | Yes | | | Yes | Yes |
| Friday pm | Yes | Yes | | | Yes | Yes |

Late evening appointments:

Mondays and Wednesdays the surgery will provide some later appointments with a GP. We also offer some early morning appointments from 7.30am. These appointments are aimed at patients who cannot visit the surgery during normal opening hours (e.g. because they work away) and have to be pre-booked.

Practice Nurse Clinics: Monday to Friday am and pm

HCA Clinics: Most days

Ante Natal Clinics: Wednesday pm

Chiropody Clinics: Tuesday am and pm

Physiotherapy Clinics: Monday and Wednesday am and pm

Baby Clinics: Monday 1.30pm – 4.30pm

How to Access our Services

Appointments:

For an appointment with a GP, Practice Nurse or Health Care Assistant please phone 01381 622000, or call in to reception during office hours. We will try to offer you a time that suits you or the first available appointment with the most appropriate clinician usually within less than 48 hours. If your problem is urgent please explain this to the receptionist, who is able to give you an emergency appointment for that day. This may not be with the doctor of your choice and you may be asked to speak to a doctor to discuss your problem. This will help the doctor to decide how urgent your request is and how soon you need to be seen.

When you make an appointment the receptionist will ask you why you need the appointment. This is so she can allocate sufficient time for you with a clinician. You can withhold that information and ask her to mark it 'personal'.

If you have been asked to make an appointment for a medical examination, please tell the receptionist, as you may require a double appointment. Bring any documentation you have with you. Please note that there may be a charge for some medicals performed in the surgery and you are advised to check this with the receptionist.

Waiting Time:

We hope to see you at your appointed time but you may have to wait. This could be due to the doctor or nurse dealing with another patient or emergency. Health issues of our patients can often be urgent and complex. This can be frustrating for all involved, but we will try and keep you informed as good as we can if there is a delay. If you have any queries please ask the receptionist at the front desk at any time.

Cancellations:

If you no longer need your appointment, or cannot make the date or time, please **cancel your appointment as soon as possible**. A large number of appointments are wasted each month because patients fail to cancel unwanted appointments. The amount of appointments lost is displayed in reception on a monthly basis. You can cancel your appointment by contacting the surgery either by phone or through our website as soon as you know that you cannot keep your appointment.

Home Visits:

Home visits are at the **discretion of the doctors**. When the condition of the patient suggests that a home visit may be required please contact the surgery before 11.30am if possible, on telephone number **01381 622000**. Home visits are for people who are genuinely too ill to visit the surgery. A rash or a temperature does not prevent patients coming to the surgery and will not endanger others. The receptionist will ask you what the problem is, as this helps the doctors to prioritise calls. You will also be asked for a telephone number at which you can be contacted as a doctor may call you back. **Please**

note: In the time it takes a doctor to do a single house call, **four** or more patients can be seen in surgery, which is also far better equipped.

Telephone Advice:

The surgery offers telephone appointments for some of the GPs. Please book a telephone appointment the same way you would book a face-to-face appointment. The receptionist will help you to decide if a telephone consultation is appropriate for you. You will be allocated a time slot and will be asked to provide a contact number on which the doctor will call you back. Please allow for a possible delay of up to 1 hour after your appointment as the doctors sometimes have to deal with emergencies and might not be able to call you exactly at your appointed time.

Out of Hours:

NHS 24 - Telephone 111

If you need medical attention or advice when the surgery is closed call NHS 24 on **telephone 111**. NHS 24 is a 24 hour health service which offers round the clock advice and support. If it is felt that you need to see a clinician you will be advised you to attend the nearest Primary Care Emergency Centre, where you will be seen by the most appropriate medical professional.

In an emergency dial 999.

You should do this in a critical or life-threatening situation, for example if someone

- Is unconscious
- Is bleeding heavily
- Has suspected broken bones
- Has a deep wound – such as a stab wound
- Has difficulty breathing
- Has severe chest pain or a suspected heart attack.

Please note that NHS Highland is responsible for providing primary care for our patients outwith our surgery opening hours. This care is provided in conjunction with NHS 24 and through a number of Primary Care Emergency Centres that are located throughout the region. This Out of Hours service and NHS 24 maintain their own records and operate their own complaints procedure, which is separate from the practice's records and complaints procedure.

