

THE DOCTORS

Dr Susan Taylor	MbCh B (Glas) 1985
Dr Kirstin McQuillan	State Exam Medical (Mainz) 1996, MRCGP, DFSRH

THE PRACTICE STAFF

Mr Andrew Taylor	Dispensary Manager
Mrs Teresa Bolton	Clinical Practice Manager
Mrs Ann Weir	Receptionist
Mrs Jennifer Laurie	Receptionist
Ms Lesley Smart	Receptionist

ATTACHED STAFF

District Nurses -	District Nursing Team	Tel No 01967 402439
Community Midwife -	Miss Alison Cook (Midwifery Helpline)	Tel No 01967 402439 Tel No 01397 700371
Health Visitor -	Fedor Bunge	Tel 01855 811236
C P N -		Tel No 01397 709830
Podiatrist -		Tel No 01397 701506



SURGERY TIMES

Monday	9 – 11 am	Open Surgery
Tuesday	11 – 1 pm	Open Surgery
Wednesday	9 – 11 am 5 – 6 pm	Open Surgery <u>Appointments Only</u>
Thursday	9 – 11 am	Open Surgery
Friday	9 – 11 am	Open Surgery
Saturday	10 – 11 am	<u>Appointments Only</u>

SURGERY OPENING HOURS

Telephone 01967 421 252

Fax 01967 421303

The surgery is open 8.30am – 1pm Monday to Friday. The GP is available from 8.00 am – 6 pm Monday to Friday however after 1pm, please phone first to ensure there is someone at the surgery.

Weekend opening is by arrangement with the GP on duty.

OUT OF HOURS Phone 01967 421252 or 08454 242424 / www.nhs24.com

ANTENATAL CLINIC

Wednesday 2 – 3 pm

The GP and midwife share antenatal care. In order to ensure the midwife is present at the Clinic, please book an appointment.



APPOINTMENTS

Morning surgeries Monday to Friday are open clinics – no appointment required.

Evening surgery and Saturday mornings are by appointment only – telephone to arrange this.

Appointments can be made outside surgery times if required – please telephone surgery to arrange this.

With open access surgeries a doctor will see any patient on the same day Monday to Friday. There may be some delay in seeing the doctor if the surgery is very busy – practice staff will keep patients informed of any delays. In addition, if the GP is called away on an emergency, there may be a delay in routine surgeries. As there is only one doctor on duty daily there may be a delay of a few days to see a specific doctor.

VISITS

We would ask that requests for non-urgent house calls be made by 11 am. The surgery has full disabled access with ample parking and we would urge patients to attend the surgery if possible.

Patients who are housebound will receive home visits and health care staff will endeavour to provide the same range of services to patients in their own home.

TELEPHONE ADVICE

The doctor is happy to give advice by telephone at any time but if telephoning during clinic times they may be busy with a patient so you may be asked to phone back. If the doctor is unavailable then practice staff may be able to help and will pass details to the GP.

NHS 24 provides a 24 hour advice and support line – Tel: 08454 242424

Or <http://www.nhs24.com>

NHS 24 provides round the clock health advice and support from highly trained and experienced nurses.



REPEAT PRESCRIPTIONS

We are a dispensing practice and can supply all necessary medication.

Please try to use the re-order slips which can be posted in the box at the surgery door. Using this form helps to avoid prescribing errors.

Telephone requests should be made before 12 noon Monday – Friday.

Please give 3 working days notice for repeat prescriptions.

This instruction applies to actual receipt of prescription medicine. If you wish to collect medication from a pharmacy yourself, the prescription form can be collected from reception on the same day.

Please let Reception staff know how you wish to collect your prescription – from Reception, from the shop or by postal delivery (for certain areas only).

On rare occasions when stock is unavailable you may be asked to collect medication from a Pharmacy in Fort William

EMERGENCY CONTRACEPTION

As a dispensing practice we always have supplies of a morning-after pill. Contact the doctor on duty – 01967 421252 – to arrange an appointment or collect a prescription.

