

## Ellon Group Practice

Telephone: **0345 337 1150**

Health Centre Opening Hours: 8.00am to 6.00pm Monday to Friday

Website: [www.ellonmedicalpractice.co.uk](http://www.ellonmedicalpractice.co.uk)

Appointments available 8.30am to 6pm

Results available 8.30am to 5.00pm

Repeat Prescriptions available 10.30am to 5.00pm

### Services Based Within Ellon Health Centre Include:

General Practitioners, Advanced Practitioners, Practice Nurses, Phlebotomists, Pharmacist, Administration Staff, Health Visitors, Midwives, Speech Therapy, Occupational Therapy, Podiatry, Physiotherapy, Dietetics, Psychology, Psychiatry, Community Dentist and Drugs & Alcohol services.

### Registering as a Patient

A registration form must be completed for each person registering with the Practice, in addition to a New Patient Questionnaire Form and Zero Tolerance form. Practice patients are entitled to request consultation with any of our GPs, however you will be allocated to one specific GP for registration administration purposes only.

### GP Consulting – COVID pandemic period

All appointments are being phone triaged - this means that patients with the most urgent need are being prioritised.

**What is Triage?** Clinicians will return your call for medical assessment and if face to face or video consultation is required they will arrange.

**Why do receptionists ask personal questions?** Receptionist must maintain strict confidence and will ask questions to help you to receive the right treatment from the most appropriate resource.

**eConsult** - is an online way of contacting your doctor for help and support. The system includes information and community signposting for self-help.

**What about emergencies?** For genuine medical emergency call 999 and ask for an ambulance. If you need emergency care but are not in imminent danger then you should call 111.

**Where else can I get help?** NHS Inform has a wealth of information to help you to help yourself: <https://www.nhsinform.scot>. Community Pharmacists (chemists) can help with many common ailments and illnesses, assist with urgent supply of repeat medication and can prescribe some medicines too.

### Support Available from the Ellon Health Centre Includes:

Child Health Surveillance, contraceptive services, maternity services, routine childhood immunisations and cervical smears. In addition the following clinics are held regularly – diabetic, asthma, blood, health review, and minor surgery.

### Minor Illness Nurse Triage

Daily clinic useful for problems including: cough (ongoing <3 weeks but resultant to negative PCR test); sore throat; ear problems; urine infections; hayfever.

### Chronic Disease Clinic Appointments

Run by a specialist nurse to regularly follow up patients with the following diseases: high blood pressure, diabetes, heart disease, asthma and chronic obstructive pulmonary disease (COPD).

### Home Visit

Can be requested by telephone for very elderly, those who are housebound, too ill to attend or are terminally ill. The Duty Doctor will call to discuss the problem.

### Medical Students

Ellon Group Practice is a certified NHS accredited Training Practice, offering undergraduate and postgraduate training. Medical and nursing students are training in the Practice at various times. You will be informed of student presence at the time of your appointment booking and, if you wish to object, you will be offered an alternative appointment time and clinic.

### Confidentiality & Data Privacy

To ensure confidentiality, test results and prescriptions cannot be given to anyone other than the patient themselves unless we have patient prior consent. Similarly we cannot confirm appointment times with anyone other than the patient. The Privacy Statement, available via the website, waiting room noticeboard, or at reception upon request, explains patient data information stored, who has access and how that information may be used.

### Zero Tolerance Policy

The Practice operates a Zero Tolerance Policy for all staff within the Health Centre. Policy contravention may result in removal from the Practice List.

### Did Not Attend (DNA) Policy

Resultant to consulting time lost due to patients not attending pre-booked appointments we have a DNA Policy. Any habitual non-attenders may be removed from the Practice List.

PLEASE NOTE - **ALL** consultations are by appointment. Please do not visit the Health Centre without appointment and expect to be seen. ALWAYS telephone to arrange a clinical triage, nurse or phlebotomy appointment time.

