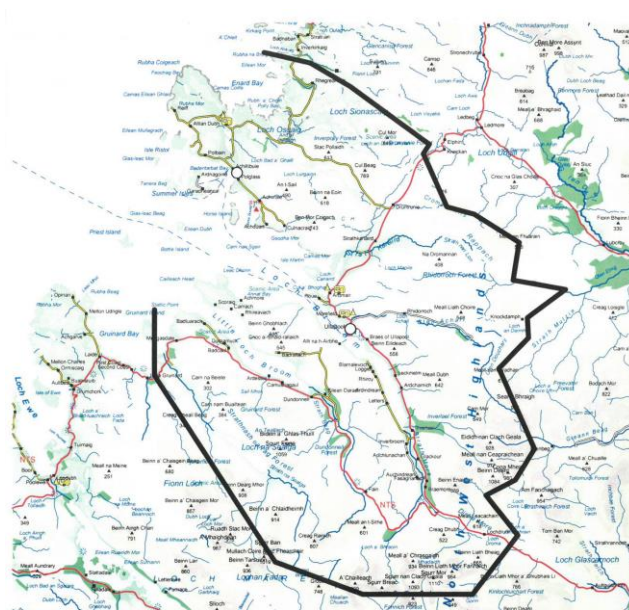

Ullapool Medical Practice

Geographical boundary of practice area



Ullapool Health Centre
North Road
Ullapool
Ross-shire
IV26 2XL

Tel: (01854) 612015

Web: ullapoolmedicalpractice.gp.scot
E-mail: nhsh.gp55451-admin@nhs.scot

LOCATION

Ullapool Health Centre is on North Road, occupying the lower floor of the building called Mo Dhachaidh. The building has a car park and there are automatic front doors. However, if you are disabled and feel that you will require assistance, please let us know that you are coming and a member of staff will be available to help you.

The Practice covers the area shown on the map, from the Ross-shire county boundary to the north, Loch Droma to the east and Dundonnell to the south.

We are open between **08.00-17.00 Monday to Thursday** and **08.00-13.00 on Friday**. We are closed for training on Mondays 12.00-13.00 and for lunch every day from 13.00-14.00.

Clinic Times

A combination of telephone and face to face consultations, all by appointment only

	<u>Morning</u>	<u>Afternoon</u>
Monday	09.00-11.40	14.00-16.00
Tuesday	09.00-11.40	14.00-16.00
Wednesday	09.00-11.40	14.00-16.00
Thursday	09.00-11.40	14.00-16.00
Friday	09.00-11.40	CLOSED

ACHILTIBUIE (by Appointment)

Coigach Community Hall, Achiltibuie, IV26 2YG

10.30-11.45

2nd Wednesday of the month

To make an appointment please call reception on 01854 612015

DUNDONNELL (by Appointment)

Dundonnell Community Clinic, Badcaul, Dundonnell, IV23 2QY

10.15-11.30

4th Wednesday of the month

To make an appointment please call reception on 01854 612015

Practice Staff

Clinical Staff

There are four GP's in the Partnership:

- Dr Erica J. Alexander: MBChB, DCH, DRCOG, MRCGP, DFFP (Reg. 1995, Glasgow)
- Dr Katrina Geissel: MB, BAO, BCH, B Med Sc, MICGP, DCH, DME (Reg. 2003 Cork, Republic of Ireland)
- Dr Alice Scriven
- Dr Katie Walter

We are also lucky enough to benefit from having a salaried GP, a Nurse Practitioner, Physiotherapist, Clinical Pharmacist as well as a Mental Health Practitioner and Support Worker as part of our clinical team:

- Dr Jenny Renaud: Salaried GP
- Briony Hume: BSc Hon Microbiology, Diploma Adult Nursing, Clinical Assessment and Independent Nurse Prescribing
- Paul Adrian: Chartered Physiotherapist
- James Melville: Clinical Pharmacist
- Helen Purkis, Primary Care Mental Health Practitioner
- Anna MacIver, Primary Care Mental Health Support Worker

To complete our clinical team we have:

- Norma Macleod, Nurse
- Deidre Couper, Healthcare Assistant
- Erin Mackenzie, Healthcare Assistant

Non-Clinical Staff

Practice Manager: Kirsty Copland

Our non-clinical staff are a vital part of our Practice team. They are experienced and well trained in their role and this means that they can assist with many enquiries to the Practice. They have been trained to ask for relevant information from the patient in order to provide the patient with the most appropriate solution.

