

Practice Booklet for

**Fairfield Medical Practice
22a Abban Street
Inverness
IV3 8HH**

Telephone 01463 713939

Fax 01463 667860

Website: www.fairfieldsurgery.com

Email: nhsh.gp55836-admin@nhs.scot

About the Practice

The practice has six doctors, one primary care practitioner, two nurses and two healthcare assistants. It also has close links with health visiting services, local midwives, community (district) nurses and community psychiatric nurses, some of whom hold regular clinics in the surgery.

How to Register with the Practice

If you wish to register with the practice and you live within the practice area, please speak to one of the receptionists who may offer you an appointment with one of the doctors to discuss registration. You will need to provide proof identity, for example passport or driving license. You will also need to provide proof of address such as a recent utility bill e.g. gas, electricity or phone bill at the time of registration. If you have newly entered the country you will need to provide your EHIC/BRP in addition to a passport/ID card as identification and proof of your address.

If registering anyone under the age of 16, we will require their birth certificate as part of the registration. Also, they can only be registered if a person with legal guardianship is registering or already registered with the practice.

You will not be registered with any one particular doctor but you can request to see a particular doctor if you wish; it may mean a longer wait for an appointment. You will be treated as an individual and given courtesy and respect at all times irrespective of your ethnic origins, religious beliefs, personal attributes or the nature of your health problems. Staff will maintain your right to privacy and not discuss your illness with other staff or doctors within hearing distance of other people.

We ask that you treat doctors and staff with courtesy and respect at all times. Doctors have instructed their receptionists to ask certain questions so that they may deal with your requests in accordance with policies set out by the doctors. Please let us know if you change your personal details or address. If you cannot keep an appointment please let us know as soon as possible; this may enable someone else to be seen. Failure to cancel an appointment you can no longer attend may result in removal from the Practice list.

If you are aged 40 and over and have just joined the practice, please ask the receptionist to make you an appointment with our healthcare assistant to have some basic health checks completed.

Our Staff GPs:

Dr Michael Flügel (Berlin 1995)	Dr Judith McManus	Dr Jenny Wilson	Dr Iain MacGilleEathain	Dr Ciara Hannam (Belfast 1997)	Dr Karen Arnold	Dr Hannah Brown
GMC No. 4454081	GMC No. 6099442	GMC No. 6134722	GMC No. 7509489	GMC No. 4418458	GMC No. 7133551	GMC No. 7458638
Regular working days: Monday, Tuesday, Thursday	Regular working days: Monday, Tuesday, Thursday	Regular working days: Tuesday, Wednesday, Friday	Regular working days: Tuesday through to Friday	Regular working days: Wednesday, Thursday, Friday	Regular working days: Monday, Tuesday, Wednesday	Regular working days: Monday, Wednesday, Friday

Practice Nurses:

Katrina MacAskill

Dawn Hayes

Practice Manager:

David Downie

Assistant Practice Manager:

Jenna Burgess

Reception Staff:

Lynn F, Tanya C, Helen F, Leah S, Sarah D, Lorraine M, Julie W, Yvonne B, Barbara K, Nicole W

Nurse Practitioner:

John Rennie

Health Care Assistants:

Helen Fraser

Leah Shaw

Community Nursing Team:

West Community Nurses Telephone 01463 888333

Opening Hours

Our normal opening hours are:

Monday-Friday 8.30am-5.30pm (closed 1-2pm)

Telephone Hours 8.00am-6.00pm (closed 1-2pm)

Surgery Consultation Times

These are by appointment and are available between 8.30am and 5.00pm most weekdays, and occasionally out with these hours by arrangement. We offer 15 minute both face to face and telephone appointments with GPs and 10 minutes with all other clinicians, but if you think the medical problem will require extra time, please discuss a double appointment with the receptionist. The surgery offers appointments which can be booked more than two days in advance. We also offer extended hours appointments on certain days from 7am onwards or from 6pm onwards. These are out with the normal surgery opening hours. Please ask the receptionist for details.

Out-Of-Hours Arrangements

For emergency treatment or advice telephone 111. This will take you through to NHS 24 (you can also visit them online at www.nhs24.com).

A home visit can be arranged if the GP considers it appropriate. For routine medical care, please contact our own surgery during normal surgery hours.

Telephone Triage Line

Call the usual practice telephone number (tel. 713939).

One of the doctors is available to discuss **urgent medical issues** each morning and afternoon. Please call early in the morning or afternoon to ensure the GP can all you back before we close.

Also, if you are looking for advice on something that you haven't discussed with another GP before then the Triage GP may be able to help.

Please be advised, the triage line is not for GP specific queries or complex issues which you have been discussing with another GP. Please ask reception to book you a telephone appointment with your usual GP in these circumstances.

Home Visits

If you feel you need to be seen at home please telephone the practice, preferably before 10.00am. A doctor may ring you back to discuss your medical needs.

