

Practice Leaflet

Aultbea And Gairloch Medical Practice

The Health Centre, Achtercairn, Gairloch, Ross Shire IV21 2BP

Tel. 01445 712229 Fax 01445 712092

The Surgery, Birchburn, Aultbea, Ross Shire IV22 2HZ

Tel. 01445 731221 Fax 01445 731542

www.TwoLochsGP.co.uk

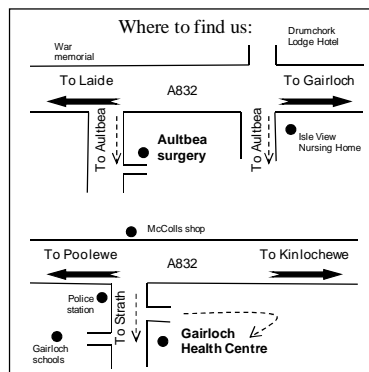
Email address: nhsh.gp55357-reception@nhs.scot

For email use policy, see separate section

LOCATION/PLAN OF PRACTICE AREA & SURGERIES



The Practice comprises the villages of Gairloch, Poolewe, Aultbea and Laide in Wester Ross and takes in the area that extends from Mungasdale (just north of Gruinard Bay) in the north to as far south as Letterewe and Grudie Bridge, halfway along the south shore of Loch Maree, in the south. All peninsular roads with their associated settlements are also included.



GP PARTNERS (not limited)

Dr GERARD P. BAPTIST

BSc (Hons) MBChB MRCPGP

Dr KIRSTEN M. VICKERSTAFF MA(Cantab) MBChB DCH DRCOG MRCPGP

Dr KRISTIN K. HAGA

BA MSc PhD MBChB MRCPGP

Dr GRAHAM M. ROBERTSON

MBChB MRCPGP

PRACTICE STAFF

Advanced Nurse Practitioners Mrs Helen Davies BSc (Hons) MEd MSc RGN

Mrs Julie Lennon BSc (Hons) RGN

Practice Nurse

Mrs Joan Mackay RGN

Ms Cassie Hersee RGN

Receptionists (may work at either surgery)

Mrs Christine Grant, Miss Emma MacLennan,

Mrs Lesley Garland, Mrs Moira Macleod, Mrs Mandy McIntosh

Mrs Angela Macrae, Mrs Moyra Proudfoot,

Practice Manager

Mr Andrew Vickerstaff MBA MA(Cantab) MEng

OPENING HOURS AND HOW TO ACCESS SERVICES

All consultations are by appointment only. If you require urgent care, please phone as early as possible and we will endeavour to give you an emergency appointment for that day. Initially you will be offered a telephone or video consultation with a doctor or nurse. If you wish to be seen face to face then please request this when you speak to our reception team. Our surgery doors are kept closed. To access the building please press the door bell and wait for one of our team to come to the door.

Opening Hours – 09.00 to 13.00 and 14.00 to 17.00, Monday to Friday

Closed for half day 13.30 on Tuesdays

Revised November 2021

OUT OF HOURS – ARRANGEMENTS

All our doctors participate in a rota for out of hours calls. There is always a clinician on call for emergencies. Telephone your local surgery to access the service (see page 1). After 18.00, before 08.00 and at weekends please call NHS 24 directly on 111 who can offer advice and nurse based triage before passing the patient on to the local clinician, if required. Patients can contact NHS24 (details below) at any time for advice or access health information at

www.nhsinform.scot

In emergency, dial 999 to speak to the Scottish Ambulance Service.

NHS 24 PHONE – **111** *free to call*
<http://www.nhs24.com>

This is a 24 hour health service which has round the clock health advice and support, available from anywhere in Scotland.

HOW TO REGISTER WITH THE PRACTICE

When you register with the practice you will be asked to fill out a registration form. If you wish you can also make an appointment with a doctor or practice nurse so that a brief history of previous illnesses can be taken and routine tests can be carried out such as blood pressure etc. The registration form can also be downloaded from our website www.TwoLochsGP.co.uk (New Patients tab) for completion electronically and emailing to the Practice.

