

WELCOME TO Portree Medical Centre

Information for Patients

Thank you for choosing to join this practice, we look forward to a helping you to achieve the best health possible.

**Portree
Isle of Skye
IV51 9BZ**

Tel: 01478 612013
Fax: 01478 612340
Prescriptions: 01478 612109

www.portreemedical.scot.nhs.uk

Out of Hours 111 (www.nhs24.com)
Medical Advice 0845 4224488 (www.nhsinform.co.uk)

It is the policy of the Portree Medical Centre Practice to treat all patients with courtesy and in a dignified manner and their rights and responsibilities are honored in full. In the same way we expect reciprocal conduct and hope that our service will meet our patients' expectations.

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GENERAL INFORMATION

OPENING HOURS

All surgeries are by appointment only (01478 612013)

The Medical Centre in Portree is open from 8am until 6pm, Monday – Friday

Appointments:

Portree - daily between 8.30am – 5pm

Raasay - Wednesday morning

Staffin - Thursday morning.

The Practice offers evening appointments each Thursday at Portree from 6pm for those patients who **cannot attend** at the normal surgery times.

Public Holidays

The practice is closed on agreed public holidays, which are advertised in the practice.

Protected Learning

The practice closes specified afternoons each year to participate in a protected learning programme for staff training and continuing professional education. Dates of the closures are advertised within the Medical Centre. During this time the out of hour's service is operational.

Closures

The practice closes for one hour on the fourth Wednesday of each month between 1pm and 2pm for staff training. In an emergency you should contact Portree Hospital on 01478 613200.

Services for Disabled Patients

A large print version of this leaflet can be requested.

There is a designated disabled drop off space is located nearest to the entrance to the Medical Centre.

The surgery at Portree has double access doors. The door on the left as you arrive is locked for safety purposes. If assistance is needed to enter the building there is a bell located to the right hand side of the entry door. A member of the administration team will attend as soon as possible to give assistance.

The Medical Centre premises are suitable disabled patients. All the patient areas including waiting room, consulting rooms and toilets are suitable for wheelchairs. A wheelchair is available at reception.

We ask that any patient with special needs make us aware of those needs.

Services for Patients with Communication Problems

The language spoken by all members of the team at the practice is English and some speak Gaelic. We can arrange interpreter services for patients whose do not speak or have limited English language skills.

If you wish to make use of any of these services please let a member of the team know in advance and we can arrange for the interpreters to be available at your appointment.

Equality Statement – FAIR for ALL

The practice expects staff to treat all patients, and anyone who comes into contact with the practice, who may or may not wish to make use of the services available with dignity and respect on an equitable basis.

No-one should receive less favourable treatment on any grounds and all contacts should be free from any discrimination on account of sex or sexual reassignment, sexual orientation, marital status, race, colour, creed, disability, age, religion or beliefs, ethnic or national origin or health conditions.

Should you have any concerns or comments please speak to the Practice Manager.

We will work in partnership with you, this involves commitment and responsibilities on both parties, and a summary is given below:

Our Commitment to You

- ▶ We will aim for you to have access to a suitably qualified medical professional with 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- ▶ We will work in partnership with you to achieve the best medical care possible.
- ▶ We will involve you and listen to your opinions and views in all aspects of your medical care.
- ▶ The prevention of disease, illness and injury and the promotion of a healthy lifestyle are primary concerns. The medical and nursing staff will advise you on what you can do to stay in good health and to maintain a healthy lifestyle.

Your responsibilities

With your rights come responsibilities, ensuring that you obtain the absolute best from the service. As patients you are responsible for your own health and it is important that you listen to and action information and advice given and co-operate in keeping yourself and those you are responsible for in the best of health possible.

We would respectfully ask you also to be aware of the following:

- ▶ You are responsible for keeping appointments with us. Please cancel appointments that you will not be able to make or no longer need or if you are going to be more than 10 minutes late for.
- ▶ Please also advise us if you are going to be late for your appointment, generally if you are over 10 minutes late you will need to re-arrange your appointment.
- ▶ Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- ▶ Please inform the practice of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure we have your correct telephone number, even if it is ex-directory.

Registering as a Patient

Anyone living within the agreed practice boundaries may register with this practice. Details of our practice area are given at the end of this booklet. When registering, you will be asked to complete a registration form for each person registering with the Practice

You will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, until your medical records are transferred from your old practice.

If you are over 18 years of age, we also ask for you to bring proof of identity with you when you register. Acceptable documents include passport, driving licence or utility bill.

Moving Out of the Practice Area

The practice works within geographical boundaries agreed with NHS Highland, details of this area can be found at the end of the leaflet. If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

Who is Your Doctor? Expressing Preferences

Patients are registered with the practice, not an individual GP. Your medical card will be issued in the name of one of the doctors who will supervise your care; however you can at any time express a preference for a particular doctor, for all of your medical needs or on a case by case basis. This preference will be recorded in your medical notes and whilst we will always try to comply with your requests, it may not always be possible.

The Partnership of Doctors at Portree Medical Centre is a full equal partnership with no restriction or limitations. The partnership is contracted to NHS Highland to provide general medical services to patients registered with our practice and temporary residents within our practice boundary (as agreed with NHS Highland).

We also provide immediately necessary treatment for any person not registered with the practice who has a medical emergency within our practice boundary.

Social Media

The practice is aware of the use of Facebook and other Social Media platforms by patients as a means of them expressing their views regarding Portree Medical Centre.

Due to patient confidentiality, the practice is not in a position to respond to such 'Posts', nor clarify exactly what happened and the rationale for clinical decisions. Once a 'Post' has been put online, it is almost impossible to remove and defamation laws are equally applicable to Social Media. Although we may not reply, we are frequently made aware of such 'Posts.'

Never-the-less, we do genuinely welcome and encourage the views of patients to enable us to improve the service which we delivery, however all feedback to the practice should be made via the appropriate mechanisms.

