

PRACTICE INFORMATION

Welcome to Cromarty Medical Practice

Opening times

Monday to Friday reception is open from 8am to 1pm, and from 2pm to 6pm.

The Doctors operate an urgent on call service daily between 1pm and 2pm.

Out of these hours please call NHS 24 on 111 or if an emergency 999.

If you are a new patient please look at the practice website or contact the reception team who will provide you with information on how to register. We request that all new patients attend an initial review appointment with a GP or Nurse Care Practitioner.





The Practice Charter

You will be treated as an individual and will be given courtesy and respect at all times. You will receive the most appropriate care given by suitably qualified people and no care or treatment will be given without your informed consent. In return we would ask you to treat all doctors and staff with courtesy and respect. We would also ask that you try to follow the medical advice offered and take any medication as advised.

We Aim to:-

Treat you confidentially with courtesy and respect.

Have respect for your privacy, dignity, religious and cultural beliefs.

Keep you informed of the services we offer and any appropriate information that affects your health and treatment.

Run surgeries and clinics on time. Delays can happen because of emergencies. We are sorry if you are kept waiting.

Offer you an urgent/emergency appointment with a doctor in the day you request it if you feel your condition warrants it.

Offer you a routine appointment with a Doctor of your choice, normally within 5 working days, providing that doctor is not absent.

Provide a home visit if your illness means that it will be impossible for you to attend the surgery.

Have your repeat paper prescription ready for collection two working days after the request is handed in, or 3 working days if you are collecting from a pharmacy. There may be a delay if you have not attended for a review when requested by the doctor or nurse.

How you can help us

Please:

Keep the appointment you have made, or cancel it well in advance to allow other people to be seen sooner.

Only ask for an appointment for urgent problems that cannot wait. This way the doctors can deal with urgent problems as soon as possible.

Think ahead if you are taking regular medication and remember to request a repeat prescription in good time.

Individual appointments are for one patient only and for one medical problem only. If you feel you may need a longer appointment please tell the reception team.

Always listen to and follow the advice given by our doctors and nurses. If you are unsure about anything please ask the doctor or nurse.

Treat our staff with the same courtesy and respect you would expect for yourself.

Discrimination policy

We are committed to a policy of equality in the provision of our services and our aim is to ensure that no patient or any person wishing to access and make use of our services receives less favorable treatment on the grounds of race (includes colour, age, nationality, ethnicity and national origins), sex, sexual orientation, marital status, disability or of other conditions not justified in law.

Safety statement

To ensure the doctors, practice staff and other patients' safety, any patient who is violent, whether actual or threatened or is verbally abusive, leading to a fear for a person's safety will not be tolerated and will be subject to immediate removal from our Practice list. They will then be directed to NHS Highland who will inform them how and where to obtain medical care. (This statement is required by our GP contract).

Chaperone Policy

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. Please see our chaperone policy for more information.

Appointments

Please telephone **01384 600224** to make an appointment to see the doctor.

You may see any of the Clinicians in the Practice when they are available.

It is important that you inform us if you cannot attend an appointment as soon as possible, so we can offer it to someone else.

Any issues you have with your eyes, we would advise that you initially visit an optician as they are best equipped to perform an eye examination.

NHS inform will offer advice on self help available at <https://www.nhsinform.scot/>.

If you have a dental complaint, please contact your dentist. Emergency NHS dentists are available if you are not registered with one.

The reception team have been asked by the clinicians to gather some brief information on why you need to book the appointment. This is to help the clinician perform any ground work prior to your appointment, also the reception staff will be able to signpost you to the most appropriate clinician.

Routine/Pre-booked appointment

These appointments are booked in advance and can be made up to 4 weeks in ahead to suit days off from work or other commitments. These appointments which be in person or via a telephone consultation are the most common ones made at the surgery.

Routine appointment examples.

Medical review. This will be a review that you have been invited in for via the practice and can be booked up to 4 weeks in advance of the appointment.

We encourage all patients between the ages of 16 to 75 to attend a consultation for a simple health check every 3 years.

Follow up appointment. Generally this appointment is for something that the GP or Nurse has seen you about previously and either you or the Clinician has requested that you return for a follow up appointment and can be booked up to 4 weeks in advance.

Regular injections such as B12 can be booked up to 4 weeks in advance of the appointment.

Other Routine appointments. If you have had a condition that has been ongoing for a couple of weeks, then a routine appointment would normally be acceptable as there is generally good appointment availability and you should not normally need to wait more than a week to be fitted in.

Urgent

If you require an urgent appointment there are 'on the day' appointments available, this could be a face to face appointment or a telephone consultation. With all the appointments the clinicians have requested that the reception team gather information on the reason for the appointment. This basic triage is very important for urgent appointments as it will help the clinician when they receive the request. You may be advised to call 999 if that would be the more appropriate method to get life or limb threatening assistance.

Emergency

If you have an Emergency please call 999.

Nights and weekends

Outside our core hours, which are from 8.00 am to 6.00 pm from Monday to Friday, please telephone NHS 24, telephone number 111. NHS 24 triage calls and will either give you advice or arrange for a Doctor to speak to you, visit you at home or see you at the closest GP Treatment Centre which is at Raigmore Hospital. If you need help with transport to the GP Treatment Centre then it can be arranged (usually a taxi) free of charge to get you there and home again. **If you have a medical emergency telephone 999 for an ambulance.**

Home visits

From Monday to Friday during the day, if you are very unwell and cannot attend the Medical Practice please telephone (**01384 600224**). Routine home visits can be booked for housebound patients as well as urgent “on the day” cases.

