

# **WELCOME TO Portree Medical Centre**

## **Information for Patients**

Thank you for choosing to join this practice, we look forward to 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](http://www.portreemedical.scot.nhs.uk)

**Out of Hours 111  
Medical Advice 0845 4224488**

**(www.nhs24.com)  
(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 honoured 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/nursing 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 Practice team

### Doctors

Dr Stephen D McCabe	MBChB (Edinburgh 1988), MRCGP
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



### Advanced Paramedic Practitioner

Simon Hammond

### Practice Nursing Team

Anne Marie MacFadyen	RGN 1980, F.P. Cert, Dip Asthma, Dip Diabetes, Dip COPD
Maureen MacLean	RGN 1991, Registered Midwife 1995, Dip Diabetes
Ashley MacKinnon	BNurs (Distinction), RGN 2009, Dip Asthma

### 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.

### Practice Pharmacist

Malcolm Matheson is our NHS Highland practice based pharmacist. Malcolm undertakes a variety of medication related duties within the practice.

## **Administrative Staff**



### **Practice Manager**

Our Practice Manager, Roslynne 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 should request an appointment with the duty doctor or nurse that day.

### Information about appointments

If we have current mobile telephone numbers, we can send a text reminder about your appointment the working day before, if you give permission for us to do that. 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** for Doctors and Advanced Practitioners 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. An 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 an Advanced Practitioner, 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, but can assure you that you will be seen.

The doctors need 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 that patient.

Same day appointments are not routinely 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 as the Doctor may be called out.



**Prebookable Telephone Consultations** are available to assist patients who want to consult with a doctor, advanced practitioner 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. PLEASE ENSURE THAT YOU ADVISE THE RECEPTIONIST THAT YOU NEED A SAME DAY CALLBACK.



### **Home Visits**

Home visit requests should if possible be made before 10.00am. All requests are triaged by the Duty Doctor to allow them 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.

### **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 given prior permission, unless the patient would not understand or be able to get the results for themselves.

If you need to check for a results etc. please ring after 2:30pm when the telephone is less busy and the doctor has had time to review the results.

### **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 Services**

Portree Hospital : 01478 613200 (8am – 11pm)  
Broadford Hospital : 01471 822491 (24 hours)

### **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](http://www.nhs24.com)

**NHS Inform** provide 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](http://www.nhsinform.scot)



## 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.portreemmedical.scot.nhs.uk](http://www.portreemmedical.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, Wentworth Street, 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 4pm that day. If requested after 12.30 it will be available at reception at 4pm the next working day.

### **Non repeat medication**

Medication that is not on your repeat medication can be requested, the receptionist will send your request to the Doctor who issued the medication and they will decide if they can issue another supply or if you will have to be seen in a consultation.

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

## PATIENT PRIVACY NOTICE & PROTECTION OF DATA



Portree Medical Practice aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This notice does not provide exhaustive details of all aspect of the collection and use of personal information by Portree Medical Practice. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Practice Manager by:

Telephone : 01478 612013  
Letter : Fancy Hill, Portree, IV51 9BZ  
Email : [High-UHB.gp55573-admin@nhs.net](mailto:High-UHB.gp55573-admin@nhs.net)

### Data Controller and Data Protection Officer

Portree Medical Centre is the data controller registered with the Information Commissioners Office and Roslynn O'Connor, Practice Manager is the interim Data Protection Officer.

### How We Use Your Information

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your information is used to:

- Provide a basis for all health decisions made by care professionals with and for you;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care;
- Send you text/email notifications to you about appointment reminders, flu clinics, health promotion information, cancellation of clinics and changes in service provision. (You can opt out of the text/email notification service at any time by phoning the practice on 01478 612013).

### We may also use, or share, your information for the following purposes:

- Looking after the health of the general public;
- Making sure that our services can meet patient needs in the future;
- Auditing - using patient health information to review and improve the quality of healthcare.
- Patient identifiable information is only used within the practice. (Patients have the right to request that their health information is not included in audits);
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified);
- Investigating concerns, complaints or legal claims;
- Helping staff to review the care they provide to make sure it is of the highest standards;
- Training and educating staff;
- Research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to provide consent).

