

Laggan Medical Practice Information Booklet



**Laggan Medical Practice,
Laggan,
PH20 1AH
Tel: 01528 544 225**

www.lagganmedicalpractice.co.uk

Email: NHSH.GP55944-admin@nhs.scot

Laggan Medical practice is a seven doctor branch medical practice offering medical services for residents of, and visitors to, Laggan and surrounding area. We feel privileged to work in an area of outstanding natural beauty - the stunning Cairngorm National Park. Our practice is relatively informal and constantly seeks to improve the services we provide to our patients.

The doctors and staff at Laggan Medical practice surgery are proud to offer the highest standard of patient-centred healthcare. With patients' needs at the heart of everything we do.

Our **VISION** is to provide our patients with the greatest care delivered by the best people.

Our **MISSION** is to provide comprehensive community healthcare that anticipates and exceeds the needs of our patients shaping the future delivery of General Practice.

Through our **CARES** values in Laggan Medical Practice we aim to create and ensure the highest levels of patient care via:-

Compassion

Agility

Respect

Excellence

Service

We also provide an immediate medical care service assisting other emergency services at road accidents etc. Please understand that at times this may result in one or more GPs being called away from the practice at short notice. We appreciate that this may lead to delays but hope you'll agree that if someone's life is in imminent danger, then this has to take priority over routine surgeries.

DOCTORS

Dr Alastair Michie

MBChB (Dundee 1980), DRCOG, MRCGP, DFRSH

Dr David Pinney

MB BS (Royal Free 1987), MRCGP

Dr Mary Cauldbeck

MBChB (Aberdeen 2007), MRCGP

Dr Heather Druett

MBChB, DFRSH, DRCOG, (Sheffield 2002) MRCGP

Dr Heidi Volmer

MBChB (The University of Edinburgh, 2011). MRCGP, DRCOG

Dr Daisy De Ferranti

MB BS (University of London 2004) MRCGP, DFFP, DFRSH

Dr Isla Hislop

MBChB (University of Ednburgh 2007), MRCGP, DRCOG, DFRSH

APPOINTMENT TIMES

Monday 8.30am – 5.30pm

Tuesday 8.30am – 5.30pm

Wednesday 08.30am-12.30pm

Thursday 08.30am-12.30pm

Friday 08.30am-5.30pm

Extended Hours: Saturday, 9.00am – 10.00am (Ideally for patients who are working and can't make appointments during normal hours) Please Note – Extended hours appointments are generally held in the Kingussie Surgery building

APPOINTMENTS AND HOME VISITS

For appointments and home visit requests please call 01528 544 225. There are no personal lists, and patients are free to see the doctor of their choice, just ask the receptionist when you call.

Whenever possible, requests for home visits should be made by 10.30am.

Home visits are extremely time consuming for healthcare professionals, as only 1-2 patients can be seen per hour in a home setting (with fewer assessment and treatment options), compared with 6 or more at the surgery. While we will not decline visits to patients who are genuinely too ill to travel by themselves it is advisable to keep these to a minimum to make best use of clinical time. It is difficult to provide high quality modern health care outside the surgery. By attending surgery patients can access timely and appropriate investigations. At the surgery Doctors have equipment to make thorough assessments; we have ECG machines, nebulisers, pulse oximeter and nurses can do blood tests and dressings as required. A Doctor does not routinely carry this equipment with him/her. Consultations outside of the surgery carry a higher risk of medical errors.

We aim to offer our patients access to a member of the Primary Care Team within 2 working days and an appointment with a named doctor within 5 working days.

Please remember home visits are for genuine emergencies only – the time taken for a home visit could be used to see many more patients at the surgery. If you request a home visit, it is likely that one of the GPs will telephone you to discuss the situation and to decide whether the patient should be brought to the surgery where we have full facilities.

CONFIDENTIALITY & MEDICAL RECORDS

All members of the practice team treat patient information in the strictest confidence. The practice complies with the Data Protection Act 1998 and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases
- Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff requires access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the clinical staff.

Data Protection Policy

Please see our detailed Data Protection Notice enclosed or view it on our website at www.Lagganmedicalpractice.co.uk.

Access to Records

You have the right to access your own personal information. You can request this via our website www.Lagganmedicalpractice.co.uk. This right includes making you aware of what information we hold along with the opportunity to satisfy you that we are using your information fairly and legally. You have the right to obtain:

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

Although we must provide this information free of charge, if your request is considered unfounded or excessive, or if you request the same information

more than once, we may charge a reasonable fee. If you would like to access your personal information, you can do this by contacting the Practice Manager.

CARERS

Do you look after someone who is ill, frail, disabled or mentally ill? As a carer you may be entitled to an annual flu vaccination. Please inform the receptionist or your doctor if you would like us to know that you are a carer.

COMMENTS OR COMPLAINTS

We welcome any suggestions that you may have to help us improve the services we provide for our patients.

Whilst we hope that you will never have the need, our practice has a procedure for dealing with any complaints that you may have about the services we provide. We also undertake to respond to any complaints within an agreed period of time. Many such grievances can be dealt with by discussing the problem with a GP. If this does not resolve the matter then you should put your complaint in writing and send it to our Practice Manager.

