



# **PRACTICE INFORMATION BOOKLET**

## **Dingwall Medical Group**

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

[www.dingwallmedicalgroup.co.uk](http://www.dingwallmedicalgroup.co.uk)

## APPOINTMENTS

**Appointments, Home Visits, Enquiries    01349 863034**

**Emergencies** **01349 863034 and press '3'**

Appointments can be made by telephoning 01349 863034. 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.

Our Nurses, Health Care Assistants and Doctors consult at different times during the week to allow flexibility. Routine 15-minute GP appointments can usually be made one week in advance, which enables us to offer you an appointment at a time to suit you. We also have Physiotherapists who have on the day appointments only.

Each day there are appointments for urgent matters that need to be dealt with on that day. Please phone as soon as possible after 8.00am if you feel you need to be seen on the day remembering that you may not be able to see a doctor of your choice.

**Remember:** if you are unable to keep your appointment, please let us know immediately so we can offer it to another patient and avoid delays for everyone.

## SURGERY TIMES

The surgery is open between 8.00am – 6.00pm each weekday, with emergency calls only after 5.00pm.

Evening surgery weekly from 6.00pm – 8.30pm

Appointments are available between 9.00am – 5.00pm daily, and between 6.00pm – 8.30pm on evening surgery days.

## CANCELLATIONS

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

## 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**

The practice closes at 6pm. Between 6pm and 8am Monday to Thursday and after 6pm Friday until 8am Monday morning and on NHS Highland public holidays please phone **111 (NHS 24 Freephone)**. The staff at NHS24 will ask you for information about your health and condition and will advise on the most appropriate course of action. This may include offering advice over the phone or advising you to attend a pharmacy. If they feel you need to be seen they will pass your case to Highland Hub who will be in touch to arrange for you to attend the Urgent Care Centre or in some cases provide a home visit

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.**

## **VISIT OUR WEBSITE**

The surgery website [www.dingwallmedicalgroup.co.uk](http://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.

## ONLINE SERVICES

### Repeat Prescription Ordering Service

With this service patients will be able to order a further supply of their repeat prescription when required via our website.

To register for this service please visit our website.

## TEXT MESSAGING SERVICE

We offer a free text message service whereby if a patient opts-in we can send a text message for the following reasons:

- appointment reminders
- annual review reminders
- changes in service provision
- requests to contact the practice

If you wish to opt-in to this messaging service please fill out a consent form available on our website or at reception.

If you have previously opted-in to this service but no longer wish to receive text messages from the practice, please contact us on 01349 863034 or at reception.

We will always strive to deliver the reminders on time and on an ongoing basis. However, technical and human errors do occur. For this reason you should not rely solely on this reminder service.

## THE DOCTORS

### Partners

**Dr Miles B Mack** MBChB (Edinburgh 1989) FRCGP

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

**Dr Jonathan Fletcher** MBChB (Aberdeen 2003) DRCOG

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

**Dr Iain B Craighead** BMedBiol (Aberdeen 1989) MBChB (Aberdeen 1992) DRCOG, MRCGP

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

**Dr Helen Lendrum** MBChB (Glasgow 2004) MRCGP, DFSRH, DRCOG

**Dr Daniel Scott** MBChB (Aberdeen 2015), MRCGP, BSc (Hons) Biomedical Science (Aberdeen 2010)

**Dr Catherine Brown** MBChB (Dundee 2008), MRCGP

### Salaried GP

**Dr Katherine Smith**, MBChB (Edinburgh 2014), MRCGP, BSc (Hons) Medical Science (St. Andrews 2011)

**Dr Rachel Alonzi**, MBChB (Edinburgh 2016), BMedSci Neuroscience (Edinburgh 2013), MRCGP, DFSRH

**Dr Eleanor Love**, MBChB (Aberdeen 2012), BSc Med Sci (Aberdeen 2010), MRCGP, DRCOG

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.

### **Training Practice**

Please note that medical students are regularly attached to the practice as part of their undergraduate training. In this respect you may be asked if you would be willing to consult with them under GP supervision.

## **PRACTICE NURSE TEAM**

**Dolleen Ross RN**

**Davina McKay RN**

**Angela Stewart RN**

**Rebecca Sutherland RN**

**Ellenie Keogh** Health Care Assistant

**Amanda Macrae** Health Care Assistant

They are available by appointment and their numerous tasks include:

- Blood/urine tests
- Blood pressure monitoring and advice
- Cervical smear tests
- Child health
- Long Term Condition Reviews (Asthma, COPD, Diabetes, Heart disease, Hypertension, Stroke)
- Contraceptive monitoring and advice
- Coil fitting and removal
- Dressings and removal of sutures
- ECGs (heart tracing ordered by the doctor)
- Injections
- Minor surgery (nurse assists the doctor)
- New patient checks
- Well person checks
- Pre medical checks

## **PRACTICE MANAGEMENT**

**Manuela Flueckiger** Practice Business Manager

**Gillian Forbes** Assistant Practice Manager

## **ADMINISTRATION**

The management team and clinical staff are supported by a team of practice staff who deal with many administrative and IT tasks, some of which include telephone enquiries, making appointments, processing repeat prescriptions and giving out test results. We ensure that

the confidentiality of patients' records is maintained to the highest standard by all staff at all times.