Whilst on the subject of 'Facebook'

The clinicians, nurses and staff sometimes receive 'Friends' requests online from patients.

'Friend requests' are usually well-meant, however the British Medical Association (BMA) advise that Clinician's should refuse 'Friend requests' from Current or Former Patients of the Practice, so please do not be offended that you request is declined.

YOUR DOCTORS AND AVAILABILITY

PARTNERS

Dr Stephen D McCabe	MBChB (Edinburgh 1988), MRCGP
Dr Shirley Potts	MBChB (Edinburgh 1981), MRCP, MRCGP, DRCOG, DTM+H
Dr Sarah Clancy	MBChB (Glasgow 1998), MRCGP, DRCOG, DCH, DTM+H
Dr Hannah MacLeod	MBChB (Dundee 2004), MRCGP, DFSRH, DTM+H
Dr Ishbel MacDougall	MBBS (Newcastle 2003), MRCGP, DRCOG, DFSRH
Dr Richard Moss	MBBS (Imperial 2008), BSc, MRCGP (2015)
Dr Helen McArdle	MBChB (Hons) (Liverpool 2000), BSc (Hons), MRCP, MRCGP (2007), DRCOG, DipDerm
Dr Louise Lankston	MBChB (Glasgow, 2011), BSc, MRCGP, DRCOG, DFSRH

In addition to surgeries the doctors have other duties to undertake, for example, specialist clinics and home visits. (The times of surgeries may vary due to other commitments and to address patient needs)

ADVANCED NURSE PRACTITIONER

Gillian Alston RCN



PRACTICE NURSING TEAM

Practice Nursing Team

Anne Marie MacFadyen RGN 1980, F.P. Cert, Dip Asthma, Dip Diabetes, Dip COPD

Maureen MacLean RGN

Ashley MacKinnon BNurs (Distinction), RGN 2009

Healthcare Support Worker

Kathryn MacKay

Lauren Gardner

Our Healthcare support workers are trained to take bloods, check blood pressures (and show you how to use the home blood pressure machines), ECGs, height and weight and urinalysis.

ADMINISTRATIVE STAFF



Practice Manager

Our Practice Manager, Roslynn O'Connor, will be only too willing to help you with any administrative or non-medical aspects of your health treatment.

She is also available to discuss any suggestions, which you may have to improve our service to you.

Reception and Administration Team

Deputy Practice Manager: Melanie Newman

Medical Administrators: Deen Nicolson, Debbie Kirkwood, Lauren Gardner, Bethany MacLeod, Fiona MacLeod

Administration Secretary: Sophie Lancaster

Medical Records Summariser Dr Chris Crichton

All of our staff are there to help you and are pleased to do so. They are your link with the rest of the Practice and may need to ask you medical details in order to work effectively.

They are working under the instructions of the doctors at all times, all information given to them is treated in confidence and they are bound by the same codes of conduct as the doctors and nurses. The more information you are able to give them, the better they will be able to assist you.

NUTS & BOLTS - HOW THE PRACTICE WORKS



Making an Appointment

You may consult with any Doctor, Advanced Practitioner or nurse available. Appointments can be made by phone, online or in person at reception. You will be offered the earliest appointment available or at a time suitable for you when there are available appointments.

If you wish to consult with one particular doctor or nurse you may have to wait slightly longer for an appointment, we would ask that you give about 7 days notice for a routine appointment.

All patients, irrespective of the last time they had a consultation, are offered a face-to-face consultations. You can request a telephone consultation if that would be more convenient.

Should you feel that you couldn't wait for the next routine appointment, you may have an appointment with the duty doctor or nurse that day.

INFORMATION ABOUT APPOINTMENTS

If we have current mobiles telephone numbers, we will send a text reminder about your appointment the working day before. If you no longer need an appointment or cannot attend please remember to cancel as it can then be used by someone else.



Routine consultations are by appointment only and are at 15 minute intervals. Nurse reviews for long term conditions vary depending on the condition, administration staff can advise of appointment length.

If you have more than 3 items to discuss or if you feel that it is a complex issue, please ask the receptionist for longer appointment time, you may specify the appointment length up to a maximum of 30 minutes for any one appointment. You may have to wait for an extended appointment.

You can make an appointment with any of the doctors or practice nurses; however you may have to wait longer for a specific doctor/nurse.

Please make separate appointments for each person who needs a consultation



Same day appointments are available to all patients. Our Advanced Practitioner is available each day. In addition there are a limited number of doctor appointments offered each day and suitable for those who cannot wait until the next routine appointment. These appointments are at 10 minute intervals and suitable for single problem consultations. We ask that you contact us before 10:15am on the morning that you wish to be seen.

The appointment will be with either the Advanced Practitioner or duty nurse or doctor; you can of course express your preference when making the appointment. We cannot however guarantee that we can honour every expression of preference due to the demand for this service.

The doctors have asked the administration staff to ask patients requesting an on the day appointment for a brief description of the reason for the appointment, to allow the duty team to assess who is best to see them.

Same day appointments are not offered in the afternoon, as the doctors are dealing with visits, mail and results.

Urgent appointments are available each morning and afternoon. These are 10 minute appointments and may involve an initial discussion with the duty Nurse or Doctor. Please be aware that although you are given an appointment time to attend you may have to wait to be seen.



Prebookable Telephone Consultations are available to assist patients who want to consult with a doctor or practice nurse, but feel that they don't need to come for a face-to-face consultation or to be examined.

Please ask for a telephone consultation and provide the receptionist with a telephone number where you can be contacted and the doctor/nurse will phone.

Same day Telephone Advice is available from all of the clinical staff at the Medical Centre and the receptionist may have to ask you for some details about the reason for your call, to make sure that you speak to the most appropriate person. If the doctor or nurse is free when you call they will speak to you but if they are busy, they may need to phone you back.