NHS 24 also has a website with more information and self help guidance:

www.nhs24.com

Repeat Prescriptions:

For patients on regular medication the doctor may arrange the issue of repeat prescriptions without requiring an appointment. You will be given a re-order form with details of your repeat medicines.

When you need to order a repeat prescription please tick the items you require on the re-order form then either

➤ **Post it to**

Repeat Prescriptions
Fortrose Medical Practice
Station Road
Fortrose
Ross-shire
IV10 8SY

➤ **Bring the re-order form to the surgery** and put it in the box at reception

➤ **E-mail** your request to us at: high-uhb.gp55381-reception@nhs.net

➤ **Visit our website** www.fortrosesurgery.co.uk and follow the link for repeat prescriptions

Always ensure that you include the following information

- Name, address and date of birth
- The name and strength/dose of the medicine required
- Which chemist you wish to collect your medicine from

Please allow up to 3 days (72 hours, excluding weekends or bank holidays) before collecting the prescription drugs from the selected pharmacy or up to 2 days (48 hours) if you wish to pick up the paper prescription from the surgery.

Please note that for safety reasons we cannot accept telephone requests for prescriptions, unless by prior arrangement with your GP for elderly, frail and housebound patients.

Return of Medicines and Drugs:

Please return all unused medicines and drugs **to your local pharmacy and not to the surgery**. We do not have the facilities to dispose of unused medicines and drugs and are no longer allowed to accept them.

How to register with the Practice:

The practice team welcomes you and trust that we will be of service to you.

To register as a patient with our practice, please attend in person, when you will be

asked to complete a registration form. You will be asked to provide proof of identity. If transferring from another practice details of your previous practice will also be required, including a telephone number. The information is required to ensure all your details are entered onto our computer system correctly and enables us to access any medical records we need to provide correct and safe treatment.

You will be offered an appointment for a new patient medical examination with a practice nurse or a health care assistant, so that a brief medical history can be taken and some routine checks might be carried out (BP, height, weight etc.). The information gathered at this examination is important because it may be some time before your previous medical records are received by the practice.

You always register with the practice, not with a particular doctor. You can ask to see a particular doctor if you wish, but this may mean a longer wait for an appointment. Please note that we need to register newborn babies as soon as possible.

OTHER INFORMATION

Change of Name, Address or Telephone Number:

Please notify us of a change to your address, name or telephone number. Forms to record changes to personal details are available from reception. You can also use our online form by visiting www.fortrosesurgery.co.uk and click on the link for Change of Details.

Please note that if you are currently in treatment or have been referred to a local hospital you must also inform them of your change of details.

Moving Outwith Our Area

If you move outwith our practice boundary (Boundary Map located on last page) you should register with a surgery near to your new home. By doing this you will not interrupt your medical care as NHS has a system which enables your records to be transferred quickly to your new practice. If you have any concerns please speak to our Practice Manager, who will be happy to assist you.

Facilities for Disabled Patients:

There are designated disabled parking spaces in front of our building and the surgery's main entrance has a ramp for wheelchair access. The surgery is a single story building so wheelchair access is possible to all our consulting rooms. The surgery has a disabled toilet as well as toilet facilities for the able-bodied.

Advocacy / Chaperones / Interpreter:

Patients are welcome to attend any appointment accompanied by a friend or relative, if they find this helpful. Patients attending on their own may also ask for a chaperone to be provided during a consultation with the doctor or nurse.

If required, a telephone interpreter can be organised for your appointment but we will require prior knowledge of this so that we have time to make the necessary arrangements.

We can also arrange support for communicating with deaf patients or with deaf-blind patients. This includes British Sign Language, lip-reading service, note-taking service and deaf-blind interpreters and communicators. Please note that we will require prior warning of the need for such services so that the necessary arrangements can be made.

Suggestions:

We are always looking for ways to improve our services. Please let the Practice Manager know if you have a problem, criticism or any suggestion that you would like to discuss. Patient surveys are carried out from time to time, which provides an opportunity for patients to express their views about the service they receive from us.

Complaints:

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. The practice manager can give you further information. You may also approach any member of the practice team, who will be able to provide information regarding our complaints procedure. It is helpful if you could inform us of any problems as soon as possible after the incident.

