

Practice Information Booklet

Dingwall Medical Group

The Health Centre,
Ferry Road,
Dingwall,
IV15 9QS

www.dingwallmedicalgroup.co.uk

Appointments, Home Visits, Enquiries 01349 863034

Emergencies 01349 863034 and press '1'

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

Dingwall Medical Group does visit patients at home. However, it is usually quicker and
more effective to be seen in a surgery appointment.

Who should have a home visit?

- A visit is often required for a patient in their last days or weeks of life
- Where a patient's illness may cause them to deteriorate when moved
- For the truly housebound

What time should I phone for a home visit?

Phone before 10am if possible. The reception staff will take details and the doctor or a nurse may phone you back. If it's more appropriate we may ask you to come to the surgery instead.

Why should I come to the surgery?

We will be able to see you more quickly. We have full access to your notes and a much wider range of tests and investigations and can see and treat you more quickly. For the time it takes to conduct one home visit, we can see many more patients in the surgery so coming to the surgery allows additional patients to be seen.

I don't have a car?

The practice does not receive funding to provide transport for patients. A family member, a neighbour or a friend may be able to help you. There is also a **community car scheme**. **Phone Ross-shire Voluntary Action on 01349 862431 or 07443111008 anytime between 10 a.m. – 3 p.m. Mon-Fri and arrange your booking.**

My child has a fever and I don't want to take them outside

It's not dangerous to take a child with a fever outside. It's more important that a sick child is seen and treated quickly and this we can do most effectively in the surgery. If the reception staff know you have a sick child we will try to ensure you are not kept waiting.

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.

Visit Our Website

The surgery website www.dingwallmedicalgroup.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.

The Doctors

Partners

Dr John S Millar MBBS (London 1986) DPhil, FRCGP

Dr Miles B Mack MBChB (Edinburgh 1989) FRCGP

Dr Moira F McKenna MBChB (Edinburgh 1990) FRCGP, BSc, DRCOG, DFSRH

Dr Sharon Watters MBChB (Aberdeen 1995)

Dr Louise MacLarty MBChB (Manchester 2003) MRCGP, DOccMed

Dr Jonathan Fletcher MBChB (Aberdeen 2003) DRCOG

Dr Mary Mackintosh MBChB (Glasgow 2002) MRCP, MRCGP, DFSRH, DRCOG, DPD

Dr Iain B Craighhead MBChB (Aberdeen 1992) BMed Biol, DRCOG, MRCGP

Salaried GPs/Trainees

Dr Andrew Jaberoo MBChB (Manchester 2012), MRCGP, BSc Medical Science (St. Andrews 2009)

Dr Daniel Simpson BSc (Hons) (Aberdeen 2008) MBChB (Aberdeen 2012) MRCGP

Dr Helen Henderson MB ChB (Leeds 2013) BSc DTM&H

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 Performers List.

Practice Nurse Team

Sheena Cameron RN, SCM

Nell MacGillivray RN

Dolleen Ross RN

Kelly Mowat RN

Davina Mckay RN

Penny Manson and **Angeline Nicholson** 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.

Practice Staff

Mr Bob Macnaughton BSc (Hons) Practice Manager

Miss Emma Garden BA Assistant Practice Manager

Miss Nicola Bowie Administration Team Leader

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.

Community Staff

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.

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.

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.

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.

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.dingwallmedicalgroup.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 medication

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.

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

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.

NEW PATIENT HEALTH CHECK

It is our Practice Policy to offer all new patients an Appointment with our Practice Nurses for a new patient health check

If you contact the Practice and ask for an appointment with the Health Care Assistant or nurse for this NEW PATIENT CHECK it would enable us to ensure we have your records as up to date as possible. If you require the services of an Interpreter at your appointment please make us aware when making the appointment.

Please complete a Health Questionnaire when you register, or as soon as possible and hand it in to the Health Centre. Unless you have already completed one of these it would be appreciated if you could do this prior to attending the nurse & bring it with you.

The nurse will check your Height, Weight and Blood pressure.

She will also check Your medications and ensure that we have a record of your repeat requirements

You may require a current check of your bloods if you are Diabetic or have Heart disease

If you require a further appointment with a doctor or nurse this can also be arranged

It would be helpful if you could bring a specimen of urine with you.

Children under five years do not require a specific check, but if medications need updating please return the Health Questionnaire for the child so that we can ensure the information we have on your children is correct.