Obtaining prescriptions and dispensing arrangements.

Conon Bridge pharmacy, by request collect your prescription from the practice and by arrangement deliver it to your house. This is an arrangement between yourselves and the pharmacy.

You can take your paper prescription to any pharmacy by simply collecting the paper prescription from reception.

Paper prescriptions for repeat medication will usually be ready 2 days after ordering, but please make sure you order your prescriptions at least one week before you are due to run out.

Test results

If you have had a blood test at the surgery, please call one week after the test to get your blood results, ideally after 2pm. If you have had a recent blood test and the clinician would like to discuss this with you, then they may call or ask reception to contact you to arrange a convenient phone time.

Test results are usually available after one week. If you have been referred to the hospital your results may take a little longer to get to us. If you are being seen by a consultant and awaiting results or a follow up appointment, the recommendation is to contact the consultants’ secretary rather than the GP practice.

Services

We carry out a full range of medical services, including physiotherapy, chronic disease management clinics, maternity care, child health surveillance and immunization and family planning advice. Please ask at reception if you wish for more details.

How we use your information

The practice complies with data protection 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 require 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 medical staff.

Complaints

In the first instance, if you feel you need to make a complaint about the medical practice, please write or email the Practice Manager Laura Murphy.

Laura.murphy37@nhs.scot

Practice Manager

Cromarty Medical Practice

Allan Square

Cromarty

IV11 8YF

If you do not feel your complaint has been adequately resolved please contact NHS inform

To leave feedback or make a complaint about an NHS Highland service,

Feedback Team

Organisation

NHS Highland

Address

PO BOX 571
The Highlands
Inverness

Phone number

01463 705997

Email

nhshighland.feedback@nhs.net

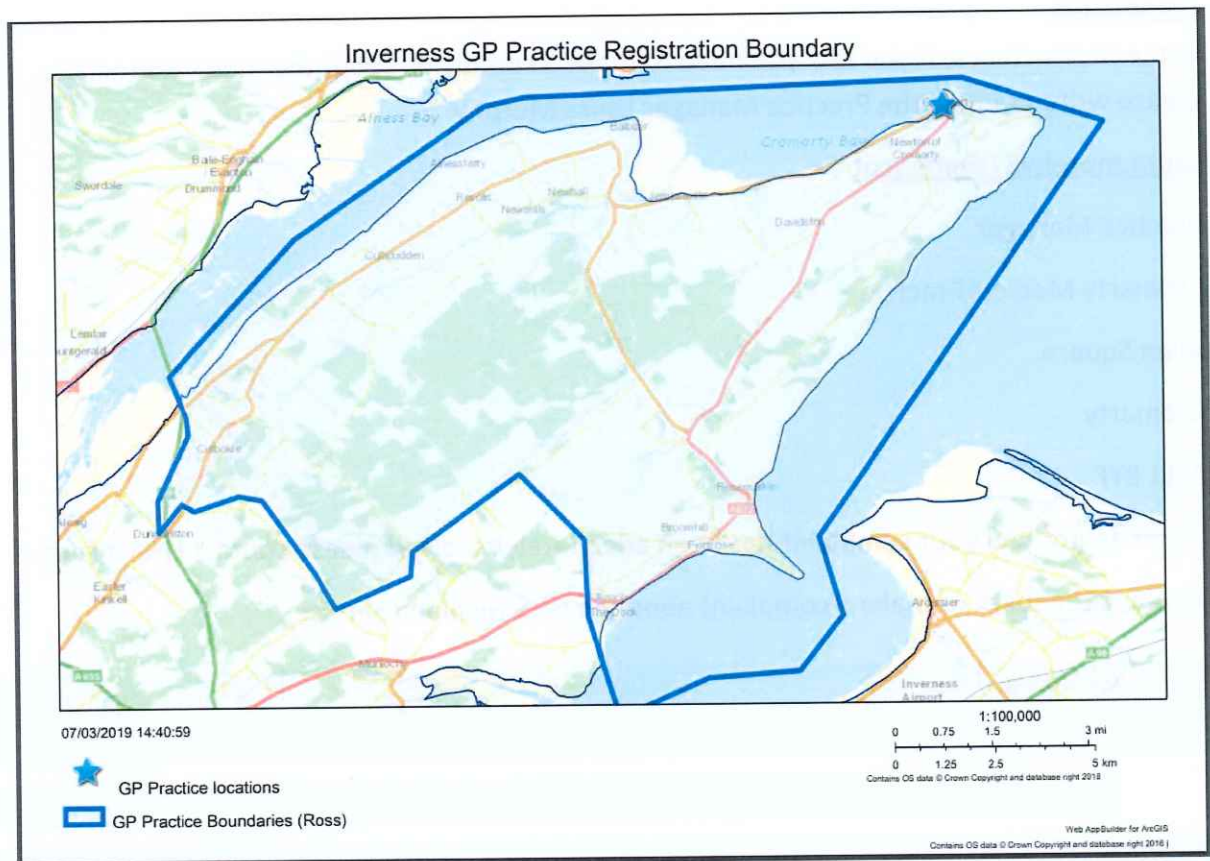
Call 01381 600224 to make an appointment to see the Clinician.

Call 999 for emergency

Out of hours call NHS 24 on 111

District Nurses - 01349 862220.

Raigmore Hospital – 01463 704000



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