Non-attendance at appointments

We have a practice policy for dealing with persistent non-attendance of pre-booked appointments. We will write to any patient who does not attend 30 minutes of total appointment time within a 3-month period. Failure to attend appointments or cancel appointments on time beforehand, will prevent you pre-booking appointments and could ultimately affect your registration status with Fairfield Medical Practice.

Health Checks

If you have not had a consultation in the last three years with one of the clinicians who work at the practice, you might wish to consider a health check with one of the Health Care Assistants. Anyone can also book a New Patient health check with the Health Care Assistant upon registering with the practice.

Similarly, if you are over 75 you may wish to consider an annual health check-up with one of our Health Care Assistants.

We provide all essential GMS services and a range of enhanced services.

If you require any further explanation about your illness please ask your clinician.

Access to Patient Information:

Freedom of Information Scheme

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities (GP Practices) to be more open and accountable and organise their information in an efficient and accessible way. This excludes personal data. Please contact the practice manager for more information.

General Data Protection Regulations (GDPR)

You are entitled to access your clinical records held by the practice. Ask at reception for more details, whilst stating exactly what information you require so that we can help you. Records can be viewed or copied. Requests will be actioned within one calendar month. Please ask at reception for a copy of the practice privacy notice.

Confidentiality of Records

Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practice's 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.

If you do not wish your records to be inspected, please inform the practice manager.

Emergency Care Summary

If you become ill when your doctor's practice is closed, you or the person phoning on your behalf may be asked by doctors and staff at NHS 24, Out of Hours Medical Centres or A&E departments whether they can access certain information in your patient record such as:-

- Your name, address, telephone number, date of birth, age
- Any known allergies
- The name of your GP practice
- An identifying number called a CHI number
- Information about any medicines prescribed by your GP as repeats or in the last 30 days

This will help the nurse or doctor treating you to provide the best care possible, even if you are too ill to remember this important information.

The extract from your patient record is called **Emergency Care Summary**. Out of hours staff will not be able to see your full patient record.

If you do not want any of the out of hours nurses or doctors to see your Emergency Care Summary, please let your GP practice know in writing. This information could be important to your care.

Facilities for Disabled or those requiring Communication Support

Our premises are designed with disabled access in mind, including disabled toilet facilities. If you would like any information in large print, please contact reception.

Please raise any communication support requirements in your new patient questionnaire, or raise with a Practice Manager should these become a requirement during your time as a patient with us.

Clinics

Antenatal Clinic (**at present these are not being held at Fairfield – please phone Midwives on 01463 704342 to find alternative arrangements**).

Monday 2.00-4.00pm, Thursday 9.30-11.30am and Friday 9.30-11.30am with the community midwife, who offers care and advice throughout your pregnancy. Out with these hours, midwives can be contacted on 704342.

Baby and Child Clinic

Our practice nurse has an immunisation clinic on a Tuesday. We have a postnatal and a general baby clinic once a week. To arrange an appointment please telephone 01463 713939. Your health visitor is determined by your address and not your doctor as previously happened. Your health visitor can be contacted on 01463 706700.

Family Planning

Advice and assistance is available from the practice nurses and the doctors.

Blood Test Clinics

We offer this service by appointment, which can be made by telephoning reception.

Health Promotion

We offer help and support for lifestyle changes relating to heart disease, asthma, diabetes, smoking, alcohol and nutrition/diet. Ask at reception for an appointment.

Health Education

We have leaflets you can take home if you wish to know more about keeping yourself healthy. Please ask at reception if you are looking for a leaflet on a specific illness or topic.

Training

Our practice is an accredited GP specialty and undergraduate medical training practice. Fully qualified trainee doctors regularly work with us, and throughout the year we have medical students who are fully supervised by our GPs.

Nurse Training

The nurses within the practice are involved in student nurse education, and from time to time a student nurse may ask to be present during your consultation. You can request that they are not present during your appointment.

Review of long-term health problems

We operate a recall system for chronic disease monitoring and will contact you by letter when reviews are due.

Medication Policy

Many patients registering with Fairfield Medical Practice may already be prescribed medication from other practices. The doctors of the practice retain the right to decide not to continue prescribing such medication if it is not felt to be appropriate or of benefit to the patient. All cases will be assessed on an individual basis but proof of previous prescriptions from another doctor will generally be required from the outset. This is particularly true of medications which are recognised as potentially addictive (e.g. dihydrocodeine, diazepam, temazepam) and although they MAY be continued in certain circumstances, it might be in a reducing dose. The quantity given, the dose and frequency, again, will be at the discretion of the doctor, who has to accept responsibility for any prescription signed. Under NO circumstances will these scripts be re-issued if lost/stolen/mislaid.

