

CREICH SURGERY

Cherry Grove
Bonar Bridge
Sutherland
IV24 3ER

01863 766379

<http://www.creichsurgery.scot.nhs.uk>

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OPENING HOURS

The surgery is open from 8am to 6pm, Monday to Friday. However due to COVID 19 and other respiratory viruses/infections we have had to change the way we operate at the practice for patient and staff safety.

APPOINTMENTS

Appointments are triaged by a GP first. **Telephone 01863 766379**. The receptionist will ask for a brief reason for the phone call in order for the GP to prioritise your call. The GP will then phone you and arrange any further action necessary. If a face to face is required this is usually offered the same day of the initial phone call.

This may be a **video consultation** know as NHS Near Me. This allows a face to face consultation with a GP or Nurse without having to visit the practice. In order to use this you will need:

- a reliable internet connection, broadband, wifi or mobile data
- a device for making video calls – smartphone, tablet or computer with webcam
- the chrome browser (free to download) or safari browser on iphones/ipads.

There is no app to download or log in for patients. It is a web-based platform. In order to start your video consultation please visit our practice website at <https://www.creichsurgery.scot.nhs.uk> where you will find a start video call button. This will take you into the Creich Surgery virtual waiting area where you will wait until the GP or Nurse connects your call. For more information please visit:

<https://nhs.attendanywhere.com/callers>

Face to face appointment – If you need to be seen at the surgery the GP will arrange this for you. You will be asked to gel your hands when you come for your appointment.

If you feel that your condition is urgent, please convey this to the receptionist

PREFERENCE OF DOCTOR

You will not be registered with any particular doctor, but you can request a consultation with the doctor of your choice. This may mean a longer wait for an appointment.

PRACTICE NURSE

Appointments are available with our Nurse Practitioner Katie Wilson. She is operating a similar appointment system to the GPs. If you need to be seen for bloods or other examinations you will be screened by the nurse or admin staff for COVID or respiratory symptoms prior to booking an appointment. She sees patients for chronic disease management, new patient checks, health promotion, smoking cessation, weight management, ear care, blood tests, ECGs, minor illness, some vaccinations, wound care & removal of stitches, dressings & leg ulcers. She is a qualified nurse prescriber and has experience as a cardiac specialist nurse and Macmillan cancer care nurse.

HOME VISITS

Home visits may be requested if you are too ill to come to the surgery or are housebound. The GP will most likely phone you prior to your home visit. They will be wearing personal protective equipment when they visit you.

Requests for home visits should be made before 11am if possible, so that the doctors can plan their day.

The receptionist will ask what the problem is, as the doctor will need to prioritise home visits. Unfortunately it is not possible to request a specific doctor for home visiting. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Surgery.

FIRST CONTACT PHYSIOTHERAPY

This is a specialist service to see a Physiotherapist who can assess, diagnose and treat patients with musculoskeletal conditions of the spine, arms, hands and legs.

Examples of conditions he can treat include:

- Osteoarthritis
- Neck and shoulder pain
- Low back & hip pain
- Sciatica
- Wrist & hand pain
- Knee & ankle pain
- Ligament & muscle injuries
- Tendon issues

This is a direct access, self-referral physiotherapy service for patients aged 16 years and over. Please book your appointment via the reception team on 01863 766379. Currently this service is a remote First Contact Physio offering telephone consultations.

REPEAT PRESCRIPTIONS

Your repeat prescription can be renewed without seeing the doctor, although you will be asked to come in for a medication review from time to time.

In order to reduce paper handling we would prefer that repeat prescriptions were ordered by telephone - 01863 766379, or online through our practice website - <http://www.creichsurgery.scot.nhs.uk>.

The prescriptions are made up and collected from the local pharmacy – Bonar Bridge Pharmacy. Please allow up to 48 hours for your repeat prescription to be processed. It is possible to collect your prescription from a different pharmacy if required - please request this from the receptionist if needed. You will need to provide stamped envelopes for this service.

Any acute prescriptions prescribed by the doctor or nurse during your telephone or Near Me appointment will be phoned to the pharmacy and available for you to pick up ASAP. For face to face appointments the GP or nurse will give you your prescription to take to the chemist to be filled.

HOW TO REGISTER WITH THE PRACTICE

When you register with this practice, you will be asked to fill out a registration form. This will enable your medical records to be sent from your previous practice. You will be given a new patient questionnaire and an appointment with the doctor, to check medical details.

OUT OF HOURS ARRANGEMENTS

Between 6pm and 8am and at weekends, cover is provided by NHS 24 and staff at the local primary care emergency centres. Your details will be taken and you will be directed towards appropriate help. This may be home care advice, A&E attendance, a consultation at the local primary care emergency centre, a home visit, or a 999 ambulance. In our area, the centres are mostly staffed by local doctors and nurses.

