

# **ALNESS/INVERGORDON MEDICAL GROUP**

## **New Patient Information Pack**

**The Robertson Health Centre, Alness, IV17 0UN**

**The Health Centre, County Community Hospital, Invergordon, IV18 0JR**

*May 2020*

**Details about the doctors****Date and place first registered as  
a medical practitioner**

James F Hutton  
MB ChB

1986 - Glasgow

Stephen J Kelly  
MB ChB

1993 - Cardiff

Dawn Neville  
MB ChB MRCGP DRCOG DFRSH

2003 – Aberdeen

Wolfgang Grieger  
MBBS, PhD, DGM, DFRSH, DRCOG, MRCGP

2009 – London

Ian Gartshore  
MB ChB MRCGP MRCS MA Hons

2002 – Glasgow

Mark Keenan  
MB ChB

2007 – Coventry

Clare Calderwood  
MB ChB MRCGP CSA AKT

2007 – Aberdeen

Laura Fothergill  
MB ChB MRCGP

2013 – Dundee

## **Welcome to Aness/Invergordon Medical Group and Primary Health Care Team**

With the help of the patients we have prepared this leaflet to give you information about our services.

### **The Medical Practice, Primary Health Care Team and NHS**

The Medical Practice is made up of the Doctors, Nurse Practitioners, the Practice Nurses, Healthcare Assistants, the Practice Manager, Senior Administrators and administration staff. The Primary Health Care Team consists of the Medical Practice plus the nursing staff, physiotherapists, chiropodist, dentist and visiting specialists. All members of the team have specific skills and experience which they bring together to provide the help you need.

We have given detailed information about medical services and brief details about services provided by everyone in the Primary Health Care Team. These can be found on the chart at the back of the booklet. If you require care from the other members of the team they will give you more details about their services.

### **The Practice Manager and Administrative staff**

The Practice Manager manages the administration of the Practice and the Receptionists deal with appointments, repeat prescriptions, results and general enquiries.

### **FY2 and Students**

At certain times an FY2 (trainee medical practitioner) and/or medical students, or students with any member of the Primary Health Care Team may be working under supervision. You may be asked for your permission for a student to be involved in your care.

## Courtesy to Staff

Staff is required to be courteous to the public and courteous behaviour towards staff is appreciated. Abusive or violent behaviour causes offence to both staff and patients. The Practice will refuse to provide services, or will prosecute any person whose behaviour is disruptive.

You can help us provide an efficient service by:

- informing us if you change your name, address or phone number
- arriving on time for your appointment and letting us know as early as possible if you want to cancel an appointment

## Services Provided by the Medical Practice

**All new patients** are offered an introductory appointment where you will be asked about your medical history and a routine health check will also be carried out.

Each doctor is qualified to provide a full range of medical services

- General medical consultations, treatments, advice and referral to specialists if required.
- Maternity care – Midwife led
- Contraceptive services and cervical screening
- Child health check ups and immunisations
- Travel immunisations
- Minor surgery and treatment for minor injuries. (Invergordon Health Centre only)

**Health Promotion** – The Primary Health Care Team encourages all patients to adopt a healthy lifestyle by stopping smoking, drinking alcohol in moderation, eating a well balanced diet and taking regular exercise. **We offer –**

- Individual counselling to help you stop smoking and lead a healthy lifestyle
- Regular checks if you have heart disease, stroke, asthma or diabetes
- Preconceptual counseling – information and advice for people considering pregnancy

**Private medical services with costs** – Some services are not provided on the NHS, for example, pre-employment medicals, private medical insurance certificates and some travel immunisations. Details of these and their costs are available from the receptionists.

## **Health Centre Opening Times**

Monday – Friday, 8am – 6pm. 6pm – 9pm twice a month, 1<sup>st</sup> and 3<sup>rd</sup> week, (Invergordon Health Centre only), consultations are by appointment only.