Home Visits



Home visit requests should if possible be made before 10.00am. All requests are triaged by the Duty Nurse to allow the doctors to organise their visits.

Doctors do not have to visit at home unless there is a medical need. A doctor will visit you, if they agree that it is necessary. If the doctor decides that you could attend the surgery, you will only be seen if you come to surgery.

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 patient at the Health Centre.

OUT OF HOURS - Tel: 111

During bank and/or public holidays, and protected learning sessions when the practice is closed. NHS Highland and NHS 24 will provide emergency medical cover.

IF YOU HAVE ANY DIFFICULTIES IN CONTACTING - NHS24 DIAL THE OPERATOR – 100

Other Sources for Advice

Medical advice is also available 24 hours a day from NHS24, they can be contact on 111 or www.nhs24.com

NHS Inform provide a evidence based validated health information services and have lots of condition advice and also self-help. You can call them on 0800 22 44 88 or online at www.nhsinform.scot

Medication Advice can also be given by your local pharmacist. Boots can be contacted on 01478 612100 or by going into the chemist.



REPEAT PRESCRIPTIONS

You are able to request repeat prescriptions:

- ▶ using the counterfoil of your last prescription, clearly marking on it which medication you require - this can be handed in or posted to the Practice at any time.
- ▶ using the automated prescription line on 01478 612109 at any time 24 hours a day – 7 days a week
- ▶ telephoning the Medical Centre between 12:30 and 2:30pm and speaking with an administrator
- ▶ via our website at www.portreemedical.scot.nhs.uk

All prescription requests received before 2:30pm on a working day will be dealt with that day and available from Boots 72 hours later.

Prescriptions requested after 2.30pm will not be dealt with until the next working day and available at Boots, chemist, Portree 72 hours after that.

For example: if you order at 11am on Monday your prescription will be ready on Thursday
if you order at 3pm on Monday your prescription will be ready at Boots on Friday.

Unless otherwise requested all prescriptions are automatically sent to Boots Chemist in Portree.

If you prefer to collect your prescriptions from the Medical Centre and it is requested before 12.30 it will be available at reception at 5.00 that day. If requested after 12.30 it will be available at reception at 5.00 the next working day.

TEST RESULTS

The practice has a strict policy regarding confidentiality and data protection, we will only give test results to the patient the results relate to.

The results will only be released to someone other than the patient if the patient has give prior permission, unless the patient would not understand or be able to get the results for themselves.

If you need to check blood/smear/x-ray results etc. please ring after 2:30pm when the telephone is less busy and the doctor has had time to review the results.

Please allow for approximately 7 days before you contact us to get your results.

EMERGENCIES

In a medical emergency do not delay contact the emergency services.

IN AN EMERGENCY DIAL 999 FOR AN AMBULANCE

Then contact the Doctor on 01478 612013 (Between 8am -6pm – Monday to Friday)

OUT OF HOURS - Tel: 111

During bank and/or public holidays, and protected learning sessions when the practice is closed. NHS Highland and NHS 24 will provide emergency medical cover.

IF YOU HAVE ANY DIFFICULTIES IN CONTACTING NHS 24 DIAL THE OPERATOR – 100

Local Hospital Emergency Services

Portree Hospital : 01478 613200 (8am – 11pm)

Broadford Hospital : 01471 822491 (24 hours)

WHAT TO DO IN TIME OF BEREAVEMENT

When a person has died, you may feel very shocked, however well you have prepared yourself. You may feel confused and bewildered. You can just stay with your friend or relative's body for a while. You may have many different emotions or you may feel numb.

IF DEATH OCCURS AT HOME

If it is a sudden and unexpected death, the doctor and the police should be called as soon as possible. Otherwise you can call the doctor in the morning.

1. Telephone the doctor or when if the practice is closed the Out of Hours number.
2. A doctor will visit as soon as possible.
3. Contact a funeral director.

WHEN DEATH OCCURS IN HOSPITAL

1. Contact a funeral director to inform them that their services will be required.
2. Collect doctor's death certificate from the hospital.
3. Take this to the registrar's for the area in which death took place. Also take the deceased's medical card if available and birth certificate.
4. Take green form to funeral director who will take over complete responsibility for arranging the funeral.

CONFIDENTIALITY

The relationship between patient and the team providing medical care is based on trust. We have a professional duty to keep information related to you confidential.



Disclosure cannot be made to a third person without your consent, regardless of whether or not the requested treatment is given. Unless there is a risk of serious potential harm.

We will respect confidentiality, regardless of age, as long as the doctor or nurses feels that the patient is capable of understanding and of making an informed choice about the treatment and/or advice.

Capacity and Informed Consent

A patient is deemed to have the capacity to make informed consent if they can

- ✓ understand the advice provided/proposed treatment
- ✓ understand the potential consequences
- ✓ make an informed choice

Capacity is task specific, meaning that the health professionals at the Medical Centre will assess it at every proposed treatment and/or intervention.

Consent to Treatment and Care

You have the right to give or withhold consent to all or any part of proposed treatment or care. We will respect your right of choice.

Breaking Confidentiality

Confidentiality may only be broken in situations when the health, safety or welfare of the patient or others, would be at grave risk or serious harm, and if disclosure to an appropriate person would prevent this.

The decision whether to break confidentiality depends on the current or potential harm, not on the age of the patient.

The amount of information released must be the minimum required to aid care and prevent harm or danger.

For further information please read our information – “How your information is used and stored” which should be included with the booklet.

Data Protection Registration

The practice is registered with the Information Commissioner, who holds a description of the data collected and retained by the practice. Our nominated Data Controller is Dr Stephen McCabe.

All information is held, retained and destroyed in accordance with NHS guidelines.

Access to your medical records

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. If you require access your request in writing should be sent to the Practice Manager who will contact you to arrange a convenient time.

There is a charge for access to medical records.