- Erin MacKenzie
- Rhiannon Mackenzie
- Sandra Mackinnon
- Alison MacRae
- Fiona Ross
- Avril Scott
- June Stewart

We ensure that the confidentiality of patients' records is maintained at the highest level by **all** staff at **all** times.

In order to help you understand why you are given an appointment with a specific clinician, we thought it would be useful to describe individual skills and areas of expertise.

HCA team.

You'll be given an appointment with one of our HCA's if you need procedures such as a blood test, injection, blood pressure check, ECG, wound dressings, stitch removal, cervical screening, ear irrigation or hearing test. For those with long-term conditions, you will see Deidre or Erin or Norma initially for blood tests and blood pressure etc. before your annual review appointment.

Briony Hume Nurse Practitioner.

Briony & Carol are both very experienced nurses who have undertaken significant further education and training and make a vital contribution to the clinical care of our patients. They are trained to deal with a wide range of both acute and chronic problems and are both able to assess a patient, make a diagnosis, provide treatment and prescribe medication just like a doctor.

Additionally, Briony is responsible for the clinical management and ongoing review of our Diabetic and Respiratory patients.

Paul Adrian, First Contact Physiotherapist (Advanced Practitioner)

As a FCP, Paul provides a specialist service to diagnose and treat patients with musculoskeletal conditions of the spine, arms and legs. Examples of conditions I treat include:

- | | | |
|------------------------------|--------------------------|-----------------------|
| - osteoarthritis | - neck and shoulder pain | - low back & hip pain |
| - sciatica | - wrist & hand pain | - knee & ankle pain |
| - ligament & muscle injuries | | - tendon issues |

If you require further investigation or treatment, Paul may refer you for blood tests, Xray or an ultrasound scan, but these are not usually required. He may prescribe painkillers, arrange for on-going physiotherapy with Tracy Wilson (Physio), or refer you to other services such as Podiatry, Rheumatology or Orthopaedics.

Paul may arrange a follow up appointment with himself, but in most cases he will be able to direct you to the most appropriate treatment after a single appointment.

Office Staff.

All members of the office team are trained and experienced in various aspects of the Practice. They are here to help you in the following ways:

- *Process repeat medication requests*
- *Process patient registrations and de-registrations in line with policy*
- *Answer all phone calls in a professional and courteous manner.*
- *Maintain accurate electronic medical records and update as necessary.*
- *Organise appointments between clinicians and patients.*
- *Liaise between the Practice clinicians and patients with discretion and professionalism*
- *Communicate medical results and information to patients under clinical supervision and at the request of the Clinician.*

Registration and Change of Circumstances

To register with the Practice, please complete a Patient Registration form available on our website or from Reception. Patient care is shared in this practice and any of the doctors will be happy to see you. Please tell us of any change in your name, address or telephone number so that we are able to keep your records accurate and contact you if this is needed. If you subsequently move out-with the Practice boundary you will be required to register with a different Practice.

As a patient, you are responsible for your own health and that of any dependents. This means remembering to attend your appointments on time, keeping us up to date with changes to your personal details and ordering medication on time.

If you are a Carer of another person, or if you have a Carer, please let us know.

Appointments

If you are very ill and think that you need an ambulance, you should call 999 immediately.

To make an appointment with a GP, NP, Practice nurse, phlebotomist or First Contact Physio please telephone (01854) 612015. Our receptionists will ask for some basic information from you to ensure they offer you an appropriate appointment. If you feel unable to provide this information it may delay your appointment.

If you have a hearing impairment, there is a portable induction loop situated at the reception desk - you can alter your hearing aid to the correct setting for this. The loop can be taken into the consultation with you.

Appointments at our branch clinics are based on clinical need and are at the discretion of a clinician. If you need an appointment for a surgery at Achiltibuie, Dundonnell, there is a requirement to have a telephone consultation with a clinician in the first instance.

If you need to cancel an appointment, please telephone us so that we may offer the appointment to another patient.

There is a telephone interpreting service available on request for both telephone and face to face appointments. This is a free and confidential service covering many languages. If you require this service please tell us when booking your appointment.

Please be aware that all calls to and from the Practice are recorded for training and monitoring purposes.

Repeat prescriptions

Repeat prescriptions can ONLY be requested if this has been previously arranged by a doctor. You will have been given a repeat prescription slip with the prescriptions to be repeated.