## **Making an appointment**

To make an appointment to see a doctor please telephone Alness 01349 882229 or Invergordon 01349 852893 or call at the health centre during opening hours. The receptionist will try to give you a time that is convenient to you and with a doctor of your choice, if this is not possible she will suggest an alternative time or another doctor who is available. **Each appointment is for one patient only.**

## **Home Visits**

If your illness prevents you from attending the surgery, you can ask for a home visit by telephoning Alness 01349 882229 or Invergordon 01349 852522. Please telephone before 10am. Our reception staff will ask for further information direct you to the most appropriate level of care.

## **Emergency Consultations During Surgery Opening Hours**

Every effort will be made to see patients with urgent medical matters during surgery hours. Please telephone Alness 01349 882229 or Invergordon 01349 852522 and the Doctor will either ask you to attend the surgery, or if he/she feels it more appropriate, arrange a visit.

## **Telephone Consultations**

It may be that your problem could be dealt with over the phone i.e. a query about medication or to discuss a test result. If this is the case the Doctor will request you arrange a telephone consultation appointment and you will be given an approximate time for this appointment.

## **When the Practice is closed**

If you need a Doctor outside normal opening times please call **111** to be put in touch with NHS 24.

Please restrict these calls to urgent problems that cannot wait until the next surgery.

## **Arrangements for Repeat Prescriptions**

- You will have been given a repeat prescription form with a list of your medicines with your last supply.
- Tick on the form which medicines you need and where you want to collect your prescription.
- Give the form to the receptionist and your prescription will be ready for collection 72 hours later at the Pharmacy of your choice.
- Alternatively you can post your form to the surgery with a stamped self-addressed envelope and we will send you your prescription.
- Patients can also register for our online service to order prescriptions, registration forms can be obtained at our reception desks.

## **Facilities at the Health Centre**

### Car Parking

Parking spaces are limited; please only use the car park when attending the health centre.

### Access for Disabled Patients

The health centre is all on ground floor level with a ramp for wheelchairs. There are also disabled toilet facilities within the building.

### Mothers and Babies

There are facilities for baby changing and nursing mothers.

### Fire Safety

In the event of the fire alarm ringing, members of staff will advise you what to do.

### Smoking and Alcohol

The Practice operates a No Smoking and No Alcohol Policy. Please be aware that if you are under the influence of alcohol, your appointment may be cancelled.

Who provides the service?	Where is the service provided?			Can I refer myself to the service?	How do I contact the service?	When is the service available?
<b>Practice</b>	Both Health Centres	In your own home	At school	(This includes referrals from carers)	<b>To cancel - call the contact number</b>	
Treatment Room Nurse	Yes	No	No	Yes	Alness: 01349 882229 Invergordon: 01349 852893	Monday-Friday 09.00-17.20
<b>Community Nursing Team</b>						
District Nurse	Yes	Yes	No	Yes	01349 853131 (Invergordon)	7 days a week 08.30-17.00 for routine care 17.00-8.30 call NHS 24 111
Midwife	Yes	Yes	No	Yes	01349 855675	7 days a week 08.30-17.00 for routine care 17.00-8.30 call NHS24 111
Health Visitor	Yes	Yes	No	Yes	01349 886912	Monday-Friday 09.00-17.00
McMillan Nurse (Cancer Care)	Yes	Yes	No	No	01463 242860 Ext 3467	Monday-Friday 09.00-17.00
<b>Professions Allied to Medicine</b>						
Chiropody/Podiatry	Yes	No	No	Yes, if you are 16 and under or 65 and over	Referral forms are available from the Doctors, receptionist or the nursing staff or telephone: 01463 723250	For details of clinic times phone: 01463 723250
Physiotherapy	Yes	Yes	No	No	01349 852496 Ext: 2100	Monday-Thursday 09.00-17.00

