

CAIRN MEDICAL PRACTICE



**15 Culduthel Road
Inverness
IV2 4AG**

Telephone(01463) 712233
Appointments(01463) 709709
Community nurses (01463) 230850
Community midwives (01463) 704342
Health visitors(01463) 706700
Websitewww.cairnmedical.co.uk

Out of Hours Medical Advice

NHS 24.....111

NHS 24 Website ...www.nhs24.com

NHS Highland(01463) 717123

Cairn Medical Practice is part of the NHS Highland South
and Mid Operational Unit

About Cairn Medical Practice

We are a city practice covering a population living in Inverness and the surrounding area.

How to get here

From Inverness town centre, turn into Castle Street, follow the road to the traffic lights at Mayfield Road and continue straight on to Culduthel Road. The practice is on the left hand side a short distance along Culduthel Road.

Opening Hours

Monday – Friday 8.00am - 6.00pm

Saturday – closed

Sunday – closed

Currently, Extended Hours appointments are provided on Tuesdays

Access

Our building is on two floors with no lift access. The building is accessible at ground floor level for wheelchair users and the disabled. For patients who cannot use the stairs, we can make arrangements for you to be seen in a ground floor consulting room. Please let us know if you need this when booking your appointment.

We recognise that our premises are far from ideal and are currently developing plans for a new purpose-built surgery. So if you need to be seen downstairs then please let us know.

How to Register With the Practice

Please visit the surgery during normal working hours and tell the receptionist you would like to register. If you have your medical card, please bring it with you. If you are registering your baby, please bring the form from the Registrar.

When you register with the practice you will be asked to fill out a registration form and a new patient questionnaire with details of previous illnesses, height and weight. You will need to bring with you some photographic ID and a bill of some sort that confirms your address.

Patients are registered with the practice, not with an individual doctor or nurse, and can see any of the medical staff in the practice. If you prefer to see a particular doctor or nurse, you can ask us to record this on your medical record.

Appointments

We have a computerised appointments system for doctors and nurses. Normally, all appointments can be booked up to 6 weeks ahead. Please telephone **712233** to request an appointment.

Please remember that each appointment is only for one person. If you are attending with other member of your family, please book an appointment for each person who needs one.

If you cannot attend your appointment, please let us know as soon as possible so that we can offer this time to another patient.

Telephone Appointments

The doctors offer telephone consultations at specific times. These can be booked in the same way as routine appointments.

Telephone messages to Doctor/Nurse

Outwith telephone consultation times, if you wish to leave a message for a doctor or nurse, please telephone **712233**. This is a **message only** service and if the doctor or nurse wishes to speak to you they will arrange for a receptionist to arrange a telephone appointment for you.

Consultations within 48 hours

We provide a contact with a primary health care professional within 48 hours when this is requested. This will not necessarily need to be with a GP and may be with one of our practice nurses. This may be either a telephone consultation or face-to-face appointment.

Home Visits

If you are housebound due to illness or mobility, the doctor may visit you at home if this is medically appropriate. Patients should telephone before 10am to request a home visit. Please provide our staff with as much information as possible so the doctors can prioritise their visits. Home visits use more of the doctor's time which reduces the number of appointments available in

the surgery, so we appreciate it if you can come and see us in the surgery where possible.

Although we would try to help as much as possible, the NHS does not consider lack of transport alone an appropriate reason for a home visit.

Out of Hours

When the surgery is closed and you feel that waiting until it re-opens before seeking medical help could result in a serious deterioration in your health, you can contact NHS 24 for assessment and advice by dialling 111 from a mobile or landline. In a **life threatening emergency**, you should **call 999** and ask for an ambulance.