PREFERENCE OF DOCTOR AND HOW YOU CAN ACCESS THIS

You will be registered with the Practice rather than with any one particular doctor. You may request to see a particular doctor if you so wish, it may just mean a longer wait for an appointment. Our clinicians all work at various times at both surgery sites.

NAME, ADDRESS & TELEPHONE NUMBER OF HEALTHBOARD WHERE DETAILS OF PRIMARY MEDICAL SERVICES IN THE AREA MAY BE OBTAINED

**CHIEF EXECUTIVE
NHS HIGHLAND
ASSYNT HOUSE
BEECHWOOD
INVERNESS**

IV2 3HG

01463 717123 www.nhshighland.scot.nhs.uk

This Practice is part of the:

NHS Highland North and West Operational Unit, Larachan House, 9 Docharty Road, Dingwall, Ross Shire IV15 9UG

The **Freedom of Information (Scotland) Act 2002** enables any person requesting information from a public body to receive that information, subject to certain exemptions.

This excludes personal data.

The Practice Publication Scheme Document is available to view, please contact the Practice Manager for more information.

You are entitled to access your clinical records held by the practice. Please request this in writing stating exactly what information you require. A charge may apply for this request. (Please ask us for a form)

Confidentiality of Records Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practices quality of care to the patient; therefore they may need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality. We are currently involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal identifying details are given to researchers. More details are on our website www.TwoLochsGP.co.uk .

If you do not wish your records to be inspected and/or included in anonymous data collection, then please inform the Practice Manager.

PATIENT SERVICES AVAILABLE

Services available from your surgery include:

Child health surveillance

Maternity, via community midwives

Contraceptive advice and provision incl. fitting devices

Support for those with chronic diseases

Weight management

Dietician

Minor surgery

Minor injuries

Vaccination and immunisation

Smoking cessation

Drug and alcohol abuse recovery and support

Sexual health – condoms are freely available in patient toilets

Macmillan nursing

Physiotherapy

Our advanced nurse practitioners can deal with most issues that a GP would deal with, including prescribing medication and referrals to secondary care.

WE HELP OUT WITH MEDICAL TRAINING

Throughout the year, undergraduate medical students may be attached to the practice. They usually sit in with the clinicians during consultations but you are not obliged to consent to a student being present.

After undergoing a rigorous assessment we have been awarded Training Practice status. We may have a GP Registrar based with us for six months to a year. They are fully qualified doctors with varying amounts of postgraduate hospital and GP practice experience. They will be available for appointments alongside the Practice clinicians.

HOME VISITS AND HOW TO GET A HOME VISIT

If a patient is unable to attend the surgery, then a home visit may be made at the discretion of the clinician. Requests for these should be made before 11a.m., if possible, so that the clinicians can plan their day.

OTHER PRACTICE INFORMATION & WEBSITE

The Practice holds a GMS contract with NHS Highland health board which requires us to have in place the necessary infrastructure and systems to provide good care.

We have a Practice website where you can find details of our online services, update your contact details, etc. Please take a look:

www.TwoLochsGP.co.uk

IF A PATIENT IS VIOLENT OR ABUSIVE

The Practice operates a **zero tolerance** policy towards any incident in which a person working in the health care sector is verbally abused, threatened or assaulted in circumstances relating to their employment by a patient or member of the public, involving explicit or implicit challenge to their safety, well-being or health. This includes telephone abuse.

The Practice has the right to remove patients from the list because of persisting unacceptable behaviour. Where a patient is not registered with a GP practice for any reason, the period of non-registration may invalidate specific policies e.g. a travel insurance policy.