To renew your repeat prescription you can:

If you have registered for online patient services go to our website:

<https://ullapoolmedicalpractice.gp.scot/>

(Please add the website to your favourites list for future use)

Alternatively you can:

- Circle the item you require on your repeat prescription list and hand in your repeat prescription list to Reception
- Circle the item you require on your repeat prescription list and put your repeat prescription list in the post box at the front door of the Ullapool Medical Practice.
- Circle the item you require on your repeat prescription list and hand in your repeat prescription list to Boots the Chemist, Shore Street, Ullapool
- Circle the item you require on your repeat prescription list and post your repeat prescription list to us using Royal Mail.

Please allow a **minimum of two working days** between submitting your repeat prescription slip and collecting your medication from the Pharmacy. Please also be aware that if you are requesting medication that is due for review or you have not received before there may be a delay and/or you may asked to discuss with a clinician in the first instance.

To improve patient telephone access to the medical practice, we do not accept requests for repeat prescriptions by telephone.

Home visits

If you are not fit to attend the Surgery and require a home visit, please make your request between 08.00 and 10.00 if possible. If you feel that your request is urgent, please say so and give the receptionist as much information as you can in order to assist us to help you.

Homes visits are not granted due to a patient's lack of transport - they are based purely on clinical need which is assessed by the on-call clinician.

Out of hours

If you are very ill and think that you need an ambulance, you should call 999.

If you need medical help out of hours please call NHS 24 on 111.

When you call, you will be put through to a nurse advisor and your symptoms will be assessed. If you take medicines for whatever reason, keep a list of them near the

telephone. This will save time, as the nurse advisor will need to know what you are taking in order to make a full assessment.

There is always a clinician on call in our area 24 hours per day, 7 days per week.

Medical Students

Ullapool Medical Practice hosts Medical Students from Aberdeen University and other Universities within the UK. This forms a very important part of their medical education and they are usually here for a 5 week block. The exception to this is our ScotGEM student who is assigned to the Practice for 10 months.

The teaching here involves observing Drs, Nurses and other Health Care Professionals as well as taking part in joint consultations alongside a Clinician, usually with them seeing the patient first and the Dr then joining them.

In most cases your appointment will be observed by a student – if you prefer the student is **NOT** present for your consultation then please make Reception aware when you arrive at the Practice. You can also let the Clinician know when they call you from the waiting room.

We value your help and involvement with training our future Drs.

Thank you.

Clinics and services

We offer a wide variety of clinics and services including but not limited to:

- Maternity via the community midwives team
- Child health surveillance; 6-8wk check-up with a GP for mum and baby
- Contraceptive advice and provision/fitting; eg Coil, implant
- Sexual Health screening for male and female patients; free condoms available in patient toilets
- Cervical smear screening
- Smoking cessation
- Regular review for those with chronic conditions such as asthma, diabetes, high blood pressure etc

We benefit from NHS Highland visiting clinicians including:

- Dietician
- Podiatrist
- Psychiatry
- Community Mental Health Team
- Alcohol abuse counselling and support

Additionally, we also benefit from support from external agencies/providers including:

- Macmillan Nursing

Screening

Cervical smears

Cervical screening is routinely offered to women in Scotland between the ages of 25 and 64 every 5 years. You will receive a centrally generated reminder letter when your cervical smear is due. Please call and make an appointment with Rosie, please tell the receptionist what the appointment is for so they can make it the appropriate length of time.

If you do not wish to have a smear please call us and let us know.

Bowel Screening

In Scotland, people aged 50 to 74 will be invited for bowel screening every 2 years. If you're eligible, the Scottish Bowel Screening Centre will send you a free test kit to your home address.

If you're 75 or over, you can still take a bowel screening test every 2 years. However, you'll need to request a new test kit each time as the Scottish Bowel Screening Centre won't send you one.

If you were sent a kit that you haven't returned and it's now out of date please request a replacement kit by contacting the Scottish Bowel Screening centre:

- by phone - 0800 0121 833
- by textphone 18001 0800 0121 833
- by email - TAY.scottishbowelscreening@nhs.scot

NHS 24

Telephone: 111

Web site: www.nhs24.com

NHS 24 is a confidential telephone health advice and information service provided by nurses and designed to meet your needs whatever time of the day or night. During normal working hours, you should still contact your GP for urgent medical help or routine enquiry. However, if you are not sure what to do, you can call NHS 24 and speak to a nurse advisor who will advise you on the best course of action.