Doctors and Staff

The doctors work as a group practice. You are free to see any of the doctors or nurses you wish. To make sure you get the best care, we would encourage you to see the same doctor or nurse during a particular episode of illness. Please note that some of our doctors have commitments elsewhere and are not full time in the Surgery

Doctors

Dr Ronald Macvicar (Male) MBChB, DRCOG, DCCH, FRCGP

Date of Registration: 1981 Place: Glasgow Partner Full-time (Dr Macvicar works in the Department of Postgraduate GP Education 2 days per week)
Consults only on Mondays

Dr Jeremiah O'Rourke (Male) MBChB, FRCGP, DCH, DRCOG

Date of Registration: 1981 Place: Aberdeen Partner Full-time (Dr O'Rourke works in the Department of Postgraduate GP Education 1 ½ days per week)
Consults Monday am, Tuesday pm and Thursdays

Dr Alex Thain (Male) MBChB, MRCGP, DRCOG

Date of Registration: 1982 Place: Aberdeen Partner Full-time
Consults Monday-Wednesday and Fridays

Dr Elisabeth Macfarlane (female) MBChB, MRCGP, DFFP

Date of Registration: 1991 Place: Aberdeen Partner Full-time
Consults Monday-Thursday

Dr Rod Sampson (Male) MBChB, MRCGP

Date of Registration: 1996 Place: Aberdeen Partner Full-time
Consults Monday, Tuesday and every second Friday

Dr Douglas Mckeith (Male) MBChB, MRCP, DRCOG, DCCH, DIP SPORTS MED

Date of Registration: 1979 Place: Edinburgh Partner Full-time

Consults Monday, Tuesday, Thursday and Friday

Dr Lindsay Macvicar (female) MBChB, DCCOG, MRCP, DPD

Date of Registration: 1985 Place: Aberdeen Part-time

Consults Tuesday and Friday

Dr Emma Rushworth (female) MBChB, DFRS, MRCP, MRCP

Date of Registration: 2004 Place: Glasgow Partner Full-time

Consults Tuesday-Thursday and every second Friday

Dr Katie Walter (female) MBBS, MRCP, MRCP, DFRS, DTM&H

Date of Registration: 2003 Place: London Partner Part-time

Consults Tuesday, Thursday and Friday

Dr Andrew Dallas (male) MBChB, MRCP

Date of Registration: 2006 Place: Aberdeen Partner Full-time

Consults Monday-Wednesday and Friday

Dr Lorna Sampson (female) MBChB, MRCP, DRCOG, DCH

Date of Registration: 1996 Place: Aberdeen Part-time

Consults Thursday and Friday am

Dr Phil Wilson (male) MA DPhil, DCH, MRCPCH,
FRCGP

Date of Registration: 1983 Place: Cambridge

Dr Wilson is Professor of Primary Care and Rural Health
for Aberdeen University

Consults on Wednesdays only.

Practice Nurses

Sister Vicky MacIntyre RGN, RM, MA

Sister Tricia Hanna RGN, RM

Staff Nurse Marion Andrew RGN

Practice Nurses offer appointments for many different problems including management of chronic conditions such as asthma, coronary heart disease and diabetes; cervical smears; well woman/man checks; smoking cessation; cryotherapy treatment (wart clinic) and health promotion.

To make sure that we provide the correct appointment length and to help the Practice Nurse prepare the treatment room for your appointment, the receptionist may ask you for some additional information. Please help us to provide the right appointment by giving additional information if we ask for it.

Health Care Assistants

Mrs Morven Tyroney

Mrs Catriona Marshall

Please make an appointment with Morven or Catriona for all routine blood tests, blood pressure monitoring, ECG, height, weight and urine checks.

Practice Attached Staff

Community Nursing Team (Based at Southside Lodge)

Health Visitors (based at Harbour Road)

Community Midwife: Jenny Laws RM

Practice Community Support Pharmacist: Elaine

Townshend (Tuesdays only)

Managers

Mr Paul Munro, Practice Manager

Mrs Diane Macnicol, Assistant Practice Manager

The Practice Manager is responsible for managing staff, appointments, computer systems and the building. They are also responsible for the practice complaints system.

Clinics and Medical Services

We provide the following services:

- General Medical Services
- Cervical Screening
- Child Health and Child Immunisations
- Contraceptive Services
- Health Promotion
- Management of chronic illness e.g. asthma, coronary heart disease, diabetes, epilepsy, multiple sclerosis, hypertension
- Maternity Services
- Medicals and Reports (there is a fee for this)
- Minor Surgery
- Physiotherapy (self referral using form)
- Smoking Cessation
- Travel advice/immunisation (Practice Nurse Clinic) – please note: you should make an appointment several weeks ahead of your travel date to ensure that you are fully covered by immunisation
- Well man/women checks

Medical Teaching and Training

Our practice is a training practice which means that sometimes we will have doctors working with us who aim to become GPs in the future. These doctors are qualified and often very experienced but re-training as GPs.

