

CONFIDENTIALITY

We take your privacy very seriously. Only practice employees have access to identifiable data, and then only on a 'need to know' basis. You have the right to access the data we hold on you under the Data Protection Act and Access to Medical Records legislation (simply ask at reception).

Except for sharing information with other NHS staff involved in your care, we will always obtain your written consent before releasing any data.

We do share anonymous data with the NHS/Government for planning purposes. If you don't want your data used in this way then let us know.

ELECTRONIC CARE SUMMARY

The NHS in Scotland automatically harvests a list of medications, allergies, and medical histories from GP computers for every patient in Scotland. Please let us know if you do not want your information to be shared in this way.

FEEDBACK

We welcome comments and suggestions at the practice, but in the unlikely event that you are unhappy with any aspect of the service, please do not hesitate to contact the practice manager at the surgery.

If you are unhappy with our handling of a complaint, you can contact:

The Complaints Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ. (Tel 01463 705997, Fax 01463 711322)

HOW TO REGISTER

To join the practice, simply ask at reception for a Registration Form. Complete and return the form, with your NHS Medical Card if you have it (if you don't, the reception staff can get a new one for you). We will then arrange for your notes to be sent from your old GP, and you will be asked to come and see our practice nurse for a registration medical.

- Keep this advice by the phone -

OUT OF HOURS / EMERGENCIES

A GP IS ALWAYS AVAILABLE FOR EMERGENCIES: 24HRS
A DAY, 365 DAYS A YEAR

TO CONTACT THE ON-CALL
DOCTOR DIAL

01369 860 224

OUT-OF-HOURS YOU WILL BE AUTOMATICALLY
TRANSFERRED TO AN NHS24 OPERATOR WHO
CAN CONTACT THE DOCTOR ON CALL FOR YOU.

DIAL 111 FOR THE NHS 24 HELPLINE

**IN DIRE EMERGENCY
DIAL 999
AND ASK FOR
'AMBULANCE'**

CHEST PAIN ADVICE

An **ache** in the middle of the chest, like someone sitting on your chest?

Ache that goes into your neck/jaw/left arm?
You may have shortness of breath, sweating,
nausea, or you may look pale or grey.

This could be a HEART ATTACK.

Heart attacks can be treated, but the greatest risk of death is in the first few minutes.

So it is vital you call for help immediately

Strachur Medical Practice



**A GUIDE
FOR OUR
PATIENTS**

**Dalnacraig
Strachur
Argyll PA27 8BX**

**Tel 01369 860 224
Fax 01369 860 225**

www.strachurmedical.com

INTRODUCTION

The Strachur Medical Practice is a dispensing GP practice, which means that patients can receive their medication from the practice dispensary.

OUR PRACTICE AREA

The practice area lies from the Rest & Be Thankful in the north to half way down Loch Eck & nearly to Otter Ferry to the south (see map next to waiting rm),

OUR STAFF

DR. ROBERT COULL, GP

DR. ALISON MACBETH, GP

CATHERINE PATON, RN, PRACTICE NURSE

ELEANOR EARNSHAW, RN, PRACTICE NURSE

ANNE MACLACHLAN, PRACTICE MANAGER

SYLVIA CAMERON, HEALTH CARE ASSISTANT

SUSAN GARDNER, RECEPTIONIST

IRENE MACLEOD, RECEPTIONIST

JACKIE DAVIES, RECEPTIONIST

SURGERY OPENING HOURS

The surgery is open from 9am to 1pm and 3pm to 6pm weekdays, except Thursday when the practice is closed in the afternoon.

Patients are seen by appointment, so please call first for an appointment time.

To book an appointment, please phone the main practice number.

PRACTICE NURSE

Our practice nurses operate an appointment system, and can be contacted on the main practice telephone number.

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group – for more information, please ask at reception.

THE SERVICES WE PROVIDE

We have a contract with NHS Highland* to provide NHS **General Medical Services** (GMS).

We provide all of the essential NHS GP services for patients. We can also provide the following additional services:

-Child Health Surveillance and vaccination (in conjunction with the Health Visting team).

-Ante- and post-natal maternity services (together with the midwives in Dunoon)

-Cervical smears

-Warfarin/medication monitoring service

-Annual flu vaccination service

-Diabetic/Cardiac patient reviews

-Travel advice and immunisation service**

*NHS Highland Tel. 01463 717123

Assynt House
Beechwood Park
Inverness IV2 3HG

**a fee may apply where a service is not covered by the NHS.

PATIENTS WITH SPECIAL NEEDS

We have easy ramp access for wheelchair users, and all of our clinical rooms are on one level.

We have disabled parking, a loop induction device for hearing aid users (ask at reception for more details), and the patient toilet is suitable for wheel- chair users.

PARENTS OF YOUNG CHILDREN

We have a special parent and child parking space next to the disabled parking space and we have a baby changing table in our patient toilet. You are welcome to breastfeed your baby while you are in the practice. Please ask a member of staff if you would prefer to use a quiet room.

REPEAT PRESCRIPTIONS AND DISPENSING

We issue most repeat prescriptions monthly with a re-order slip. Please re-order your repeat medications at least 2 working days in advance. This allows us to order your medication from our wholesaler and carry out our safety checks.

You can hand your re-order slip in to reception, post it to us, put it through our letterbox by hand, or fax it to us on 01369 860225.

If you misplace your repeat slip, you can ask at reception for a replacement. For safety reasons, please avoid ordering repeat medications by telephone.

We are a dispensing practice, so you can collect your medication from the practice dispensary hatch during normal opening hours.

HOME VISITS

Some patients are too frail or unwell to travel to the surgery even for routine care. In such cases, please call the surgery to let us know that a visit may be required.

Please note that home visits take longer for the GP, meaning less time for other patients, and it is difficult to provide high quality modern health care outside the surgery, meaning a higher risk of medical errors. Visits are therefore only carried out where the GP judges that a visit is clinically justified.

SOURCES OF INFORMATION

There is an electronic display in the waiting room which displays useful information.

We have lots more information for patients on our practice website: <http://www.strachurmedical.com>