OUT OF HOURS Phone 01967 421252 or 08454 242424 / www.nhs24.com
(6.00pm – 8.00am weekdays and 24hrs at weekends)

Dr Taylor and Dr McQuillan continue to provide OOH cover for their patients but from 1st November 2004 all out-of-hour calls will be triaged by NHS 24. NHS 24 will contact the doctor on duty to arrange a consultation by phone, consultation at the surgery or home visit if this is required.

General enquiries and repeat prescription requests should be dealt with during surgery hours.

The District Nursing Service provides 24 hour cover via NHS 24
The Ambulance Service can be contacted 24 hours a day by calling 999.



INVESTIGATIONS AND RESULTS

If the doctor has undertaken some blood tests or investigations they will let you know when these results will be available. You may contact the surgery directly to get these results but in most cases the doctor will telephone or write to you with the results of these tests. In the case of smear tests it usually takes 3-4 weeks for the results to be available and you will always receive a written report of these results. Patients who are unable to attend the surgery will be offered the equivalent tests in their own home either from the GP or from the District Nurse.

COMPLAINTS

We operate a practice complaints 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 would aim to deal with any problem both quickly and effectively. You will receive an acknowledgement within 2 working days and an explanation within 10 days.

It would be helpful if you could inform us of any problem 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 are complaining on behalf of someone else, and in order to maintain patient confidentiality, we will require knowing that you have their permission to do so.

If you would like to speak to someone outside the practice about a complaint please use the following address:-

Complaints Team

NHS Highland

PO Box 5713

INVERNESS IV1 9AQ or email nhshighland.complaints@nhs.net



PATIENT RIGHTS AND RESPONSIBILITIES

Morvern Medical Centre aims to provide a fair and equal service to all patients, without any form of discrimination. Patients who find it difficult to access the surgery will be offered equivalent services within their own home. The practice Primary Care Team hopes to provide a reliable, confidential, courteous and helpful service to their patients and would ask that patients are polite and responsible in their use of the services provided.

Any patient who is violent or abusive towards any member of staff is liable to be removed from the GP's list and criminal proceedings could follow from any such assault. The practice will always inform any patient in writing if they are to be removed from the doctor's list and will always give the reason. In this unlikely occurrence, we will try to arrange for the patient to be seen by a GP in the neighbouring practice.

NEW PATIENT REGISTRATION

New patients who wish to register with the practice are asked to complete a Registration Form along with an ethnicity questionnaire. All new patients must permanently reside within Morvern - reception staff can provide exact boundary areas.

Once the patient record is received from the previous GP, all new patients will be offered a medical. All new patients will receive a Practice Leaflet, copies of which are always available at Reception.

CHOICE OF DOCTOR

Dr Taylor and Dr McQuillan provide the majority of regular surgeries. To allow for Study Leave and holidays we occasionally employ locum GPs.

For information about the doctor on duty a rota is placed in the village shop and on the waiting room notice board. Practice staff will be happy to inform patients about which doctors are on duty. The reception area will display the name of the doctor consulting that day.



DATA PROTECTION ACT

This Practice uses a computer to organise much of your patient record to manage and improve your healthcare.. The information held on computer is subject to the Data Protection Act 1998 and you have the following rights:-

- 1 Data Controller's name – Dr Susan Taylor
- 2 The purposes for which the data is to be processed-
- 3 Any further information which is necessary, having regard to the specific circumstances in which the data is to be processed.

A charge may apply for this request of between £10 -£50. Please contact the practice manager to arrange this.

If you have any concerns about how information might be handled, more details can be obtained from the following website -

www.show.scot.nhs.uk/confidentiality, or your local Data Protection Officer or Caldecott Guardian.

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

This 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.

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

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.

If you do not wish your records to be inspected, then please inform the Practice

PATIENT ACCESS TO RECORDS

You have the right to request access to your records at any stage. Please contact the Practice Manager to arrange this.



PATIENT PREFERENCE OF PRACTITIONER

Patients can express a preference to be seen by a particular GP. This will be recorded in the patient record, and every effort made to comply with the patient's request. If the preferred GP is unavailable because of holiday or study leave an alternative GP will be offered. Alternatively if the preferred GP does not provide the required service, an alternative GP may be offered.