We also have undergraduate medical students attached to the practice from time to time. They usually sit in with the doctors during consultations. If you would prefer to see your doctor without the student being present, please let us know. They also see patients but are always supervised by a GP Partner.

We also occasionally help with the training of other professionals, such as nurses, physiotherapists and reception staff.

Video Consultations

From time to time your doctor may wish to video record patient consultations. Should he/she wish to do this, the receptionist will ask you to complete a consent form when you arrive for your appointment. The video consultation will not take place without your consent and should you wish to participate, please sign the consent form and return it to reception. You may change your mind at any stage and the camera will be switched off on request. Videos are used for training purposes and are only seen by doctors.

Repeat Prescriptions

You will receive an order form attached to your repeat prescription which lists your repeat medicines. You should keep this order form safe until you require your next prescription.

When your medicines start to run low, (approximately one weeks supply left if you get a monthly supply or two weeks if you receive a two monthly supply) please

complete the order form by ticking the box next to **each** medicine that you require. Only order the medicines you need. If the medicines you need are not listed on the order form, write the name of the medicine and dose on the request slip.

If you do not have an order form, then write your request on a piece of paper with your full name, address and date-of-birth. List all the medicines you need to order with the name of each medicine, strength and dosage required.

If you want your prescription to be collected by a Pharmacy (Chemist) write the name of the Pharmacy on the request slip, if not already printed on it. We **DO NOT** take requests for prescription orders over the telephone.

You can either:

- Place the order form into the prescription box at the front door of the Practice
- Post in the request
- Many Community Pharmacies offer a prescription collection service where you can hand your prescription request form into the Pharmacy and they will deliver it to the Practice.
- Order online via our practice website **www.cairnmedical.co.uk**

How Long Will It Take To Get The Prescription?

If you are collecting your prescription from the Practice please allow **two working days** (not counting Saturday and Sunday) for us to have the prescription ready.

If you have asked for the prescription to be sent to a Pharmacy (Chemist) please allow, at least, **three working days** for the Pharmacy to have your prescription ready.

If you require the prescription to be posted to you, please enclose a Stamped Addressed Envelope.

Help Us to Help You

- Think in advance
- Order your medicines one to two weeks before you need them
- Do not run out of your medicines
- Only order the medicines that you need
- If there is a medicine listed on your order form that you no longer take please tell the surgery.
- **Holidays** – Please speak to us if you need to order early as we will reject requests for repeat prescriptions that are ordered too early.

Review of Your Medicines

For those patients on regular medicines, your medicines will be reviewed at least once a year. Sometimes the doctor will want to see you personally to carry out this review and you will be asked to attend the Practice before we issue a repeat prescription.

Complaints

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

How to Make a Complaint

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

We have a time limit for complaints. Normally, you must make your complaint:

- within six months of the event you want to complain about, or
- within six months of you finding out that you have a reason to complain – but no longer than 12 months after the event.

However, if you feel the time limit should not apply to your complaint, please speak to the person dealing with the complaint. In certain circumstances, we can accept a complaint after the time limit.

You will receive an acknowledgement within 3 working days and a reply within 20 working days. For more information and a form to record your concern, please pick up a leaflet from the reception area or ask at the desk.

Your Rights and Responsibilities

Patients can help GPs before and during a consultation by:

- Recognising that they do not always need an appointment with their GP. For advice on coughs, colds and other minor health problems, they can see their practice nurse or local pharmacist instead.

- Keeping their appointment or cancelling in good time. It is estimated that at present 10 million GP appointments a year are being missed in the UK.
- Not expecting a GP certificate of absence if you are off work for less than seven days, as you can self-certify for this period.
- Recognising that GPs are not the only professionals who can countersign passport and driving licence application forms.
- Not always expecting a prescription.
- Ordering repeat prescriptions in good time.
- Following the doctor's medical advice.
- Thinking before calling out the doctor for a home visit.
- Being polite, reasonable, honest and open.