Medical Administrators are the first point of contact for patients at the practice. It is therefore very important that patients provide our Medical Administrators with as much information as possible regarding their contact. This enables our Medical Administrators to provide information on services and direct patients to the most appropriate healthcare professional.

## **PHARMACISTS**

**Vivienne Spark**  
**Charlotte Offord**

## **PHYSIOTHERAPISTS**

**Falk Schlaghecke**  
**Claire Chan**

## **COMMUNITY STAFF**

### **DISTRICT NURSES**

The district nurses are available to give nursing care to patients in their own home and work closely with the GPs. They are based in the health centre and can be contacted by telephoning **01349 862220**. If they are out on their rounds a message may be left on their answering machine. The nursing team also have a responsibility to assist with the training of student nurses. You may occasionally be asked if you are willing to have a student nurse assist with your nursing care. District nurses are available from 9.00am - 5.00pm, seven days per week.

### **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 parent craft 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 1 to secondary 6. 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. You will be issued with a re-order slip attached to your prescription. When you require a further supply, the following methods of requesting routine repeats are available, and patients are requested to use one of these:

1. Order online using our practice website
2. Deliver your repeat prescription re-order slip to the Health Centre
3. Post your repeat prescription re-order slip to the Health Centre
4. Deliver your repeat prescription re-order slip to any of the following Pharmacies:  
Boots Pharmacy, Dingwall  
Dingwall Pharmacy, Dingwall  
Conon Bridge Pharmacy, Conon Bridge  
Right Medicine Pharmacy, Muir of Ord

Please assist us by using one of the above methods as we do not accept telephone requests. This will reduce the number of errors and allow us to deliver a more efficient service, keeping the phone lines free for emergency calls. **Please allow two working days**

**for the Practice to have your prescription made available. You should also be aware that your Pharmacy will require time to process and provide your medication.**

Prescriptions can be delivered directly to a local chemist of your choice or posted out to you if you enclose a SAE with the request.

## **MEDICATION REVIEWS**

Patients on repeat medication will be asked to see a doctor, nurse practitioner, practice nurse, or pharmacist at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

## **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 the 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 situations.

Any questions or comments regarding this should be directed to the practice manager.

## **GENERAL DATA PROTECTION REGULATION (GDPR)**

Please ask if you wish to see a copy of our privacy notice.

## **COMPLAINTS AND SUGGESTIONS**

We hope that you will find the services we offer are convenient, accessible and relevant to your needs. If, however, you have a more serious concern that you wish to address, please ask for our complaints leaflet, available at reception. Our aim is to resolve any grievance that you may have as soon as possible.

## **HOW WE MY USE YOUR PERSONAL HEALTH INFORMATION**

The practice complies with data protection 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. Certain clinical priority information informs your Emergency Care Summary which is available to the local Out of Hours GP, for example,



in case of emergencies.

- To help you get other services e.g. in child protection cases.

- Anonymised patient information will also be used at local and national level for management and audit purposes and to help the Health Board and Government plan services.

If you do not want anonymous information about you to be used in such a way, please let us know. You have the right to know what information we hold about you.

Reception & administration staff require 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 medical staff.

## **RIGHTS AND RESPONSIBILITIES OF PATIENTS**

- Our patients have the right to express a preference of practitioner.
- 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 do everything you can to keep appointments. If you cannot attend please cancel as early as possible so the appointment can be offered to someone else.
- Please remember to check your stocks of medication regularly so you don't run out. Remember: requests take 48 hours to process. Similarly, check stocks before re-ordering to minimise the risk of stock-piling.
- If telephoning for results please phone after 2pm when a member of staff will be available to answer your query. Be prepared to answer questions to confirm your identity.
- You have a responsibility to help us maintain accurate records. Please remember to tell us if you change your name and address.

## **VIOLENCE POLICY**

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

## **REGISTERING AS A PATIENT**

Patients wishing to register will be asked to complete a registration form for each person, and a health questionnaire if applicable\*. The questionnaire will help us until medical records arrive from the previous doctor. All new patients will be offered an appointment with the Healthcare 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.

\*Health Questionnaire are only required for over 5 year olds unless there is a health concern.

**DISABILITY ACCESS** - the practice has suitable access for disabled patients including disabled toilet facilities.

## **NEW PATIENT HEALTH CHECK**

It is our Practice Policy to offer all new patients an appointment with our Healthcare Assistant for a New Patient Health Check.

If you contact the Practice and ask for an appointment with the Healthcare Assistant 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 Healthcare Assistant will check	Your Height, Weight and Blood pressure.
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They will also check	You may require a current check of your bloods if you are Diabetic or have Heart disease
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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.

If you require any medication please provide a copy of your current repeat prescription.

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.

PRACTICE BOUNDARY