New patients are offered the opportunity to review a summary of their medical record when it is received from the previous practice. Details of this are available from reception.

Freedom of Information

The Freedom of Information (Scotland) Act 2002 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made. Under the act General Practice is defined as a public body.

To comply with Section 23 of the Act, we have adopted the British Medical Association model publication scheme, which sets out the information routinely made publicly available.

Our commitment to publish information excludes any information, which can legitimately be withheld under the exemptions set out in the Freedom of Information (Scotland) Act 2002.

COMPLAINTS AND FEEDBACK



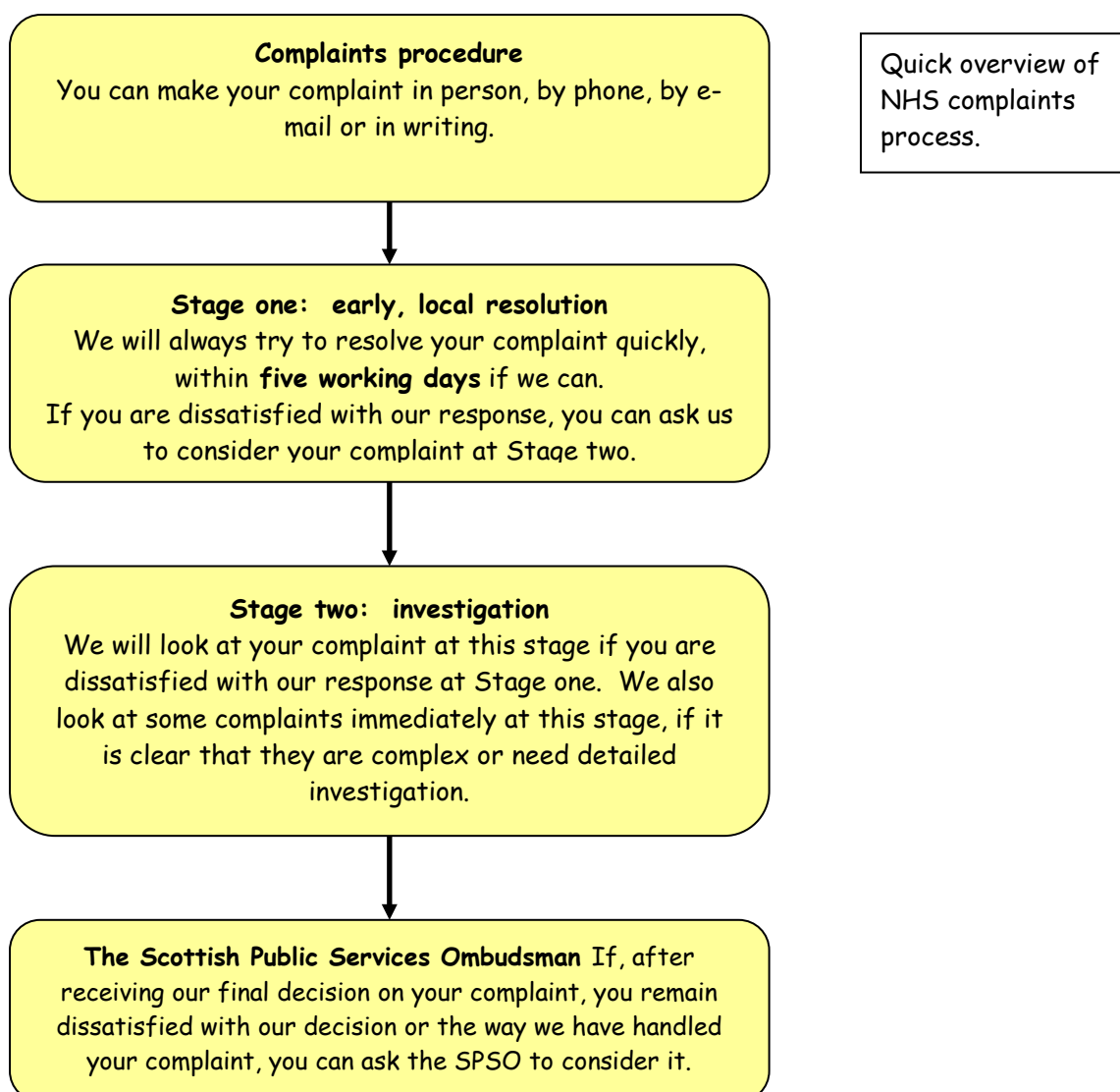
Although everyone at the Medical Centre strives to achieve a high quality service, we do acknowledge that circumstances may arise when a patient, carer or a patients' representative feels let down by the service they have received, and we would actively encourage you to bring the matter to our attention.

The practice has adopted and participates in the NHS complaints systems. Complaints may be raised with the practice manager or with another member of staff or a doctor.

Further information is available in our patient information leaflet entitled Complaints.

Support

Making a formal complaint can be stressful for the people involved – for those making the complaint and for the staff involved. The practice offers support in making a complaint however if you prefer independent advice and support, we have listed support organisations telephone numbers at the end of the leaflet.



SERVICES OFFERED BY THE PRACTICE

If it is difficult for you to attend the practice and the clinics at stated times, we will do our best to make suitable alternative arrangements.

New Patient Medicals

Unless there is a medical need, only patients over the age of 16 may request a new patient appointment with a practice nurse. If you take regular medication please make an appointment with a Doctor before you need to request your first issue of medication from us.

Health Checks

Keeping you healthy, during a routine health check the nurses will monitor your blood pressure, urinalysis, height and weight and general lifestyle.

If you are over 45 and haven't consulted with medical professional in the last 3 years, we recommend that you make a health check appointment. For those patients over 75 years, we recommend an annual appointment.

Pre-conceptual Counselling and Family Planning

If you are thinking of starting a family and wish to talk to someone about keeping fit and well for baby's sake, please see your doctor in routine surgery or your health visitor.