Your Rights

- To receive the highest possible quality of care at appropriate times/places for your medical needs
- To receive continuity of care.
- To confidentiality and open access to information on services and treatment
- Information and practical help towards healthier living
- Honesty, respect and the preservation of dignity
- You are entitled to access, with safeguards, to information held about you by the NHS; and to be sure that this information will be kept confidential. You also have a right of access to medical reports made for insurance or employment purposes.
- To be involved in making decisions about your own care and treatment.

Your Responsibilities

You should:

- share in the responsibility for your own health and that of your family
- care for yourself when appropriate (for example you can treat yourself at home for common ailments such as coughs, colds and sore throats)
- keep your appointment or let us know as soon as possible if you cannot keep it. Book routine appointments in plenty of time. Help us by turning up on time and with everything you need.
- give notice if you change your address
- treat NHS staff, fellow patients, carers and visitors politely and with respect.

Violent, aggressive or abusive behaviour

Patients and staff in the practice have a right to be treated politely and with respect. Whilst we understand that you may be upset, violent, aggressive, abusive or intimidating behaviour towards patients or staff is completely unacceptable and will not be tolerated under any circumstances. Any behaviour threatening the safety of patients or staff will lead to:

- removal from the building and an immediate report to the police
- immediate removal from the practice list
- information about you being passed to other healthcare providers

Patient Participation

Whilst we do not have a formal Patient Participation Group, we may ask you to complete a short survey. In doing so, you will be helping us to gauge the quality of our service and to help formulate changes to the way that we provide your healthcare.

Freedom of Information (Scotland) Act 2002 Publication scheme

Cairn Medical Practice has formally adopted the British Medical Association Model Publication Scheme for General Practitioners in Scotland and for all enquiries relating to practice information which is contained in this scheme please contact:

The Practice Manager

Cairn Medical Practice

15 Culduthel Road

Inverness IV2 4AG

Tel 01463 712233 Email:

administrator@gp55802.highland-hb.scot.nhs.uk

Confidentiality of Records

Details of all your medical problems are held on our computer system. Cairn Medical Practice is registered under the Data Protection Act. Your medical record is kept securely by the practice and only those professionals who are directly involved in your care have access to your record e.g. your doctor, nurse, practice pharmacist, practice staff. Other persons may only have access to your record with your **written** permission e.g. solicitors, insurance companies.

Everyone working for the Health Service has a legal duty to keep information held about you confidential. You may be receiving care from other healthcare professionals as well as your GP. So that we can all work together for your benefit we may need to share some information about you. Anyone who receives information from us is also under a legal duty to keep it confidential. Sometimes the law requires us to pass on information: for example, to investigate a serious crime or to protect a child.

We only ever use or pass on information about you if there is a genuine need for it in your and everyone's interests. Whenever we can we remove details which identify you or anyone else. The sharing of some types of very sensitive personal information is strictly controlled by law.

The main reasons for which your information may be needed are:-

- Providing you with health care and treatment
- Looking after the health and social welfare of the general public
- Ensuring that our services can meet patient needs in the future
- Helping staff to review the care they provide, thus ensuring that it is of the highest standard
- Training and educating staff (you may choose whether or not you wish to be involved personally)
- Investigating complaints or legal claims
- Statistical analysis and research (you will not be identified in any published results or papers without your prior consent)

- Preparing statistics on performance and activity (steps shall be taken to ensure that you cannot be identified)