Repeat Prescriptions

It may surprise you to know that 75% of prescriptions that your doctor provides are for long-term or medium-term conditions, and are referred to as repeat prescriptions. As patients' medical conditions change or improve, then so will the medication they require. Therefore, it is very important that an effective system is in place to ensure that patients obtain the correct repeat prescription when they require it, and that the medication is regularly reviewed by the doctor.

At Fairfield Medical Practice we trust that our systems in place make it as easy as possible for patients, but we welcome any comments or suggestions from you.

How to Order a Repeat Prescription

1. By Reorder Form

- a. Along with your repeat prescription you will receive an attached "order form" which you should keep safe till you require your next prescription.
- b. When your drugs are starting to run low (never wait till you have run out completely), tick the drugs which you require on the form.
- c. If the drug you require is not on the form then write the name of that drug on the form, and the doctor will check whether you still require it.
- d. You can either hand the form in at reception OR can send it with an SAE for us to send back to you.

We also have forms at reception you can complete if you don't have a re-order form.

2. By Email – nhsh.gp55836-admin@nhs.scot

3. By Website - www.fairfieldsurgery.com (locate and complete prescriptions form)

4. Via Your Pharmacy

Many pharmacies will accept the right hand side of your prescription form for forwarding to the practice.

Patients going out with the area (e.g. on holiday) should aim to request medication **72 working hours / 3 working days** before departure, collecting the **24 hours before** departure. Should there be any issues the Practice will have adequate time to resolve. It would be useful to advise on the request if the medication is required prior to leaving the area e.g. on holiday.

Patients who are out with the area (e.g. on holiday or working in another area) who require medication should consult with a GP in that area. Patients registered with a Scottish GP practice can approach any pharmacy in Scotland for medication whilst out of area.

Collecting Your Prescription

At present prescriptions can only be collected from the pharmacy, so please ensure, when ordering, that you state the name of the pharmacy you wish it to go to. Also please allow **72 working hours** from ordering your medication before going to collect from pharmacy.

This time is needed to allow staff to prepare your prescription and for your doctor to check whether it is correct, or if your medicines need reviewing before a new prescription is signed.

Your doctor may ask you to make an appointment to see them so that your medicine can be reviewed. This is nothing to worry about - your doctor will discuss your medicine with you to make sure the medicines you are taking are still the best ones for you.

Please ensure you order your medication with these time scales in mind to allow enough time for processing your requests.

Drug/Substance Misuse

We fully understand that some patients registering with Fairfield Medical Practice have a drug/ substance misuse problem. As a practice we are happy to deal with medical problems, which may arise, in the usual way and also to support patients in accessing help for their substance misuse issues. Patients however must refer themselves to Osprey House if they wish help in dealing with their drugs/ substance misuse.

The doctors in the practice will under NO circumstances prescribe reduction programme medication such as methadone to patients, unless directed by agreement with substance misuse services.

Zero Tolerance Policy

At Fairfield Medical Practice we promote an atmosphere of mutual respect between patients, relatives and staff members, as well as ensuring the safety of all parties. We aim to treat all patients and members of the public with dignity and respect and therefore request the same in return. We have a strict ZERO tolerance policy regarding any intimidating or aggressive behavior (this includes rudeness) towards ANY of the Medical Practice Staff, clinicians or other patients, either face-to-face or over the telephone.

Comments, Complaints and Compliments

The doctors and staff at Fairfield Medical practice make great effort to provide good medical care. If we make mistakes, we will listen to your comments and complaints and try to improve the service.

As well as complaints we are happy to receive your compliments.

The procedure should you have a comment or complaint, you can either speak or write to:

1. Speak to or write to: Practice Management
2. nhsh.gp55836-admin@nhs.scot
3. Phone 01463 713939
4. The Complaints Team - NHS Highland, PO BOX 5713, Inverness, IV1 9AQ
5. nhshighland.feedback@nhs.scot

Provide as many details as possible: they will note them down and record them. Describe what you recall did happen including:

1. who was involved
2. what they said
3. what they did
4. when this happened
5. what was the result
6. why did it particularly upset you

Also describe what you think should have happened and what you would like to be done to prevent this in the future.

Conciliation

We have a unique system in our practice which allows you and your doctor (or other team members) to sort out the situation to your satisfaction (hopefully)

It has worked successfully previously when needed. This involves a third person (such as a Local Health Council member) being a peace maker and arbitrating between patient and doctor. It sorts out problems in a fair way and generally produces an apology to the upset person, and a satisfactory conclusion.

If you are unhappy with the outcome of the complaints process you can ask the Scottish Public Services Ombudsman (SPSO) to consider the complaint further. There are timescales for the consideration of the complaint, and you may wish to consider these if you intend to ask the SPSO to consider your concerns. The SPSO cannot normally look at a complaint more than 12 months after you became aware of the matter you want to complain about. SPSO contact details are:

SPSO

Freepost EH641

Edinburgh EH3 0BR

Tel 0800 377 7330

Website: <http://www.spsso.org.uk/>

Practice Boundaries