A full range of family planning services, including emergency contraception, is available. You may ask your doctor or nurse for advice at any surgery.

Childrens Vaccinations

It is important that your children are fully immunised against all the childhood diseases. Recall of children for immunisation are routinely done by the Practice. Those who are overdue may be sent reminders.

Holiday and Foreign Travel Vaccinations and Advice

To help protect against diseases contracted abroad please fill in a Travel Form available from reception with as much information as you can about your destination. We can then check the latest information about that country and advise you about any immunisations you may need. Some immunisations are required to be given many months before travel so please plan early.

Minor Surgery

The Practice undertakes minor operations to help save long waits for hospital treatment. See your doctor first to discuss whether the operation is necessary.

Cervical Smear Tests

We prefer to do these tests ourselves, and a doctor or practice nurse of your choice can carry these out. Please inform the receptionist when you are making your appointment that you will be having a smear test. We follow the local policy if performing smear tests every three years UNLESS the cytologist recommends repeating the smear more often, or if you have had a hysterectomy.

You will receive an invitation by letter. However, you need not wait for the invitation before making your appointment.

IUCD Insertions and Checks/Nexplanon Implants

The practices offer a coil fitting and review service. Please make an initial appointment with a Practice Nurse to discuss your needs.

Wart Clinic

There is no need to treat warts if they are not causing you problems. If you do nothing at all warts will mostly be gone in 6-12 months without leaving any scarring, especially in children. A leaflet is available from reception to give you more information and advice.

Treatment can sometimes clear warts more quickly, but all of the treatments are time consuming, for some treatments you need to apply the treatment **daily for 3 months**. It can also be painful. Often simply waiting for the warts to go is the best option.

If over the counter topical treatment doesn't work we can issue a prescribed medication with a stronger salicylic acid content but you will still have to remove the dead tissue as described above.

If you've tried topical treatment for 3 months with no success you can make an appointment at the wart clinic.

Chronic Disease Management

The practice nurses run clinics for the management and review of patients' diabetes, vascular, chest and renal conditions.

If you suffer from any of these conditions you will receive a letter invitation to attend a clinic. These run at various times throughout the week, however you don't need to wait until your invitation to come to the clinic, just book an appointment at reception.

Some of the annual reviews will require you to attend for a blood test prior to being seen in the clinic. If you need to have bloods before seeing the nurse this will be detailed in your invitation letter.

Health Promotion

We are pleased to offer our patients a variety of health promotion clinics to encourage and educate them towards a healthier lifestyle. Please ask for a "lifestyle appointment" with a practice nurse.

Medical Certificates

Absence from work due to illness for up to one week does NOT require a medical certificate from the doctor. You should obtain a self-certificate from your employer. Any absence over one week from work will need a medical certificate.

If your employer insists on a medical certificate for the first week, there will be a charge.

HOW TO PROTECT YOUR CHILD

The National Immunisation Programme outlined below is strongly supported by the doctors and Nurse at Portree Medical Centre. If you have any concerns about the immunisations please make an appointment to discuss them.

THE IMPORTANCE OF EARLY IMMUNISATION

Although babies have some natural immunity, whether bottle or breast-fed, it only lasts a short time and diseases like whooping cough are most dangerous in the very youngest children. There are more deaths in the younger ones from this disease than all other age groups combined, so early protection is important.

Health Visitors will contact any families with children under 5, to discuss immunisations and are there to support parents and those caring for children.

If your child has missed any of these immunisations, or started them late, don't worry. Our Practice Nurses can give advice and tell you how to fit them in so your child is fully protected.

OTHER PRACTICE INFORMATION:

Visiting Medical and Nursing

Medical students from Dundee University Medical School and on occasion, from further afield, are attached to the practice for an introduction to general practice as part of their degree course. If at any time you do not wish a medical student to be present during a particular consultation, the doctor would of course respect your wishes.

We also have nursing and health visiting students attached to the Community staff.

Non- NHS Services

Certain services provided by the doctors are not covered by the NHS and you may be asked to pay a fee, in line with BMA recommendations, e.g.: -

PRIVATE MEDICALS, INSURANCE CLAIMS, PRIVATE CERTIFICATES, FITNESS TO DRIVE MEDICALS, FITNESS TO TRAVEL MEDICALS.

Fees for non-NHS services are advertised in the practice. If you have any queries about fees or any other private medical services please discuss them with the receptionist or the practice manager.

We also have the resources to provide local employers with occupational health advice and assistance e.g. coping with stress in the workplace, managing change.

Portree Medical Centre Equipment Fund

The aim of the fund is to enable the practice to purchase and maintain specialised equipment to be used for the investigation and treatment of patients of the medical centre. For more information please contact the Practice Manager.

Communication and Translator Services

We can provide translator services for patients who do not have English as a first language. Please contact a member of staff who would be happy to organise the appropriate assistance.

Chaperone and Patient Advocates

You can have a relative or friend to attend an appointment with you. Am Fasgadh is also available to act on your behalf. They can be contacted on 01478 613533.

It is practice policy to offer a chaperone, please do not be offended. If a chaperone is not available you may be asked to make another appointment.

Carers

Many patients have carers who help them with daily living; this can be for a short period, during an illness or after an operation or longer term, if the patient is frail, or has longer term needs.

The practice supports carers in the vital role that they undertake. Caring for someone can be rewarding and satisfying, it can also be exhausting and stressful at times and it is important that the carer keeps healthy and gets the support they require to allow them to continue caring.

If you are a carer, or take on a carer role (either for a short time or longer term) please let us know. The practice offers a carer health review appointment with the doctor of your choice.

We work closely with the Career Organisations who can offer a range of support services and with Highland Council who offer independent carers reviews.