### Disclosure of Information to Other Health and Social Professionals

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

#### Our Partner Organisations:

- Other NHS hospitals
- Relevant GP Practices
- Dentists, Opticians and Pharmacies
- Private Sector Providers (hospitals, care homes, hospices, contractors providing services to you)

- Voluntary Sector Providers who are directly involved in your care
- Ambulance Service
- Specialist Services
- Health and Social Care Clusters
- Out of Hours Medical Service
- NHS Scotland

**We may also share your information with your consent, and subject to strict sharing protocols, about how it will be used, with:**

- Health and Social Care
- Police and Fire Services

### **Risk Prediction**

Risk prediction data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive information. Information about you is collected from a number of sources in NHS Scotland including this GP Practice.

A risk score is then arrived at through an analysis of your de-identifiable information by ISD Scotland and is only provided back to your GP's Data Controller in an identifiable form. Risk prediction enables your GP to focus on preventing ill health and not just the treatment of illness. If necessary, your GP may be able to offer you additional services.

### **Scottish Primary Care Information Resource (SPIRE)**

NHS Scotland uses information from GP patient records to help plan and improve health and care services in Scotland. You have a choice about the information from your GP records being used in this way. You can opt out from this at any time by contacting the Practice.

For further information of SPIRE contact NHS Inform on 0800 22 44 88.

### **Emergency Care Summary (ECS)**

Emergency care information such as your name, date of birth, the name of your GP, any medicines which your GP has prescribed, any medicines you are allergic to or react badly to, is shared with Out of Hours as this might be important if you need urgent medical care when the GP surgery is closed.

NHS staff (Doctors, Nurses, Accident and Emergency, Ambulance control and crews) can look at your ECS if they need to treat you when the surgery is closed.

They will ask for your consent before they look at your records.

In an emergency and if you are unconscious, staff may look at your ECS without your agreement to let them give you the best possible care. Whenever NHS staff looks at your ECS, a record will be kept so we can always check who has looked at your information.

### **Key Information Summary (KIS)**

Key information summary (KIS) has been designed to support patients who have complex care needs or long term conditions. KIS allows important information to be shared with health care professionals in unscheduled care in the NHS 24, A&E, Scottish Ambulance Service, Out of Hours and hospital/pharmacy environments. Information contained in KIS summary includes, future care plans, medications, allergies, diagnosis, your wishes, carer and next of kin details.

You have the right to say that you do not want Care staff to see ECS/KIS at any time. Please contact the Practice on 01478 612013 to let us know.

### **Online Registration for Booking Appointments and Ordering Repeat Prescriptions**

This service allows you to book a routine GP appointment 24 hours a day, cancel appointments no longer needed, check your repeat medication, order repeat prescriptions and make changes to your email and mobile contact number where appropriate. You will need to register to use this service and can de-register at any time.

### **Mail to Patients**

We sometimes use a printing company to send letters to our patients. ([www.docmail.co.uk](http://www.docmail.co.uk)). Data sent is encrypted and the Company puts it in a format to print the letter, despatch via Royal Mail, and then delete the information we send.

### **Medicine Management**

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided by our clinicians, our employed Pharmacist and Pharmacists provided by NHS Highland.

### **Computer System**

This Practice operates a clinical computer system on which NHS Staff record information securely. This information can then be shared with other Clinicians so that everyone caring for you is fully informed about your relevant medical history.

To provide around the clock safe care, unless you have asked us not to, we will make information available to trusted organisations. Wherever possible, their staff will ask your consent before information is viewed. We consider patient consent as being the key factor in dealing with your health information.

### **Shared Care Records**

To support your care, and improve the sharing of relevant information to our partner organisations when they are involved in looking after you, we will share information to other NHS systems e.g. medication details for out of hours care. The general principle is that information is passed to these systems unless you request this does not happen, but that system users should ask for your consent before viewing your record.

### **How We Keep Your Information Confidential and Secure**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation 2018 and the NHS Codes of Confidentiality and Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose Information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

### **Anyone Who Receives Information from Us Is Also Under a Legal Duty to Keep It Confidential and Secure**

All persons in the Practice sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical Practice staff in order to perform tasks enabling the functioning of the Practice.