If you would prefer to talk to someone who is not involved you can contact the NHS Highland Feedback Team:

www.nhshighland.scot.nhs.uk/Feedback/Pages/ComplaintsProcedure.aspx :

- by telephone on **01463 705997**
- by letter, writing to **The Feedback Team, NHS Highland, PO Box 5713, Inverness IV1 9AQ**
- by email, nhshighland.feedback@nhs.net please provide your full postal address and telephone details and that of the patient if you are complaining on behalf of somebody
- by using the NHS Highland Complaint Form. This form must be downloaded from their website above, completed and sent to either the postal or email address given above.

Violence and Abuse:

A zero-tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS. Members of staff in our practice have the right to work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our practice list.

Travel Advice:

The practice does not provide travel advice.

Travel advice can be obtained from:

- A private travel vaccination clinic
- Any pharmacy offering travel healthcare services

You should contact the travel clinic at least 8 weeks before you're due to travel. Some vaccines need to be given well in advance to allow your body to develop immunity. Some vaccines involve a number of doses spread over several weeks or months.

If you require a vaccine for polio, typhoid, hepatitis A or cholera please contact the Practice and make an appointment with the Practice nurse for these vaccines.

Further information can also be found at www.fitfortravel.nhs.uk/destinations

Private / Non-NHS Work:

Patients should be aware that fees are charged for services not covered by the NHS contract. The details of these fees are available on request from reception.

Non NHS services include private medical certificates, reports supporting private health insurance claims and other non-NHS reports. Medical reports and examinations for insurance companies are usually paid for by the insurance company concerned. Fees are also charged for other special purposes such as HGV and PSV licences, fitness to travel, fitness to undertake sport and pre-employment medicals. There is also a fee for signing passports. The above list is not exhaustive. If in doubt, please check with the practice before booking your appointment.

NHS Certificates 'Statement of Fitness for Work' (or "sick-lines"):

You do not need a doctor's certificate until you have been absent from work for seven days, including weekends. For periods of sickness of less than seven days your employer should supply you with a self-certification form. If your employer insists on a private certificate for illness of less than seven days duration we can provide this, however, there is a fee for this service.

Freedom of Information (Scotland) Act 2002:

The 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 to be more open and accountable and organise their information in an efficient and accessible way. ***This excludes personal data.***

Access to Health Records:

You are entitled to access your clinical records held by the practice. A request should be submitted in writing stating exactly what information you require. Forms are available from our website or from reception. For more information please refer to our separate Access to Health Records policy.

Confidentiality of Records:

In order to provide care for you we are obliged to keep records. Most of these records are now held electronic (on computer). We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality, and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity – e.g. with NHS Boards, the Scottish Executive and the Common Services Agency. Whenever possible this information is anonymised – i.e. names and other identifying details are removed. We are obliged by law to provide certain information – e.g. notification of certain infectious diseases.

Information is **NOT** shared with any third party outside the Health Service (e.g. Insurance Companies, employers and solicitors) without your explicit signed consent and agreement.

Practices undergo regular visits by external assessors, whose purpose it is to verify the process of the practice's quality of care to the patient; therefore they may need to view the 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 inform the practice manager.

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data is used for

research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code. If you would like to opt out of this data collection scheme, please let your practice manager or doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

A list of published research using the THIN database can be found at <http://csdmruk.cegedim.com/THINBibliography.pdf> or please contact Michelle Page on telephone number 0207 554 0663 or email michelle.page@thin-uk.com for a paper copy.

Teaching Clinicians:

From time to time we teach medical students who will ask to sit in during your consultation. This will not be done without your consent. You will be asked before going in to see the doctor whether or not you agree to being videoed or to having another clinician present during the consultation and can refuse this.

Staff Training:

The practice closes on certain afternoons to allow time for staff training. This is an initiative that is supported by NHS Highland. On these training days the practice will close at 1.00pm. Medical cover is provided through NHS 24 and you can access this by calling **111** or our usual practice number 01381 622000 and you will be diverted to NHS24.

A list of these dates is available on our website or from reception and training dates are also advertised in the local media and the practice prior to closure.

NHS Highland – Primary Medical Services:

For general enquiries, comments or feedback for NHS Highland you can contact NHS Highland on **01463 704000**, email at: nhs.highland@nhs.net or write to them at NHS Highland, Assynt House, Beechwood Park, Inverness IV2 3BW.