Zero Tolerance Policy

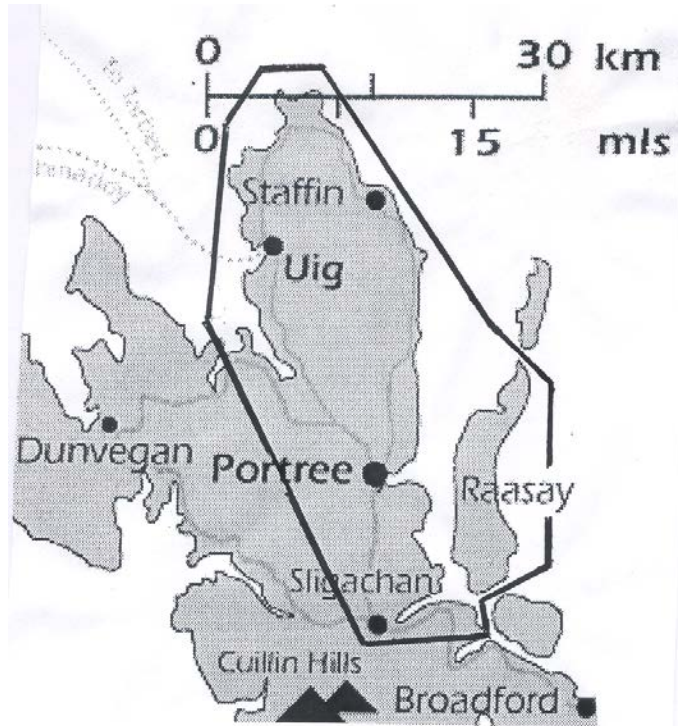
The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list, who is abusive or aggressive to a doctor, member of staff, other patient or who damages property.

If the patient commits an act of physical violence we will request that the patient is immediately removed from our list.

In addition, all instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

The Practice Area



OTHER SOURCES OF INFORMATION

The websites listed below contain useful information on aspect of health and well being and have informative leaflets.

www.patient.co.uk

useful leaflets, self help groups and medicines information

www.womenshealthlondon.org.uk

women health issues and topics

www.mindbodysoul.gov.uk

information for teenagers on sexual health, drugs, well being

www.moodjuice.scot.nhs.uk

information, advice to those experiencing troublesome thoughts, feelings and actions

www.menshealthforum.org.uk

mens health information

www.nhs24.com

general health information

USEFUL TELEPHONE NUMBERS

Doctor's Surgery	(01478) 612013
Prescription Line	(01478) 612109
Health Visitor	(01478) 612817
Midwives	(01478) 611924
District Nurse	(01478) 612590
Social Services, Portree	(01478) 612943
MacMillan Nurses	(01471) 822913
Raigmore Hospital	(01463) 704000
Broadford Hospital	(01471) 822491
Broadford Patient Contact Line	(01471) 822474
Portree Hospital	(01478) 613200
Samaritans	(08457) 909090
Am Fasgadh	(01478) 613533
Citizen's Advice Bureau (support for complaints)	(01478) 612032
Boots, Portree	(01478) 612100
NHS 24	111
NHS INFORM	(08454) 224488
Emergency Dental Service	(08456) 442271
Portree NHS Dentist	(01478) 614220

FAMILY FIRST AID KIT

This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of the reach of children: -

Soluble Aspirin, Paracetamol, Eucalyptus Drops, Vapour Rub, Ibuprofen, Antiseptic Solution, Calamine Lotion, Dressing Strips, Tubigrip Stocking, Thermometer, and Cotton Wool.

SELF TREATMENT OF COMMON ILLNESSES & ACCIDENTS

Many common illnesses and accidents can be treated at home without needing to see the doctor. We hope that you will find the following advice helpful. If you are uncertain as to what to do or are worried, please ask us for advice.

BACK PAIN

Twisting or lifting injuries or bad posture causes most episodes of back pain. Take two Paracetamol (up to a maximum of 8 in any 24 hours) and try to keep mobile, avoiding exertion or lifting. Avoid sitting or prolonged periods lying in bed, as this is liable to make things worse. If the pain is particularly severe or persists for more than a few days, contact your doctor. A back pain leaflet is available from the local chemist.

BURNS AND SCALDS

Apply large quantities of cold water to the affected area immediately and continue until the pain eases and the skin cools. Any blisters that are present should not be burst and may be covered by a loose, dry dressing. Take Paracetamol for the pain. If the skin is broken or a large area is affected, consult your doctor.

CHICKENPOX

Is caused by a virus. Over a few days a rash develops with tiny blisters scattered all over the skin. The spots, which are very itchy, turn 'crusty'. Oily Calamine lotion may be applied to soothe the skin. Dressing in light clothing and taking cool baths may help. Children may return to school as soon as the last of the 'crusts' have dropped off.

COLDS AND RUNNY NOSES

Colds are caused by viruses and cannot be cured by antibiotics. Various treatments can be of benefit though. Adults should take 2 Paracetamol or soluble Aspirin tablets every 4 hours (to a maximum of 8 in 24 hours) to help lower temperatures and ease aching muscles. If a sore throat is present, gargling with the soluble Aspirin will help. Take plenty of drinks. Children under 12 should not take Aspirin and the appropriate dose of Paracetamol mixture can be given every 4 hours. Steam inhalations are helpful. Vick Menthol and Karvol can be used, but not for babies less than 3 months old. The illness can last 7 to 10 days. Children have repeated colds and these build up a resistance to infection.

CONSTIPATION

This is a common problem, as we get older, since we do not eat so much, nor do we take as much exercise. Often drugs prescribed by the doctor (e.g. water tablets) lead to constipation. It doesn't matter if you don't go to the toilet every day or even only once or twice a week. It is more important that the motions are not hard. By drinking plenty of fluids and eating fibre,

eg. brown bread, bran, vegetables and fruit, most people manage all right. Do not take laxatives such as Senna on a regular basis.