These are, but not limited to:

- Typing referral letters to Hospital Consultants or allied Health Professionals
- Opening letters from hospitals and Consultants
- Scanning clinical letters, radiology reports and any other documents not available in Electronic format
- Photocopying or printing documents for referral to Consultants
- Handling, printing, photocopying and postage of medico legal and life assurance reports and other associated documents

### **Sharing Your Information without Consent**

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed an offence

Portree Medical Practice is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement.

### **You may choose to restrict the collection or use of your personal information in the following ways:**

Information you supply using any electronic form(s) on the practice website will only be used for the purpose(s) stated on the form.

### **Changes to This Privacy Notice**

We keep our Privacy Notice under review.

### **Concerns about Sharing Your Information**

If you have any concerns about how we use or share your information, or you do not wish us to share your information, please contact the Practice Manager on 01478 612013.

### **Complaints**

If you have a complaint about how your information is managed at the practice, please contact the Practice Manager. If you remain unhappy with the Practice's response, you can complain to the Information Commissioner Office [www.ico.gov.uk](http://www.ico.gov.uk).

### **Change of Details**

It is important that you tell us if any of your details such as your name, address or telephone number has changed or if any of your details such as date of birth is incorrect in order for this to be amended.

You have a responsibility to inform us of any changes so our records are kept accurate and up to date at all times.

### **How We Keep Your Information Confidential and Secure**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the General Data Protection Regulations 2018, Data Protection Act 1998, Article 8 of the Human Rights Act 2000 and the common law Duty of Confidentiality.

## **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.

## **Right of Access to Your Health Information**

The General Data Protection Regulation allows you to find out what information about you is held on computer and in manual records. This is known as “right of subject access” and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

- You will need to make a written request to the Practice Manager
- There may be a charge for excessive requests for information held about you
- We are required to respond to you within one month
- You will need to give us adequate information (e.g. full name, address, date of birth, CHI/NHS Number etc, two forms of identification etc.,) to enable us to identify you and provide the correct information
- The dates of time that you want records relating to or the condition(s)

## **Who Else May Ask to Access Your Information**

- The **Court** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children parents etc.) unless we also have their consent;
- **Social Services** - The Benefits Agency and others may require medical reports on you from time to time. We will need your signed consent to provide information to them.
- **Life Assurance Companies/Employers/Occupational Health Doctors** frequently ask for medical reports on individuals. These are always accompanied by your signed consent form.

We will only disclose the relevant medical information as per your consent. You have the right, should you request it, to see reports prepared for Insurance Companies, Employers or Occupational Health before they are sent.