Who provides the service?	Where is the service provided?		Can I refer myself to the service? (This includes referrals from carers)	How do I contact the service? <b>To cancel - call the contact number</b>	When is the service available?
Community Mental Health Team: community psychiatric nurse, social worker, support worker	In Practice	At Home	Yes to Community Mental Health Team	01349 853636	Monday-Friday 09.00-17.00
Psychiatrist (from New Craigs Hospital)	Yes	In emergency	No	Through the family Doctor or Community Mental Health Team To cancel 01463 242860 Extension 2316	By appointment only Weekly clinic on Wednesday morning
Psychologist	Yes	Yes	Through Community Mental Health Team/GP	01349 853636	By arrangement
<b>Other Services</b>					
Dentistry (Alness)	Yes	Yes Conditions apply	No Contact NHS Dental Helpline 0845 6442271	01349 883923	Monday-Thursday 08.30 – 17.00 Friday 08.30 – 16.30



## Patients Rights and Responsibilities

### To compliment the Rights and Standards as set out in the Government's Patient's Charter we, as your Health Team, can offer you:-

An appointment with any doctor at the Surgery, regardless of whom you are registered, subject to availability.

Immediate attention in case of a **medical emergency**.

In the case of **urgency**, an appointment on the same day, subject to a Duty Doctor assessment

An Out of Hours service is available if you require a Doctor **urgently** out of normal surgery hours.

The Practice will make every effort to

- start surgeries on time
- keep waiting times to a minimum
- keep you informed of any unavoidable delays which may occur during consultation time.
- have letters of referral ready for dispatch or collection within two working days of dictation
- have repeat prescriptions ready for collection at the Health Centre within 2 working days.
- offer a health check on registration
- offer a home visit if you are unable to get to the Health Centre because of your illness

You will be treated with courtesy and efficiency at the reception and over the telephone by all members of staff, who will, at all times, endeavour to respect your privacy and dignity.

You will be asked if a medical student may attend your consultation, but you will always have the right to refuse.

A female chaperone will be available on request.

Full antenatal care will be provided by a named midwife.

Test results will be given by a receptionist, at the doctor's discretion, to save you having to make an appointment. Results can only be given to the patient unless a prior arrangement has been made. Patients should contact the surgery between the hours of 11-12 noon and 2-3pm for obtaining results.

Complete confidentiality at all times of patient records and consultations. Any comments, suggestions or complaints will be dealt with by the Practice Manager, Claire Munro. They will be treated seriously and confidentially, without affecting the patient/practice relationship.

Complaints will be dealt with confidentially. A Practice Complaint pack is available from reception with full details on the process.

The waiting area will be clean and comfortable with facilities for children.

There will be easy access for the disabled, with toilet facilities.

### **In return for these services, we would ask that you**

- give us 72 hours notice on request of a repeat prescription
- request a home visit before 10am if possible
- let a receptionist know if you are unable to keep an appointment
- accept that there could be some delay if your Doctor has to attend an emergency
- accept that there may be some waiting time as some patients may need more consulting time than others – one day that person may be you
- keep your children as quiet as possible and under control, so as not to cause distress to or disturb other patients who may be feeling unwell
- arrive on time for your appointment
- try, where possible, to see your Doctor at the Health Centre in order to give him/her more time to see other patients
- refrain from bringing animals into the Health Centre
- accept that current BMA fees will be applied for non-medical services

### **For issues relating to the services of other members of the Primary Health Care Team – you can either:**

- Speak to a member of the service concerned for further advice; Lesley Kinloch, District Manager, Invergordon County Community Hospital. Tel. 01349 852496
- or contact the Local Services Manager – Mr Kenny Roadgers, Mid Ross, Assynt House, Beechwood Park, Inverness, IV2 3BW. Tel 01463 717123
- or by writing to The Complaints Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ

Leaflets outlining the NHS complaint procedure are available from the Health Centre. The Highland Health Council can provide independent advice.

## **Data Protection Notice**

### **1. About Alness/Invergordon Medical Group**

Alness/Invergordon Medical Group is an independent business who are contracted to provide general medical services to the population of Alness, Invergordon and its surrounding areas by NHS Highland.

NHS Highland is a public organisation created in Scotland under section 1 of the National Health Service (Scotland) Act 1978 (the 1978 Act). It is one of the organisations which form part of NHS Scotland (NHSS).