COUGHS

Coughs are usually caused by virus infections. Inhaling steam from Vick, menthol crystals or Karvol added to very hot water could ease them. A dry cough may be helped by a cough suppressant from a chemist. Soothing lozenges may help. Hot drinks can help a troublesome nighttime cough, by preparing a thermos flask at bedtime. Cigarette smoke in the house will make a cough worse. If a cough persists or produces blood, or is associated with chest pain or shortness of breath, seek medical advice.

CUTS

Wash the wound thoroughly. Apply a clean dressing and put on pressure until the bleeding stops. If the wound is gaping or you are worried, seek medical advice. Dirty cuts especially, may need to be seen and if tetanus immunisation is not up to date, a booster should be given within 24 hours. We recommend a tetanus booster every 10 years for full cover, or until you have had 5 tetanus vaccinations in total.

CYSTITIS

Is due to an inflammation of the bladder, which causes pains on passing water and a feeling that you need to go again straight away. Drink at least 6 pints of water a day. Simple preparations from the chemist can help make the urine less acid and ease the burning pains. Take Paracetamol or Aspirin for pain and physically rest. If the symptoms do not improve, or you are ill in yourself, develop backache or pass blood, contact your doctor. Take a urine sample (in a sterilised bottle), with you when you attend.

DIARRHOEA AND/OR VOMITING

It is important for the stomach and bowel to rest completely. Therefore rest as completely as possible (ideally in bed), and no food should be given (including milk) until there has been no vomiting or diarrhoea for 12 hours.

Give plenty of warm water, flavoured with cordial if preferred. If vomiting is a problem sip small amounts regularly, e.g. every quarter of an hour. Once there has been no vomiting or diarrhoea for 12 hours, then start giving lightly toasted bread or biscuits, e.g. Rich Tea Biscuits.

Continue giving plenty of fluid. Normal food (including milk) should not be resumed until there has been no vomiting or diarrhoea for 24 hours. If there is no improvement in 2 days or if all or most of the water is being vomited back, or if you are worried then please contact the surgery.

EARACHE

Often occurs with a cold, as a result of catarrh. Paracetamol or Aspirin may be all that is required, but if repeated doses are needed every 4 hours or the painkiller does not work, contact your doctor. Sudafed can be helpful for catarrh.

FEVER

This is a feature of many infections such as a cold or the flu. Remove excess clothing and sponge the forehead and body with lukewarm water, (using a fan helps too). Let water evaporate from the body rather than drying with a towel. Take plenty of cool drinks. Take 2 Paracetamol or Aspirin regularly (every 4 hours to a maximum of 8 in 24 hours). Children

under 12 should not have Aspirin. If the fever persists after 24-48 hours, especially in the young, old or frail, this may indicate a complication so a doctor should be consulted.

HEAD INJURIES

It is unlikely that serious injury will result if the person can remember what happened or in the case of a child her or she cries straight away. Consult the doctor though, if loss of consciousness occurred, or if there is vomiting, blurred or double vision, drowsiness, difficulty in walking or a severe headache.

INSECT BITES AND STINGS

A cold compress is soothing. Calamine or antihistamine cream eases soreness and itching. Antihistamine tablets can be obtained from the chemist. Do not remove bee stings by squeezing the sting; try to 'scrape' it away.

NOSE BLEEDS

Sit in a chair leaning forward with your mouth open, and pinch the end of your nose for 15 – 20 minutes. If the bleeding has not stopped after 20 minutes, or if you feel faint or unwell, contact the doctor.

RASHES

Most rashes in children are due to viruses and not a cause for concern. If, however, your child is unwell or has other symptoms, especially headache, vomiting, discomfort with bright light or a high temperature, contact the doctor. Using the “glass test” can identify the most worrying rash, associated with meningitis.

Using a fat-bottomed glass, press the glass onto the skin over the rash. If the rash does not fade, contact a doctor immediately or go to the nearest medical centre.

SORE THROATS

Most sore throats are caused by virus infections that do not respond to antibiotics. Sip iced water regularly and soothing lozenges can help. Treat an associated fever as outlined above, but gargling with soluble Aspirin before swallowing can help a lot to ease a sore throat.

SPRAINS AND STRAINS

Immediately apply a cold compress, e.g. a pack of frozen peas or crushed ice wrapped in a towel or cloth to take down the swelling. A firm bandage will give support. Rest the affected area and if your leg is affected, raise it above the hip level to reduce swelling. (If you can walk on the affected leg, there is not usually anything broken).

SUNBURN

Sunblock creams should be used to prevent sunburn. Treat with cold water as for other burns to remove the heat. Calamine lotion may help and Paracetamol will ease discomfort. Children especially, burn easily and care is needed to avoid over-exposure.

THRUSH

Is a very common cause of an itchy vaginal discharge in women. It can be triggered by antibiotic treatment and sometimes the 'Pill' or during pregnancy. The doctor may be able to leave you a prescription for it, but should it recur or fail to improve, you should make an appointment.

TICKS

Ticks are not insects. They can't jump or fly. They are tiny spider-like creatures with two parts and eight legs. They are blood-suckers, and have three life stages: larva, nymph and adult. The ticks have one meal of blood at each stage, and the whole life cycle lasts 1-2 years. If they feed on an animal that is infected, they become infected themselves and able to pass on the infection to other animals and humans when they have their next meal.

How can infection be prevented?

Wear light-coloured clothing – to help you spot ticks

Tuck trousers into socks

Walk along the centre of paths

Check regularly for ticks when out, and on return from home

Promptly remove ticks

Check pets for ticks and remove

Consider the use of insect repellent (DEET based) on clothes and exposed skin. Clothing can also be treated with repellents containing permethrin.

How should ticks be removed?

The tick should be grasped with medium-tipped tweezers as close to the skin as possible.

With a steady motion, pull the tick's body away from the skin, without twisting.