Practice Website:

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

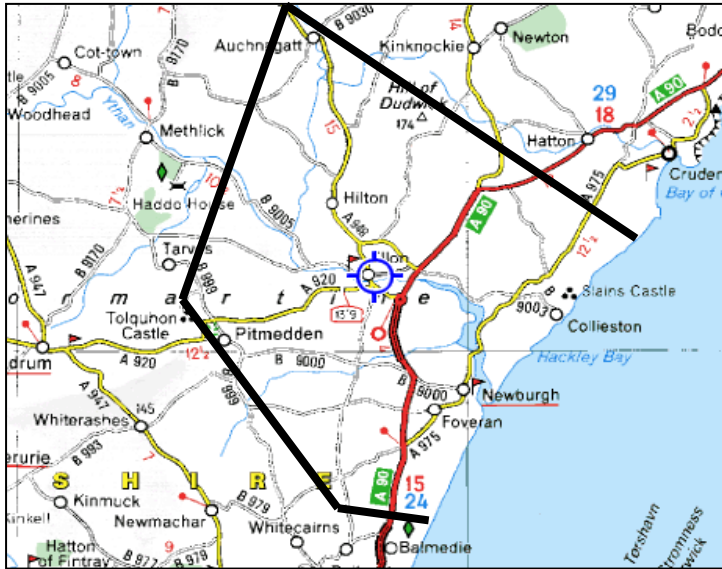
Online smear clinics

<https://patient.emisaccess.co.uk>

Online ordering repeat prescriptions

Follow us on Facebook for helpful patient information updates.

## Ellon Group Practice Area



Ellon Group Practice  
Schoolhill  
ELLON  
Aberdeenshire  
AB41 9JH



Telephone 0345 337 1150

### GPs

Dr P J Brown MB ChB (*GP Partner*)  
Dr P A Murphy MB ChB (*GP Partner*)  
Dr H Kam MB ChB (*GP Partner*)  
Dr J Humes MB ChB (*GP Partner*)  
Dr D Ewen MB ChB MRCGP (*GP Partner*)  
Dr N Maria MBBS (*GP Partner*)  
Dr S Lim MBChB BSc MRCGP DRCOG DFSRH (*GP Partner*)  
Dr L Sim BMSC MBChB MRCGP (*GP Partner*)  
Dr D Kidder MBChB, DFSRH, MRCGP, MRCPS; PGDip, GPSI Cardiology  
Dr N Farrar MBBS MRCGP

### Advanced Nurse Practitioners

Dana Willetts  
Irene Higgins  
Susan Donn

### Practice Management

Practice Manager TBC  
Kerry Scott, Assistant Practice Manager

**Complaints/Feedback Comments:** Practice Manager, visit website [www.ellonmedicalpractice.co.uk](http://www.ellonmedicalpractice.co.uk), 'Complaints Handling' section.

### Useful Telephone Numbers

**NHS 24** – Out of Hours Care & advice tel 111 or visit [www.nhs24.scot](http://www.nhs24.scot)  
**Visit:** [www.nhsinform.scot](http://www.nhsinform.scot)

<b>Genuine Medical Emergency</b>		<b>Option 1</b>
	<i>During normal surgery hours 8.00am to 6.00pm</i>	
<b>Appointments</b>	8.30am to 6.00pm	<b>Option 2</b>
<b>or online (smears only) via</b>	<a href="http://www.patientaccess.com">www.patientaccess.com</a>	
<b>(registration required)</b>		
<b>Enquiries</b>	8.30am to 5.00pm	<b>Option 3</b>
<b>Results</b>	8.30am to 5.00pm	<b>Option 3</b>
<b>Repeat Prescriptions</b>	10.30am to 5.00pm	<b>Option 4</b>
<b>or online via</b>	<a href="http://www.patientaccess.com">www.patientaccess.com</a>	
<b>(registration required)</b>		
<b>Cancellation Line:</b> leave a message any time		<b>Option 5</b>

**Ellon Health Centre is fully accessible to disabled patients**

**For further Practice information please see our website**  
[www.ellonmedicalpractice.co.uk](http://www.ellonmedicalpractice.co.uk)