## COMPLAINTS AND FEEDBACK



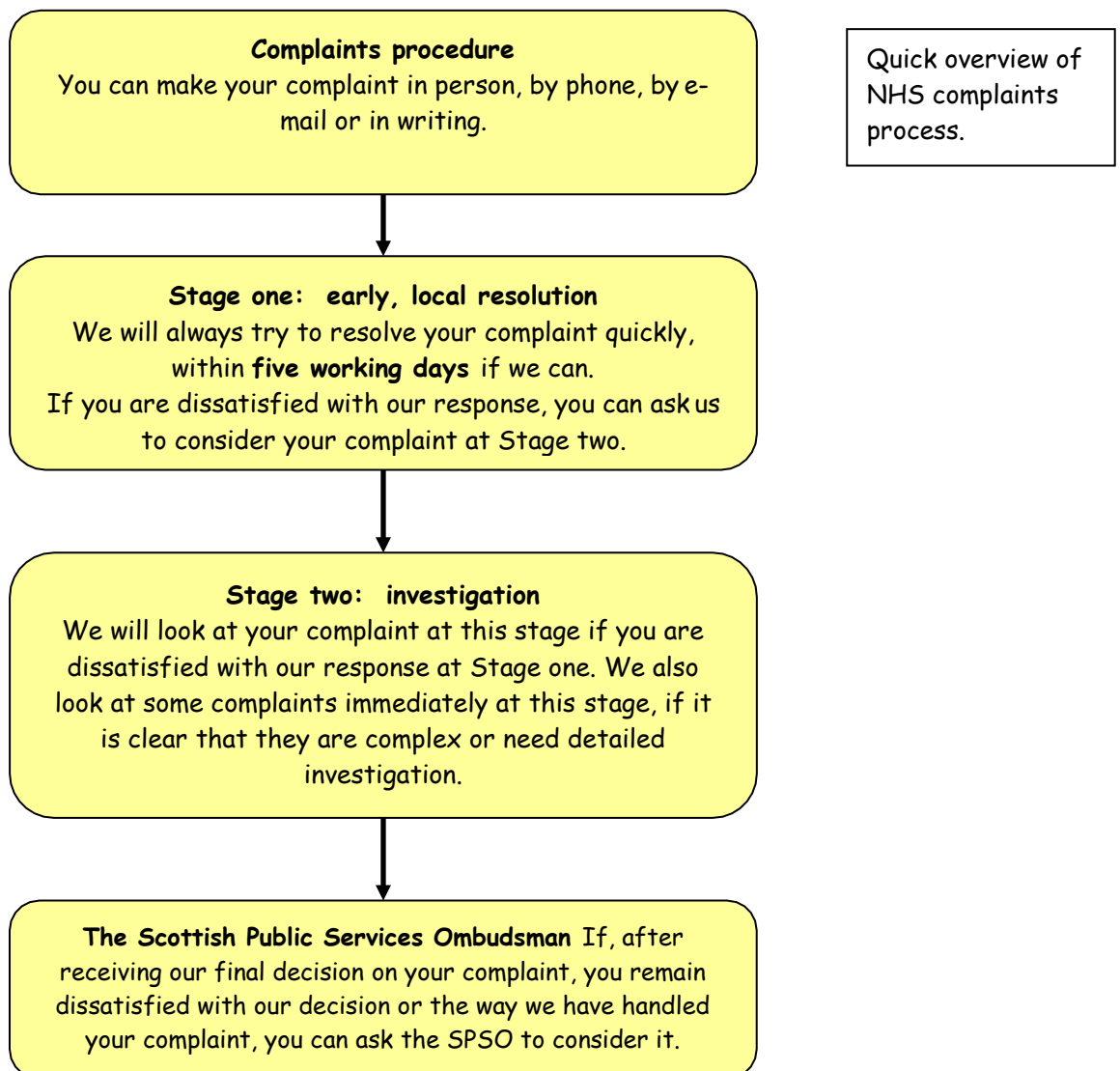
Although everyone at the Medical Centre strives to achieve a high quality service, we do acknowledge that circumstances may arise when a patient, carer or a patients' representative feels let down by the service they have received, and we would actively encourage you to bring the matter to our attention.

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 should 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.

### **Children's 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 doctor 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.

### **Long Term Condition 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.

### **Childhood Immunisations**

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.

## **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**

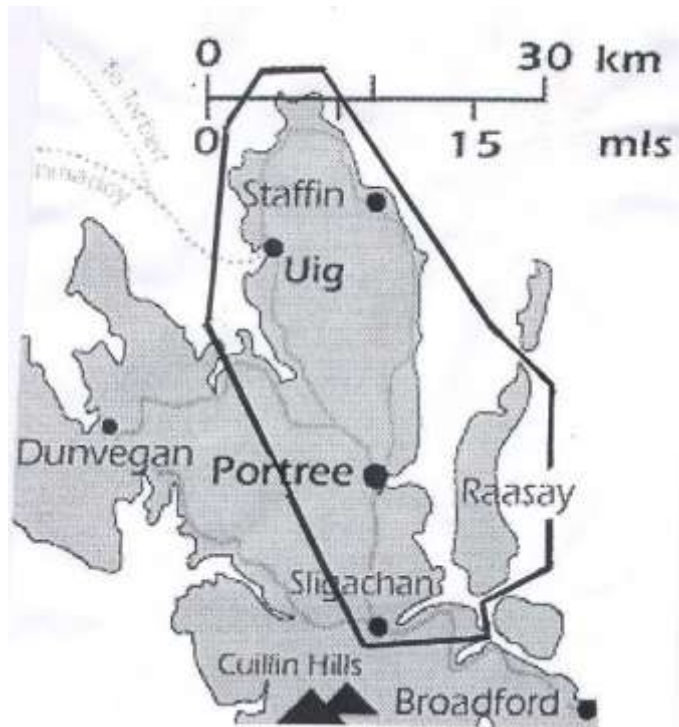
If it is a sudden and unexpected death, the doctor and the police should be called as soon as possible. Otherwise you can call the doctor in the morning.