The tick's mouthparts may remain in the skin, but they will eventually come out. Further attempts to remove them may break the skin and cause infection. The bacteria that cause Lyme disease are in the tick's salivary glands.

Wash hands, and disinfect the tweezers and bite site.

DO NOT use petroleum jelly, or any other product.

Does a tick Bite always cause infection?

No – only about 20 out of 100 ticks will be infected with the bacterium (*Borrelia burgdorferi*) that causes Lyme disease. In order to pass on infection, the tick has to stay feeding for longer than 24 hours, so if you remove them quickly there should be no problem. However, at the nymph stage ticks are very small, and may not be felt. That is why checking is important.

ADVICE FOR PREGNANT WOMEN DURING LAMBING SEASON

Pregnant women who come into close contact with sheep during lambing may risk their own health, and that of their unborn child, from infections that can occur in some ewes.

To avoid the possible risk of infection, pregnant women are advised that they should: not help to lamb or milk ewes;

- avoid contact with aborted or new-born lambs or with the afterbirth, birthing fluids or materials (e.g. bedding) contaminated by such birth products;
- avoid handling (including washing) clothing, boots or any materials that may have come into contact with ewes, lambs or afterbirth;
- ensure partners attending lambing ewes take appropriate health and hygiene precautions, including the wearing of personal protective equipment and adequate washing to remove any potential contamination.

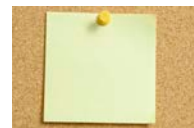
Pregnant women should seek medical advice if they experience fever or influenza-like symptoms, or if concerned that they could have acquired infection from a farm environment.

APPOINTMENT REMINDER and RECALL SERVICE

All registered patients of Portree Medical Centre who have a mobile phone and/or email address receive electronic reminders of appointments and can receive electronic invites to make appointments. Please note that this service relates only to appointments made for doctors and nurses of this practice.

REMINDERS

An SMS text message will be sent the evening before your appointment to your mobile phone or the last working day before a holiday or weekend.. You will know as a text user, that due to different technical reasons, not every message arrives. If your message doesn't arrive; your appointment is still booked however you can contact us on 01478 612013 if you want to check your appointment details.



Please note that this service is sent using network providers and is not an encrypted secure system. We will not send or ask you to respond with any clinical information.

Examples of messages that you will receive from us:

PMC REMINDER – Dear xxx. Reminder of your appointment tomorrow with xxx at 10:00am. If you no longer require this appointment please call us on 01478 612013 to cancel.



RECALLS

If you have given permission for us to contact you for review etc - examples of the text or email message would be:

PMC INVITE – Dear xxx. Please contact us on 01478 612013 to arrange a review appointment.

PMC Info – Dear xxx. Influenza vaccinations are now available. Please contact us on 01478 612013 to book an appointment.

If you are ever asked for personal information – **DO NOT RESPOND.**

UNLESS YOU OPT OUT OF THESE SERVICES – YOU WILL RECEIVE THEM

We are registered with the Information Commissioner and our Data Controller is Charles Crichton

How we store and use information

What Information Do We Hold?

We hold data relevant to your medical care, and can include personal details, a record of your appointments and consultations, prescribed medications, test results, lifestyle, employment and family information.

Everyone working in the NHS has a legal duty to keep information about you confidential. Great care is taken to ensure that confidentiality is maintained in respect of all information held about you, and in the practice all data is held securely in line with the Data Protection Act. We are registered with the Information Commissioner who holds details of the kind of data that we record and keep.

If you are receiving care from other medical professionals or other organisations, we may need to provide information relevant to the care you are receiving from them and they will also communicate with us about what they do.

Who Has Access?

In addition to your doctors, the practice nurses, our pharmacist and our administration staff working at the medical centre have access to your medical information, unless you have asked us to restrict access.

Other attached medical professionals who have access to information about you are:

Visiting Colleagues offering specialist medical and support services, for example:

- Specialist Care Nurses
- District Nurses
- Clinical Co-ordinators
- Medical and Nursing Students

but only in relation to the care they are providing.

Sharing Information

Everyone in Scotland has an emergency care summary (ECS). This contains medication currently prescribed to you, and any allergies. This information goes automatically as an electronic message from the practice clinical system to secure servers.

Anyone wanting to access the information must ask your permissions before they can do it. All accesses are recorded and can be audited and verified. The ECS can be accessed by Out of Hours (NHS24), Accident and Emergency and minor injury services, the Scottish Ambulance Service (if you need to call an emergency ambulance for example) and by the doctor looking after you if you need to go into hospital. You can opt out of having an ECS, please ask us if want to know more.

Care plan

Your doctor may ask your permission to create a key information summary (KIS) or a care plan (APCA) that provides additional information about your health or condition if they feel that it would be beneficial for others who may need to be involved in your care in an emergency to be aware of, including what you would like to happen. If you give your permission, this information is held alongside the ECS and can be accessed by the same services. The identity of anyone accessing this information is also recorded.

Phone calls

Telephone calls made to NHS24 are recorded. A summary of the care you receive from NHS24 and the Out of Hours service is retained on a clinical system used by them and a copy is given to us for inclusion in your medical record at this practice.

Other uses of information

In addition to using the information to provide you with appropriate care and treatment, the wider NHS and the Practice use information to evidence our activities and to support other services. If the practice has to provide data to any authority outside the practice to support our activities, only anonymised data is used, there is no way you could be identified by anyone looking at the data. Information is collated and used to plan health services and to provide protection and monitoring for public health.

The Practice needs to keep information to allow us to the medical care and treatment you receive and to monitor and review both your individual care and the general care that we give.

Please be assured that if we use your information or ask you about treatment received, when the audit or report is completed all of the details that could identify you have been removed.

Verification of Services

To ensure propriety and fiscal accountability a central NHS body called Practitioner Services can at times audit the practice.

To ensure that we are claiming correctly, Practitioner Services may contact patients to confirm that they have received the service claimed.