MEDICAL STUDENTS

This practice does occasionally provide training for medical students. Patients are under no obligation to participate and will be asked beforehand if a student can be present during a consultation.

MEDICAL CERTIFICATES

These will only be given when a patient concerned attends the surgery or when there is evidence from hospital reports that a patient is unfit for work. Please make an appointment to see the doctor before the expiry of your current certificate to ensure continuity of your benefits.

NON NHS (National Health Service) FEES

Fees are payable for certain services not included under the NHS eg employment medicals, passport signatures, private insurance certificates, HGV and PSV licence examinations etc. Please ask at the reception desk for full details.

DISABLED ACCESS

The Medical Centre is accessible to wheelchair users and the disabled and we provide a toilet for disabled people. There is easily accessible parking around the medical centre.

LANGUAGE PROBLEMS & OTHER SPECIAL NEEDS

For patients who do not speak English, we hold a Health Board approved list of translators and may be able to arrange links with an appropriate person. The GPs have an understanding of French, German, Spanish and Italian.

Patients who have other special needs, eg deafness, sight problems should let reception staff know if they have any specific difficulties and will be helped to access surgery facilities should they require this.



LIST OF USEFUL NUMBERS

<i>Age Concern:</i>		0800 009966
<i>Aids Information:</i>		0800 567123
<i>Alcoholics Anonymous:</i>		0845 7697555 (24 hrs)
<i>Blood Transfusion Service:</i>		01463 704000
<i>Chemists:</i>	<i>Boots, Fort William</i>	01397 705143
	<i>Lloyds, Fort William</i>	01397 702031
<i>Podiatry:</i>	<i>FW Health Centre</i>	01397 701506
<i>Citizens Advice Bureau:</i>		01397 705311
<i>Chest, Heart & Stroke Scotland:</i>		0845 0776000
<i>Community Dental Dept, FW Health Centre</i>		01397 709865
<i>Community Health, FW Health Centre</i>		01397 709800
<i>Community Mental Health Team:</i>		01397 709830
<i>Cross Roads:</i>		01397 701020
<i>Cruse - Bereavement Care:</i>		01397 705100
<i>Dentists:</i>	<i>RJ Heskey, Caol</i>	01397 705062
	<i>M & S Dental Care</i>	01397 702147
	<i>Mr Roy (Glencoe)</i>	01855 811588
<i>Highland NHS Board:</i>		01463 717123
<i>Highland Users Group (Action for Mental Health)</i>		01463 718817
<i>Home Help Dept: (West Lochaber)</i>		01967 402481



LIST OF USEFUL NUMBERS CONTD

<i>Hospitals:</i>	<i>Belford, Fort William</i>	<i>01397 702481</i>
	<i>Raigmore, Inverness</i>	<i>01463 704000</i>
	<i>New Craigs, Inverness</i>	<i>01463 704000</i>
	<i>Lorn & Islands, Oban</i>	<i>01631 567500</i>
<i>Lochaber Council on Alcohol</i>		<i>01397 702340</i>
<i>Marriage Guidance:</i>	<i>Inverness</i>	<i>01463 712210</i>
<i>Midwifery Unit:</i>	<i>Belford</i>	<i>01397 700371</i>
<i>Patient transport (Ambulance service) to book</i>		<i>0300 1231236</i>
	<i>to cancel</i>	<i>0800 3891333</i>
<i>Police</i>	<i>Strontian</i>	<i>01967 402022</i>
	<i>Fort William</i>	<i>01397 702361</i>
	<i>Confidential Line</i>	<i>01397 702361</i>
<i>Samaritans:</i>		<i>0845 7909090</i>
<i>Social Work Dept</i>	<i>Fort William</i>	<i>01397 707025</i>
<i>(Inc Occ Therapists)</i>		

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

ELAINE MEAD
CHIEF EXECUTIVE
BEECHWOOD
ASSYNT HOUSE
INVERNESS
01463 717123

This practice is part of Mid Highland Community Health
Partnership