### **2. About the personal information we use**

We use personal information on different groups of individuals including:

- Patients

- Staff
- Contractors
- Suppliers
- Complainants, enquirers
- Survey respondents
- Professional experts and consultants

The personal information we use includes information that identifies you like your name, address, date of birth and postcode.

We also use more sensitive types of personal information, including information about racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; and genetic data, health; sex life or sexual orientation.

The information we use can relate to personal and family details; education, training and employment details; financial details; lifestyle and social circumstances; goods and services; visual images; details held in the patient record; responses to surveys.

### **3. Our purposes for using personal information**

Under the 1978 Act NHS Alness/Invergordon Medical Group has the statutory responsibility to provide or arrange for the provision of a range of healthcare, health improvement and health protection services. We are given these tasks so that we can help to promote the improvement of the physical and mental health of the patients of Alness/Invergordon Medical Group and assist in operating a comprehensive and integrated national health service in Scotland.

We use personal information to enable us to provide healthcare services for patients, data matching under the national fraud initiative; research; supporting and managing our employees and maintaining our accounts and records.

### **4. Our legal basis for using personal information**

Alness/Invergordon Medical Group, as data controller, is required to have a legal basis when using personal information. Alness/Invergordon Medical Group considers that performance of our tasks and functions are in the public interest. So when using personal information our legal basis is usually that its use is necessary for the performance of a task carried out in the public interest, or in the exercise of official authority vested in us. In some situations we may rely on a different legal basis; for example, when we are using personal information to pay a supplier, our legal basis is that its use is necessary for the purposes of our legitimate interests as a buyer of goods and services. Another example would be for compliance with a legal obligation to which Alness/Invergordon Medical Group is subject to, for example under the Public Health etc (Scotland) Act 2008 we are required to notify Health Protection Scotland when someone contracts a specific disease.

When we are using more sensitive types of personal information, including health information, our legal basis is usually that the use is necessary:

- for the provision of health or social care or treatment or the management of health or social care systems and services; or
- for reasons of public interest in the area of public health; or

- for reasons of substantial public interest for aims that are proportionate and respect people's rights, for example research; or
- in order to protect the vital interests of an individual; or
- for the establishment, exercise or defence of legal claims or in the case of a court order.

On rare occasions we may rely on your explicit consent as our legal basis for using your personal information. When we do this we will explain what it means, and the rights that are available, to you. You should be aware that we will continue to ask for your consent for other things like taking part in a drug trial, or when you are having an operation.

## **5. Who provides the personal information**

When you do not provide information directly to us, we receive it from other individuals and organisations involved in the delivery of health and care services in Scotland. These include other NHS Boards and primary care contractors such as GPs, dentists, pharmacists and opticians; other public bodies e.g. Local Authorities and suppliers of goods and services.

## **6. Sharing personal information with others**

Depending on the situation, where necessary we will share appropriate, relevant and proportionate personal information in compliance with the law, with the following:

- Our patients and their chosen representatives or carers
- Staff
- Current, past and potential employers
- Healthcare social and welfare organisations
- Suppliers, service providers, legal representatives
- Auditors and audit bodies
- Educators and examining bodies
- Research organisations
- People making an enquiry or complaint
- Financial organisations
- Professional bodies
- Trade Unions
- Business associates
- Police forces.
- Security organisations.
- Central and local government.
- Voluntary and charitable organisations.

## **7. Transferring personal information abroad**

It is sometimes necessary to transfer personal health information overseas for example if you require urgent medical treatment abroad. When this is needed information may be transferred to countries or territories around the world. Any transfers made will be in full compliance with NHS Scotland Information Security Policy.

## **8. Retention periods of the information we hold**

Within Alness/Invergordon Medical Group we keep personal information as set out in the Scottish Government Records Management: NHS Code of Practice (Scotland) Version 2.1

January 2012. The NHS Code of Practice sets out minimum retention periods for information, including personal information, held in different types of records including personal health records and administrative records. As directed by the Scottish Government in the Records Management Code of Practice, we maintain a retention schedule <http://www.scotland.gov.uk/Publications/2010/04/20142935/0> detailing the minimum retention period for the information and procedures for the safe disposal of personal information.