1. Telephone the doctor or when 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.

## 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](http://www.patient.co.uk)

useful leaflets, self help groups and medicines information

[www.womenshealthlondon.org.uk](http://www.womenshealthlondon.org.uk)

women health issues and topics

[www.mindbodysoul.gov.uk](http://www.mindbodysoul.gov.uk)  
being

information for teenagers on sexual health, drugs, well

[www.moodjuice.scot.nhs.uk](http://www.moodjuice.scot.nhs.uk)  
troublesome thoughts, feelings and actions

information, advice to those experiencing

[www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

mens health information

[www.nhs24.com](http://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	(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.

If someone is injured in an incident, first check that you and the casualty are not in any danger. If you are, make the situation safe. When it's safe to do so, assess the casualty and dial 999 for an ambulance (if necessary).

It's important to stay calm and then try to get an overview of the situation. See if you can identify what the most serious problem is. The most obvious problem is not always the most serious. Treat the most life-threatening problems, such as lack of breathing, bleeding or shock, first. Check for broken bones and other injuries afterwards.

#### 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 lukewarm or cold water to the affected area immediately and continue until the pain eases and the skin cools. Never use ice or any creams. Any blisters that are present should not be burst and may be covered by a loose dry dressing or cling film. 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, e.g. 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 he 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 permethin.

#### **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.

# IN AN EMERGENCY

**In a medical emergency DO NOT DELAY contacting the emergency services.**

**DIAL 999 FOR AN AMBULANCE**

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

If someone is injured in an incident, first check that you and the casualty are not in any danger. If you are, make the situation safe. When it's safe to do so, assess the casualty and dial 999 for an ambulance.

It's important to stay calm and then try to get an overview of the situation. See if you can identify what the most serious problem is. The most obvious problem is not always the most serious. Treat the most life-threatening problems, such as lack of breathing, bleeding or shock, first. Check for broken bones and other injuries afterwards.



Don't worry if you have doubts. Paramedics would rather be called out to find an honest mistake has been made than be too late to save a person's life.

## **What might be an emergency?**

- loss of consciousness
- an acute confused state
- fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

**Call 999 immediately if you or someone else might be having a:**

### **Heart attack**

Symptoms of a heart attack could include:

- chest pain – a sensation of pressure, tightness or squeezing in the centre of your chest
- pain in other parts of the body – it can feel as if the pain is travelling from your chest to your arms (usually the left arm is affected, but it can affect both arms), jaw, neck, back and abdomen
- feeling lightheaded or dizzy
- sweating
- shortness of breath
- feeling sick (nausea) or being sick (vomiting)
- an overwhelming sense of anxiety (similar to having a panic attack)
- coughing or wheezing

Although the chest pain is often severe, some people may only experience minor pain, similar to indigestion. In some cases, there may not be any chest pain at all, especially in women, the elderly and people with diabetes.

**It's the overall pattern of symptoms that helps to determine whether you are having a heart attack.**

## **Stroke**

As different parts of your brain control different parts of your body, your symptoms will depend on the part of your brain affected and the extent of the damage. Even if the symptoms have gone, the person still needs to go to hospital

The main stroke symptoms can be remembered with the word F.A.S.T.:

- **Face** – the face may have dropped on one side, the person may not be able to smile, or their mouth or eye may have drooped.
- **Arms** – the person with suspected stroke may not be able to lift both arms and keep them there because of weakness or numbness in one arm.
- **Speech** – their speech may be slurred or garbled, or the person may not be able to talk at all despite appearing to be awake.
- **Time** – it's time to dial 999 immediately if you notice any of these signs or symptoms.

It's important for everyone to be aware of these signs and symptoms, particularly if you live with or care for somebody in a high-risk group, such as someone who is elderly or has diabetes or high blood pressure.

## **Major trauma**

Often the result of a serious road traffic accident, a stabbing, a shooting, a fall from height, or a severe shock.

**THESE ARE EXAMPLES - IF IN DOUBT DO NOT DELAY IN DIALING 999 - Every second counts.**

## **How to provide CPR**

If someone is injured in an incident, first check that you and the casualty are not in any danger. If you are, make the situation safe. When it's safe to do so, assess the casualty and dial 999 for an ambulance (if necessary).