DISABLED ACCESS

Disabled access and facilities are available at Laggan Medical Practice.

EMERGENCIES

If you think that someone's life is at risk, call 999 right away.

For non-life threatening emergencies, we have a doctor on call at all times between 8am and 6pm, Monday to Friday.

All out of hours will be handled by NHS24. To obtain this service please call 111.

LOCAL HEALTH BOARD

Our Health Board (South & Mid Highland Operational Unit) is NHS Highland. They can be contacted at:

John Dewar Building
Inverness Retail Park
Highlander Way
Inverness
IV2 7GE
01463 704000

MEDICAL FEES AND CHARGES

The National Health Service provides most health care to most people free of charge, but there are exceptions (certain non-uk nationalities may be charged for services). Charges have to be made for services not covered by NHS treatment.

Examples of non-NHS services for which there is a charge are:

- accident/sickness/insurance certificates
- certain travel vaccinations
- private medical insurance reports

Whenever possible, we try to complete such forms and reports within two weeks of receipt. Sometimes this can take a little longer – the relevant GP might be away on holiday for example.

Although it may seem that a form requires no more than a doctor's signature, it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest of forms, therefore, the doctor might have to check the patient's entire medical record. The charge reflects either the time required to check information and/or the degree of responsibility signing the paperwork entails. If you require a form completed urgently (e.g. within 48 hours) this will usually cost more.

In most cases, we can inform you of the likely charge due when you ask for the paperwork to be filled in. Remember though, not all documents need a doctor's signature, for example passport applications - you may be able to ask another person in a position of trust to sign such documents.

MEDICAL TRAINING

Our practice aspires to be a centre of excellence for medical training and we currently offer primary care education to a variety of doctors in training at various stages of their careers as well as undergraduate medical students. Dr Michie and Dr Druett are the practice trainers. As part of this training, consultations may be videoed for analysis. This will only happen with your written consent and we respect your right to refuse without prejudice. We abide by strict GMC guidelines on the viewing and erasure of tapes.

Several times a year, a medical student will be attached to the practice, usually under Dr Cauldbeck's supervision. You may request not to see this student if you so wish. Whilst we will always respect your wishes without question, please remember that all our GPs were also medical students once!

PRACTICE MANAGER

Mrs Mairi Boyle and Mr Christian Aitken, Practice Manager

Mrs Mairi Boyle is our Practice Manager and is responsible for the day to day running and administration of the practice. She is available to help you with any non-clinical aspects of your care and will be happy to hear your views and suggestions about the services offered by the practice.

Mrs Mairi Boyle can be contacted in person at the practice or by telephone on 01528 544 225 or via email on nhsh.gp55944-admin@nhs.scot

HEALTH CARE ASSISTANTS (HCAs)

Mairi

Health Care Assistants support practice nurses with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient checks.

Clinical pharmacists

Rebecca Beaumont

Clinical pharmacists work as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medications and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety.

PRACTICE STAFF

Susan (Medical Receptionist)

Donna (Medical Receptionist)

Lynsey (Medical Receptionist)

Our office staffs' role is that of 'front of house' and they are here to welcome patients and visitors and successfully deal with many sensitive, urgent and intricate patient enquiries. They capably prioritise and deal with a multitude of complex systems and procedures. It is for this reason that you may be asked for additional medical information.

REGISTERING

When you register at the practice, we ask you to fill out a basic information sheet with information about your past medical history, medications, allergies etc. We will also recommend you make an appointment for a registration health check with one of our HCA's. Patients on repeat medications should arrange to see a GP before these are due for re-issue.

PHARMACY FIRST

We have two Pharmacies in the area one in Newtonmore (Strathspey Pharmacy) and one in Kingussie (Boots)

What is NHS Pharmacy First Scotland?

NHS Pharmacy First Scotland is an NHS service provided by your local community pharmacy (a pharmacy with a contract to provide NHS prescriptions and services). If you have a minor illness, a pharmacy is the first place you should go for advice. You do not usually need an appointment and you can go to any pharmacy. Your pharmacist can give you advice for a minor illness, and medicine if they think you need it.

Who is the service for? You can use NHS Pharmacy First Scotland if you are registered with a GP practice in Scotland or you live in Scotland. Speak to the pharmacy team if you need further details.

How does the service work?

Pharmacists and their teams are experts in medicines and can help with minor health concerns. A pharmacist can give you advice and treatment (if you need it) for minor illnesses such as the following.

**Acne, Head lice, Allergies, Haemorrhoids (piles), Athlete's foot, Hay fever
Backache, Impetigo, Blocked or runny nose, Indigestion, Cold sores,
Mouth ulcers, Constipation, Pain, Cough, Period pain, Cystitis (in women)
Sore throat, Diarrhoea, Threadworms, Earache, Thrush, Eczema ,Warts
Headache, Verrucas**

Pharmacists, like GPs, can only provide certain medicines and products on the NHS. All of these are proven to be effective for treating your condition. If you want a specific medicine or product, you may need to buy it. The pharmacist will give you advice on this.