NHS 24 phone 111
www.nhs24.com

For critical situations you should call 999 directly

If you are seen by out of hours, your own doctor will be informed of the details the next working day.

PRACTICE STAFF

We have four experienced reception and admin/secretarial staff:
Diane Sutherland
Karen Crombie
Robert Atkins
Julie Murray

COMMUNITY NURSES

The nurses provide a range of nursing services in the patient's home. **Phone 01408 664061**

HEALTH VISITOR

The health visitor for our area is Sally McCourt, she is based at the Drummie Offices in Golspie. Her role is to provide families with children under five years old with support & advice around the general aspects of mental, physical and social wellbeing. **Phone 01408 635225**

MIDWIVES

The midwives will care for women during pregnancy and after delivery. They are now based at Tain Health Centre.

Temporarily due to staff shortage in East Sutherland, patients will be under the care of the Invergordon/Tain midwifery team.

The number for the midwives in Tain is 01862 890 077.

The number for the Invergordon Team is 01349 855 675

PRIVATE MEDICAL SERVICES

Some services you may require are not available on the NHS. These include insurance forms and examinations, private medical certificates and examinations for other purposes (driving, employment). A fee may be chargeable. When phoning to make an appointment for a medical, please be sure to tell the receptionist as these take longer than a normal appointment and special arrangements are made.

OTHER SERVICES

Podiatry

The podiatrist provides a clinic from The Lawson Memorial Hospital in Golspie. This is by prior appointment. Not everyone is eligible for NHS podiatry. You can self refer to the podiatrist; please ask a member of the reception team for a self referral form or the GP will refer you to the podiatrist if necessary.

Smoking Cessation

There is a smoking cessation advisor who can help and support you to stop smoking. Phone **Deborah Knight on 07794 170312** to arrange a phone or NHS Near Me/Attend Anywhere video appointment.

Mental Health Services

If you have concerns regarding your mental health please speak to a Dr. They can refer you to brief CBT and guided self help.

There are also many helpful online resources on NHS inform <https://www.nhsinform.scot> if you need any help or support with your mental health.

MEDICAL STUDENTS

We occasionally take students for experience in general practice as part of their undergraduate medical training. We hope you will enjoy helping with their learning as we know they appreciate their time in our practice. We hope we are able to give them experience which will be highly beneficial for their future careers. You 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 your care in any way.

CONFIDENTIALITY & MEDICAL RECORDS

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. 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 for management and audit purposes and to help the Health Board and Government plan services.

If you do not wish 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 and 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.

Information about you will not be released or discussed with any other person without your consent. This includes your spouse, children or any members of the family.

If you want us to be able to discuss your medical condition with another person, you need to notify us in writing. Similarly, if you wish us to leave results or messages on an answering machine, you must give us written consent to do this.

Freedom of Information (Scotland) Act 2002 This 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 bodies to be more open and accountable and organise their information in an efficient and accessible way. This excludes personal data.

The General Data Protection Regulation (GDPR) This came into force on the 25th May 2018 and supersedes the Data Protection Act 1998. It is a new law that determines how your personal data is processed and kept safe and the legal rights that you have in relation to your own data. Under the General Data Protection Regulation patients have the right to apply to see, or have a copy of their health records. There will be no charge for these requests except in specific circumstances. If you require access to your health records, please make a written request.

Confidentiality of Records Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practices quality of care to the patient, therefore they may need to view 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 doctor.

DETAILS OF PRIMARY MEDICAL SERVICES IN THE AREA may be obtained from:

NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3BW

<http://www.nhshighland.scot.nhs.uk>

HOW YOU CAN MAKE A COMPLAINT OR COMMENT

We operate a practice complaints procedure for dealing with complaints. This system meets national criteria.

If you wish to make a complaint, then you can approach any member of the practice team.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 20 working days of the date you raised it. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

If you remain dissatisfied with the responses to your complaint, you have the right to refer the matter to the Scottish Public Services Ombudsman at:

SPSO

Freepost EH641

Edinburgh EH3 0BR

Tel 0800 377 7330

Their web address is:

www.spsso.org.uk/

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

YOUR RESPONSIBILITIES

Please phone to cancel your appointment if it is no longer needed, so that it can be given to another patient.

We aim to treat our patients with respect and dignity and we expect the same for our staff.

Any discourtesy or rudeness to our staff will not be tolerated and physical or verbal violence will result in your immediate removal from our list

PRACTICE AREA

The Surgery is situated in Cherry Grove, the only turning off Dornoch Road, Bonar Bridge. It is at the top of the hill, first on the left.

Our practice area extends around Bonar Bridge, including Ardgay out to Croick/Alladale, out to Oykel Bridge to the west, and along to Edderton and to Clashmore to the east.

Please enquire at reception if you need further information.

PARKING

There is a large car park at the rear of the building – turn left past the surgery. We ask you to use that whenever possible, as we only have four spaces at the front, which need to be available for less mobile or disabled people.