YOUR RIGHTS & RESPONSIBILITIES, INCLUDING KEEPING APPOINTMENTS

All surgeries are by appointment and these can be made by telephoning the practice or online. Every available attempt will be made to fit urgent cases into the next available surgery on the same day. The practice also has the authority to remove from the list any patients who constantly abuse the appointments system.

Please telephone to cancel your appointment if no longer needed, so your appointment can be allocated to another patient.

EMAIL CONTACTS WITH THE PRACTICE

nhsh.gp55357-reception@nhs.scot NEW SEPT 2020

We are pleased to receive general enquiries about the Practice via email. Requests for medical advice or patient specific information via email will be dealt with under our medical records confidentiality guidelines. As with any communication from the Practice, the patient must take appropriate steps to ensure the contents are read only by the intended recipient.

HOW TO GET REPEAT PRESCRIPTIONS

Your repeat prescription may be renewed without necessarily seeing the clinician. Requests for prescriptions can be made by leaving a message on your local surgery's prescription line:

Aultbea: 731599

Gairloch 712358

Requests are processed every working day and we endeavour to have the signed prescription ready for collection for you after 2 working days from taking your message. Requests can also be submitted online at www.patient-services.co.uk. To register for online services please call the surgery.

ARRANGEMENTS FOR DISPENSING PRESCRIPTIONS

You can request your signed prescription to be collected by the Gairloch Pharmacy and pick up your dispensed medication in person from there.

Patients always retain the choice to collect their signed prescriptions from either surgery site and then take them to the pharmacy of their choice for dispensing. The nearest pharmacies are in Gairloch, Ullapool, Dingwall, Strathpeffer or Kyle.

OTHER USEFUL TELEPHONE NUMBERS

| | |
|---|---------------|
| District nurse team – Gairloch | 01445 712178 |
| District nurse team – Badcaul | 01854 633205 |
| Midwife | 01445 712885 |
| Health Visitor | 01349 781573 |
| School Nurse | 01445 712912 |
| Social Services | 01445 712915 |
| Local Police | 101 |
| Emergency services <i>including mountain rescue, coastguard</i> | 999 |
| Chiropodist (visiting service) | 01478 613200 |
| Dentist (NHS Highland dental helpline) | 0800 141 2362 |
| NHS 24 medical advice line | 111 |
| Ambulance transport requests | 0300 123 1236 |
| Macmillan nurse | 01854 612276 |
| Gairloch Pharmacy | 01445 712840 |
| NHS Inform medical information | 0800 22 44 88 |
| Raigmore Hospital Inverness (switchboard) | 01463 704000 |
| Single Point of Contact (social work, OT) | 01471 820174 |

HOW YOU CAN MAKE A COMPLAINT OR COMMENT

We operate a practice procedure for dealing with complaints. This system meets national criteria.

If you wish to make a complaint, then you can approach any member of the practice team. We have a two stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation we will tell you and keep you updated on our progress.

It would be helpful if you could inform us of any problems as soon as possible after the incident has taken place and at the latest within 12 months.

In investigating your complaint, we aim to

- Find out what happened, and what went wrong
- Enable you, if you would like, to discuss the problem with those concerned
- Ensure you receive an apology, if appropriate
- Try to prevent the same thing happening in the future

If you agree to someone making the complaint on your behalf, it is important for you to know that we will need to ask for your permission for us to deal with that person.

If you would prefer to talk to someone who is not in the Practice you can write to the Feedback Team, NHS Highland, PO Box 5713, Inverness IV1 9AQ or via email on nshighland.feedback@nhs.scot. You will be given a reply within 20 working days of them receiving your complaint. Where there are good reasons why this cannot be achieved, you will be kept informed of progress.

If you would like to make a suggestion that you feel could improve the service we offer to patients, please let us know by using the suggestion form, or by discussing with a member of staff.

ACCESS FOR DISABLED

Our premises are fully accessible for wheelchair users and the disabled and we provide a disabled toilet. There is space for disabled parking in front of the buildings.