Transport to outpatient clinics and hospital

If you are unfit to travel by public transport and wish to ask for ambulance transport, please telephone the Scottish Ambulance Service on 0300 123 1236.

All patients receive, along with their appointment letter, a leaflet with a number to contact Patient Transport directly and also a number to cancel the transport. This leaflet will also indicate the local criteria to allow you to receive patient transport and other information. You will be asked to make the arrangements well in advance. If your circumstances change, for better or worse, after you receive your appointment, your Medical Practice will be able to give you the numbers to phone.

There is also a local hospital transport service which can be contacted on 07526 985606

Unfortunately we are unable to call on your behalf, so if you are unable to call yourself please ask a relative or friend to do so on your behalf.

Private Non-NHS funded requests for work

There are some non-contractual services that we provide which are by their very nature not funded by the NHS. This means there may be a charge, payable in advance, for private medicals, vaccinations, letters and certificates. Charges will apply for missed or cancelled appointments where the appointment was for private work. These fees are regularly reviewed and in line with BMA guidance.

A request for a "simple signature" may seem quick and straightforward but when a Doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they **only** sign what they know to be true. Therefore, in order to complete even the simplest of forms the Doctor needs to check the patient's entire record. Carelessness or an inaccurate report can have serious consequences for the Doctor, with the General Medical Council or even the Police.

Private work includes but is not limited to:

- Firearm medical reports/renewals
- Accident/Sickness insurance certificates and reports
- Certain travel vaccinations
- Private medical insurance reports
- Reports for fitness to join a gym/start a diet/attend university/have dental work etc
- Medicals for HGV/Taxi/PSV
- Elderly driver medicals
- Holiday cancellation forms
- Examinations of local authority eg, adoption or fostering medicals

Please ask at reception for more information.

Rights and Responsibilities

All patients have the right to complete confidentiality (except in some rare circumstances, e.g. compulsory legal access) and to be treated with courtesy and respect by all members of the Practice team.

In turn all patients have a responsibility to treat every member of the Practice team with the same courtesy and respect.

Patients should attend all appointments on time, or inform the Practice as soon as possible if they are unable to attend, to avoid wasting the Health Service resources.

Violence and Aggression

This Practice has a zero tolerance approach to violence and aggression towards its staff and others. We support the Governments "Zero Tolerance" policy and will not tolerate slamming down phones, sarcastic tone, aggression, swearing, inappropriate demeanour or any other unacceptable behaviour towards staff or other persons present on the premises. This includes in person and other forms of communication such as phone, email or written.

Patients or patient representatives who are found to be displaying this behaviour may be given a warning and/or removed from the surgery list immediately.

Access to health records

Under the GDPR (and Data Protection Act 2018) patients have a right to access their own health records via a Subject Access Request (SAR). Please include your full name, date of birth, address and specific details of what you require. The Practice has 28 days to provide you with this information. In certain cases this can take longer, we will notify you within the statutory 28 days if this is the case. Please ask at reception for more information.

Complaints Procedure

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem can not 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.

All complaints should be addressed to the **Practice Manager** Kirsty Copland. We aim to acknowledge your complaint within 3 working days and provide a full reply within 20 working days. For a copy of our complaints policy please see our website or ask at Reception.

You also have the option of contacting the Scottish Public Services Ombudsman to seek a review of your complaint. Complaints should be made to the Ombudsman within 12 months of the event giving rise to them, or within 12 months of the complainant becoming aware that there are grounds for complaint. The Ombudsman's contact details are:

The Scottish Public Service Ombudsman
Freepost EH641
Edinburgh
EH3 OBR
Tel: 0800 377 7330
Text message: 07900 494 372
Email: ask@spso.org.uk
Website: www.spso.org.uk

Complaints Procedure – NHS 24

If you wish to make a comment or complaint about NHS 24, write to: -

Patient/Customer Relations Department
NHS 24
Caledonia House
Cardonald Park
Glasgow
G51 4ED

USEFUL TELEPHONE NUMBERS

Boots the Chemist	(01854) 612114
NHS 24	111
Police	101

Community Nurses Achiltibuie	(01854) 612523
Community Nurses Dundonnell	(01854) 633205
Community Nurses Ullapool	(01854) 612523
Community Midwives	(01854) 613168
Community Psychiatric Nurse	(01854) 633263
Emergency (Dental Helpline)	(0845) 6442271
Health Visitor	(01854) 613169