## **9. How we protect personal information**

We take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. The following security measures are in place to protect personal information:

- All staff undertake mandatory training in Data Protection and IT Security
- Compliance with NHS Scotland Information Security Policy
- Organisational policy and procedures on the safe handling of personal information
- Access controls and audits of electronic systems

## **10. Your rights**

This section contains a description of your data protection rights within Alness/Invergordon Medical Group.

The right to be informed

Alness/Invergordon Medical Group must explain how we use your personal information. We use a number of ways to communicate how personal information is used, including:

- This Data Protection Notice
- Information leaflets
- Discussions with staff providing your care

The right of access

You have the right to access your own personal information.

This right includes making you aware of what information we hold along with the opportunity to satisfy you that we are using your information fairly and legally.

You have the right to obtain:

- Confirmation that your personal information is being held or used by us
- Access to your personal information
- Additional information about how we use your personal information

Although we must provide this information free of charge, if your request is considered unfounded or excessive, or if you request the same information more than once, we may charge a reasonable fee.

If you would like to access your personal information, you can do this by contacting:

The Practice Manager and requesting a Subject Access Request Form (SAR).

Once we have details of your request and you have provided us with enough information for us to locate your personal information, we will respond to your request without delay, within one month (30 days). However If your request is complex we may take longer, by up to two months, to respond. If this is the case we will tell you and explain the reason for the delay.

### The right to rectification

If the personal information we hold about you is inaccurate or incomplete you have the right to have this corrected.

If it is agreed that your personal information is inaccurate or incomplete we will aim to amend your records accordingly, normally within one month, or within two months where the request is complex. However, we will contact you as quickly as possible to explain this further if the need to extend our timescales applies to your request. Unless there is a risk to patient safety, we can restrict access to your records to ensure that the inaccurate or incomplete information is not used until amended.

If for any reason we have shared your information with anyone else, perhaps during a referral to another service for example, we will notify them of the changes required so that we can ensure their records are accurate.

If on consideration of your request Alness/Invergordon Medical Group does not consider the personal information to be inaccurate then we will add a comment to your record stating your concerns about the information. If this is case we will contact you within one month to explain our reasons for this.

If you are unhappy about how Alness/Invergordon Medical Group has responded to your request for rectification we will provide you with information on how you can complain to the Information Commissioner's Office, or how to take legal action.

### **The right to object**

When Alness/Invergordon Medical Group is processing your personal information for the purpose of the performance of a task carried out in the public interest or in the exercise of official authority you have the right to object to the processing and also seek that further processing of your personal information is restricted. Provided Alness/Invergordon Medical Group can demonstrate compelling legitimate grounds for processing your personal information, for instance; patient safety or for evidence to support legal claims, your right will not be upheld.

### **The right to complain**

If you are unhappy with the way in which we use your personal information please contact our local Health Board.

You also have the right to complain about how we use your personal information to the Information Commissioner's Office (ICO). Details about this are on their website at [www.ico.org.uk](http://www.ico.org.uk).

## **Additional Sources of Health Related Information**

**Highland Health Information and Resources Services** – provides information on all aspects of health and health related services for the Highland population. Tel. Lo-call 0345573077.

**NHS Helpline** – 0800 22 44 88

The NHS provides an information and advice line about illnesses, patients' rights, self-help and support groups and information about services. All calls are free and confidential.

### **Highland Health Council**

#### **Useful Telephone Numbers**

Raigmore Hospital	01463 704000
Lawson Memorial Hospital Golspie	01408 633157
County Hospital, Invergordon	01349 852496
Ross Memorial Hospital, Dingwall	01349 863313
Social Work Department	01349 852496
Local Chemists      Alness Well	01349 882233
Alness new Pharmacy	01349 883444
Invergordon	01349 852242
Optician – Mr Campbell	01349 882863
Samaritans	01463 713456
Relate	01463 712888
Citizens Advice Bureau	01349 883333
Highland Health Board	01349 717123
Rape and Abuse Line	01349 865316
Childline	0800 1111