If the pharmacist thinks it is better for you to see your GP, they may refer you directly or advise you to make an appointment.

How do I use the service?

NHS Pharmacy First Scotland is available from all pharmacies in Scotland that dispense NHS prescriptions. You can choose which pharmacy to use. In most cases, you don't have to make an appointment. When you visit the pharmacy, the pharmacist (or one of their team) will ask you for some information, including your name, date of birth and postcode.

The pharmacist will: Ask you about your symptoms; give you advice on your condition; provide medication (if you need it); and refer you to another healthcare professional (for example, your GP) if they think this is necessary. They will set up a Patient Medication Record (PMR) to make a note of any advice and treatment they give you. You can ask to use the pharmacy's consultation area or room if you want to speak to the pharmacist in private.

PRESCRIPTION COLLECTIONS

To ensure you have a sufficient supply of all your repeat prescriptions please request your next prescription in plenty time.

Please specify clearly whether you wish to collect the prescription from the surgery or from the local pharmacy.

You need to allow at least 3 working days if you are collecting your prescription from the local pharmacy, or 2 working days if you are collecting from the Medical Practice.

Please be aware that these timescales are a just a guide - some medications need to be ordered by a pharmacist and will take a little longer.

Please bear in mind that in the run up to public holidays local pharmacies can be extremely busy and these timescales can become stretched.

REPEAT PRESCRIPTION REQUESTS

You can request a repeat prescription in the following ways:

- Hand in or post the tear off slip from your repeat prescription form
- Complete a Prescription Request Form at the practice
- Order your prescription online via Online Patient Services. Please see our website for more information on how to register.

Please note we do not accept direct emails for prescription requests unless there are exceptional circumstances as agreed by a GP.

Please check your medication stocks regularly as urgent 'same day' requests continue to occur and place a considerable strain on what is already a busy system. Only certain drugs will be considered for urgent requests.

Please note that if you do run out of your repeat medication, in most cases the local pharmacist can provide an emergency supply until your request can be processed in the normal manner by the practice. We respectfully remind all patients that maintaining your supply of medication is your own personal responsibility.

All medications on repeat prescription need to be reviewed at least annually by the doctors. You may receive a request to come in for a review. Similarly, we may indicate to you that you require something else (e.g. blood pressure or cholesterol review) and we would be grateful if you could make an appointment if requested to do so.

RESULTS

Telephone results are normally available after 3pm. Please note that for reasons of confidentiality we cannot give results out 'over the counter'. Results can only be given over the telephone to the patient themselves, unless express consent is given to another person.

RIGHTS AND RESPONSIBILITIES OF PATIENTS

It is our aim to provide the highest standards of health care to all patients registered with our practice. We aim to involve you in decisions about your health care and to treat you with dignity and respect without discrimination. At all times we aim to respect your rights to privacy and confidentiality.

The NHS is under continual pressure and we expect our patients to play their part in helping us deliver high quality care. In particular:

- We expect you to attend appointments you have booked. Please contact us if you are unable to attend so that we can offer the appointment to someone else.
- This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.
- Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.
- A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

TELEPHONE ADVICE

A GP is available to offer advice by telephone. To arrange a telephone advice consultation call T: 01528 544 225. You will be given an approximate time to expect a return call from the doctor on duty.

TEXT MESSAGE REMINDER SERVICE

We offer a text message reminder service for booked appointments. To receive this you need to provide us with your mobile number. To stop or start receiving texts, or to update your number please call T: 01528 544 225

SPECIFIC SERVICES AVAILABLE

SERVICE	HOW TO OBTAIN THE SERVICE
Antenatal/Parent craft Classes	Midwife T: 01479 813402
Child Health/Development	Health Visitors T: 01479 813403
Childhood Vaccinations	Arrange through practice admin team
Chronic Disease Management	Patients with chronic conditions such as heart disease/asthma will be invited to attend an annual review
Diabetic Clinic	Appointment with Doctor, Nurse and Dietician. Diabetic patients will be invited to attend annually
Flu Vaccination Clinics	Clinics are held in the Autumn. Patients requiring this service will be invited to attend
INR Clinic	Appointment with GP
Minor Surgery	Appointment with Doctor Pinney
Sexual Health Clinic Aviemore Medical (Tuesday, 4.30-6pm)	Open Access Clinic at Aviemore Medical Practice
Travel Vaccinations	Collect form from Health Centre (to be completed and returned 8 weeks prior to travel)

PRACTICE AREA

Our practice area is agreed with NHS Highland and covers Laggan, Newtonmore, Dalwhinnie. Whenever possible, we will try to accommodate temporary residents who are on holiday in any of these areas. Patients who move outwith the boundary area will be required to register with another GP practice.

CATCHMENT AREA MAP



OTHER HEALTH CARE PERSONNEL CONTACT NUMBERS

Podiatry	01463 723250
Community Mental Health Team	01479 813400
Community Nurses	01479 813401
Dental	01479 883142
Midwives	01479 813402
Health Visitors	01479 813403
Physio	01479 883125
Newtonmore Chemist	T.B.C
Boots Chemist	01540 661202

Notes