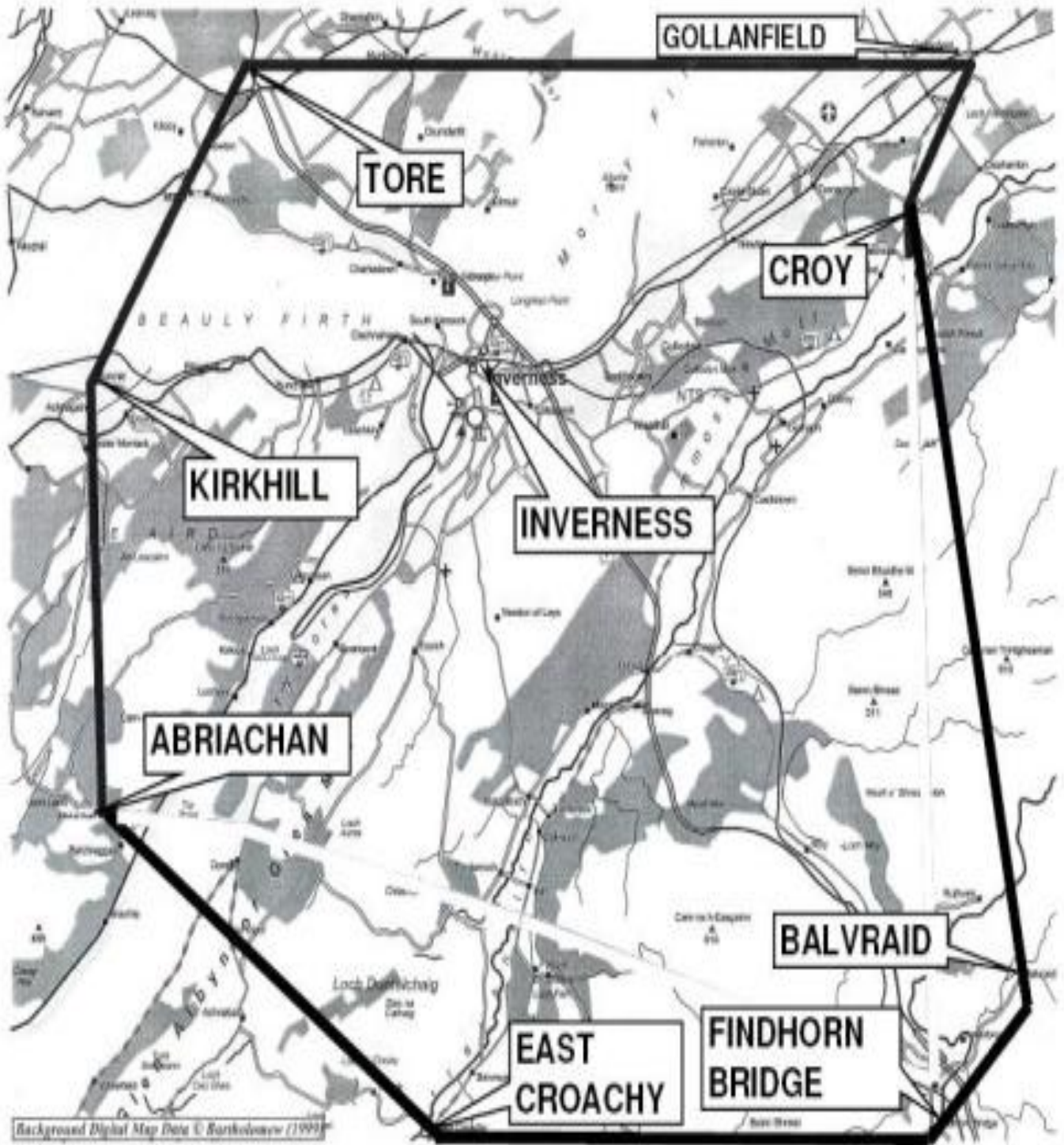
If at any time you would like to know more about how we use your information, you can speak to the Practice Manager or your GP. To obtain a copy of the information we hold about, you can make 'Subject Access Request' under the Data Protection Act by contacting the Practice Manager. A charge may apply for this request of between £10.00 and £50.00 maximum, depending on the volume of data and it's type (paper or computer records).

The Practice undergoes regular visits by external assessors, whose purpose is to verify the process of the practice's quality of care to the patient. Therefore they need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality. Please inform the Practice Manager if you do not wish your records to be inspected.

NHS Highland

Assynt House, Beechwood Business Park, INVERNESS
Telephone (01463) 717123

CAIRN MEDICAL PRACTICE - PRACTICE AREA



Updated Feb 2015