It's important to stay calm and then try to get an overview of the situation. See if you can identify what the most serious problem is. The most obvious problem is not always the most serious. Treat the most life-threatening problems, such as lack of breathing, bleeding or shock, first. Check for broken bones and other injuries afterwards. (See the above section on First Aid).

If you come across someone who is unconscious, always check for danger and look for risks before you start helping.

**Check for a response** – gently shake the person's shoulders and ask loudly 'are you alright?'

**Shout for help** – if someone is nearby, ask them to stay as you might need them. If you are alone, shout loudly to attract attention, but don't leave the person.

### **Check for normal breathing**

Someone having a heart arrest won't be breathing, or won't be breathing normally. They also won't be conscious. Keeping their head back, check if the person is breathing normally by looking for:

- regular chest movements
- listening for breathing
- feeling for breath on your cheek.

Look, listen and feel for no more than 10 seconds. Don't confuse gasps with normal breathing. If you're not sure if their breathing is normal, act as if it's not normal.

If a person is unconscious but is breathing and has no other life-threatening conditions, they should be placed in the recovery position:

- with the person lying on their back, **kneel on the floor at their side**
- place the arm nearest you at a right angle to their body **with their hand upwards, towards the head**
- tuck their other hand under the side of their head, **so that the back of their hand is touching their cheek**
- bend the knee farthest from you to a right angle
- carefully roll the person onto their side **by pulling on the bent knee**
- the top arm should be supporting the head **and the bottom arm will stop you rolling them too far**
- open their airway **by gently tilting their head back and lifting their chin, and check that nothing is blocking their airway**
- stay with the person **and monitor their condition until help arrives**

### **Spinal injury**

**If you think a person may have a spinal injury, don't attempt to move them until the emergency services reach you.** If it's necessary to open their airway, place your hands on either side of their head and gently lift their jaw with your fingertips to open the airway. Take care not to move their neck.

### **If a person is not breathing normally,**

- call for an ambulance or get a passerby to do that
- Ask someone there is a [public access defibrillator](#) (PAD) nearby and ask them to go and get it
- Start CPR

### **Open their airway**

- Place one hand on the person's forehead, gently tilt their head back, then lift their chin using two fingers of your other hand under their chin – when you do this you open their airway.

### **Give 30 chest compressions**

- Kneel next to the person.
- Place the heel of one hand in the centre of their chest. Place your other hand on top of the first. Interlock your fingers.
- With straight arms, use the heel of your hand to push the breastbone down firmly and smoothly, so that the chest is pressed down between 5–6 cm, and release.
- Do this at a rate of 100 to 120 chest compressions per minute – that’s around 2 per second. Roughly to the tempo of the song Staying Alive by the Bee Gees.
- Give **30 chest compressions**.

### **Give two rescue breaths**

- Open the airway again by tilting the head back and lifting the chin. Pinch the soft part of the person’s nose closed.
- Take a normal breath, make a seal around their mouth and breathe out steadily.
- The person’s chest should rise and fall. Keeping the person’s head back and the chin lifted, take your mouth away, take another normal breath, and give a second rescue breath. The two breaths should take no longer than five seconds.

If you’d rather not give rescue breaths then call 999 and deliver hands-only CPR. That’s better than doing nothing.

### **Repeat until an ambulance arrives**

- Repeat 30 compressions and two rescue breaths.

Keep going until professional help arrives and takes over, or the person starts to show signs of regaining consciousness, such as coughing, opening their eyes, speaking, or breathing normally. If you’re feeling tired, and there’s someone nearby to help, instruct them to continue.

### **For an infant or child**

- Locate the lowest rib bones that join and one finger width above that, is where compressions should be started.
- Using only two fingers instead of the whole hand aim for 4 cm for infants and 5cm for children. If the depression of 4 or 5cm cannot be done with two fingers use the heel of your hand.

**In any emergency dial 999, the operators are trained to dispatch assistance and also to provide you with support whilst help is on the way.**

**Deaf or hearing/speech impaired people can register their mobile phone with the emergency services and send a text for assistance.**

**[www.emergencysms.org.uk](http://www.emergencysms.org.uk)**