Fortrose Medical Practice is part of the NHS Inner Moray Firth Operational Unit (IMFOU).

More information can be found on the NHS Highland website www.nhshighland.scot.nhs.uk

These are the services that this practice provides under the General Medical Contract:

ALCOHOL MISUSE:

Problems to do with the misuse of alcohol are very common and we offer patients the opportunity to discuss their problem and the help and support to try and overcome it.

ANTI-COAGULATION MONITORING:

The practice offers a monitoring service for patients who take Warfarin.

ASTHMA:

The practice nurse has special asthma training and offers assessment and review appointments. You will be invited regularly to attend for assessment or review, but if you are interested in attending and have not received an invitation, then please ask at reception.

CERVICAL SMEARS:

These important screening tests for early changes associated with cervical cancer are recommended every 3 years for women from age 25 to 49 and every 5 years for women from age 50 to 64 years old. Women on non-routine screening will be invited up to the age of 70 years. The test is usually carried out by our practice nurses; the best time to take a smear is midway between periods.

CHILDREN:

Babies and children under 5 can be seen at the weekly clinic run by the health visitor for developmental checks. All our doctors perform routine childhood immunisations.

CONTRACEPTION:

All of our doctors provide contraceptive services. In addition, Dr Shona Forth and Dr Sally Martin fit IUDs (coils) and can also insert the Nexplanon contraceptive device.

CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD):

The practice nurse offers assessment and review appointments for all patients with this condition. You will be invited to attend for regular assessment or review, but if you are interested in attending and have not received an invitation, then please ask at reception.

DIABETES:

All of our doctors and our practice nurse offer appointments for assessment and review of this condition. Patients who suffer from diabetes receive regular invitations to attend for review and assessment. In addition we share the care of some of our diabetic patients with Raigmore Hospital.

EPILEPSY:

Regular review appointments are offered to patients who suffer from this condition.

HYPERTENSION:

Regular review appointments with our nurses or doctors are offered to all patients with this condition, as well as appointments with our health care assistants to measure BP.

HYPOTHYROIDISM:

Regular review appointments with a GP are offered to patients who suffer from this condition.

INFLUENZA VACCINATIONS:

The vaccination is recommended for patients over the age of 65 and any patient who is at risk because of a chronic illness, is an unpaid carer or pregnant. The practice runs an influenza vaccination campaign from September to March, every winter. The Pneumococcal and Shingles vaccinations can also be given at the same time or any time of the year if you are entitled.

HEART DISEASE:

Review appointments are regularly offered to patients with this condition.

MATERNITY CARE:

We have a longstanding interest and involvement in maternity care in this practice. All of our doctors, the health visitor and attached community midwives provide a full range of maternity services.

MENTAL HEALTH PROBLEMS:

Mental health problems are very common and we offer patients the opportunity to discuss problems as early as possible. We are able to offer support here in the practice and advice on other services available locally.

MINOR INJURY SERVICE:

The doctors or practice nurse will see patients who have suffered a minor injury. If possible we will treat your injury here in the surgery, including injuries that require simple suturing. If the injury is more complicated then we will make you comfortable and refer you to the Accident & Emergency department at Raigmore Hospital.

MINOR SURGERY:

Procedures such as incision of abscesses, removal of skin lesions, injection of joints and wart treatment are carried out in the practice.

MULTIPLE SCLEROSIS:

We offer regular review and support here in the practice and advice on other support services available locally.

NEAR-PATIENT TESTING:

This is a service required by patients who need regular review and blood tests done because of the medication they are taking. We offer this service here in the practice.

SEXUAL HEALTH:

There are worrying increases in sexually transmitted infections for people of all ages in the UK. Younger women are at particular risk of Chlamydia, which can cause infertility yet may show no symptoms. HIV/AIDS continues to spread. We offer free condoms and advice and review to anyone who considers themselves at risk.

SMOKING CESSATION ADVICE:

All our doctors, practice nurses and Frances, our HCA, will help and support patients who are motivated to stop smoking. We can provide Nicotine Replacement Therapy as well as a range of self-help leaflets or a referral to the NHS smoking cessation advisor. We can also refer you the NHS Highland Smoking Cessation Adviser.

STROKE / TRANSIENT ISCHAEMIC ATTACKS (TIAs):

Regular review appointments are offered to all patients with this condition.

Fortrose Medical Practice Boundary Map

