

## PRACTICE LEAFLET



### **ARDACH HEALTH CENTRE**

**Highfield Road**

**Buckie**

**AB56 1JE**

**Telephone: 01542 831555 (8am – 6pm)**

**Prescription line: 01542 833311 (24 hrs)**

**Fax: 01542 835799**

**[www.ardach.org.uk](http://www.ardach.org.uk)**

**(on-line prescription ordering available)**

**Opening Hours: 8am – 6pm Monday to Friday**

**Out of hours**

**between 6pm and 8am weekdays, weekends and national holidays**

**NHS 24: Telephone 111**

## **GENERAL INFORMATION**

**Welcome to Ardach Health Centre. In this leaflet you will find details of staff, clinics, facilities and contact information.**

**We provide Practice cover to a list of 9400 patients over a coastal strip extending from Spey Bay to Cullen and incorporating the town of Buckie as well as the villages of Portgordon, Findochty, Portknockie and Cullen.**

## **DISABLED ACCESS**

**The medical centre has suitable access for disabled patients and all patient areas including waiting areas, consulting rooms and toilets have wheelchair access. A hearing loop system is in place at the reception desk. A wheelchair is available at reception. There are designated disabled parking spaces near to the entrance.**

## **REGISTERING WITH ARDACH**

**You will be asked to complete registration forms for each individual wishing to register alongside a short questionnaire. On completion of both forms over 16's are required to produce two forms of identification one of which must be photographic along with confirmation of address i.e. utility bill.**

**As a Practice, we assume that patients have consented to the disclosure of personal health information, to the extent that it is necessary for the purposes of the operational management of the Practice and related facilities concerned with the provision of care. The Practice complies with the Data Protection Act 1998.**

## **ATTENDING APPOINTMENTS/UNABLE TO ATTEND APPOINTMENTS**

**The Practice operates an appointment system for consultation with both doctors, and nurses. If you are unable to attend an appointment please let reception know. Those who continually fail to attend risk being removed from the Practice list.**

## **VIOLENCE & ABUSE**

**We do not tolerate violent or aggressive behaviour towards any member of the Practice Team. We understand that patients may be ill or upset but this does not excuse unacceptable abuse of staff. Any such behaviour will be reported to the patient's usual Doctor and the patient risks being removed from the Practice list.**

## **DOCTORS**

**Dr Lewis Walker FRCP DRCOG (Partner)**  
**Dr Angus Gallacher MBChB MRCP MRCGP DRCOG (Partner)**  
**Dr Berny Welsh MA MBChB DRCOG DCH DTM&H MSC (Partner)**  
**Dr Suchitra Mehta MRCGP DFRSM FRCS MBBS (Partner)**  
**Dr Claire Hood MBChB MRCGP DRCOG**  
**Dr Ewen Riddick B.Sc (Hons) MBChB MRCGP**  
**Dr Ruth McCullough BSc (Hons) MBChB MRCGP**  
**Dr Catriona MacDonald MBChB MRCGP**

## **JUNIOR DOCTORS**

**We have three different types of Junior Doctors at various stages in their career development. Their placements in the Practice will vary from four months to one year.**

**On occasions and for educational purposes Junior Doctors are required to record patient's consultations. The recording of consultations is about the Doctor rather than the patient. This will not be undertaken without your written consent and intimate physical examinations will not be recorded. You will be given a consent form when you come in for your appointment and if you are happy to participate you should sign the consent form. Following the consultation, please take your consent form back to reception whereupon you will be asked to give your consent to the consultation recording being used. If at this stage you wish to change your mind, please inform staff at reception.**

## **MEDICAL STUDENTS**

**As a teaching Practice we may have Medical Students sitting in during surgeries or having their own mini-surgery. Patients will be informed of this on making their appointment and can elect to be seen without a student if desired**

## **EMERGENCY/ACUTE CARE PRACTITIONER**

**Amanda Goss/Pauline McArthur**

**Their role includes triaging calls, independent and joint assessment and care of acutely unwell patients, liaising with GP's, nursing staff and hospital clinicians as to the most appropriate care. They also work alongside the minor illness nurses to support emergency based patient care where needed.**

**SENIOR PRACTICE NURSES — Jayne Gibson, Mhorag Mitchell**

**PRACTICE NURSE— Aileen Forrest**

**TREATMENT ROOM NURSE — Emma Riddoch**

**PHLEBOTOMISTS — Linda Milton, Joyce Geddes, Dana Murray**

## **PRACTICE MANAGER**

**Wendy Edwards**

**Wendy is responsible for the overall management and organisation of the Practice should you have any matters you wish to discuss.**

## **OFFICE SUPERVISOR**

**Helen Graves**

## **ADMINISTRATION STAFF**

**Sandra, Laura M, Laura C, Sarah, Jo-Anne, Adehlie and Dana**

## **PRACTICE PHARMACIST**

**Jane Rodgers, the Practice Pharmacist works on a Wednesday and Friday. Jane can offer advice directly to patients for medication concerns and links directly with the GPs, Nurses and Community Pharmacists to promote patient medication safety.**

## **APPOINTMENTS & VISITS**

**Consultations with Doctors and Practice Nurses are by appointment only. You will be asked a reason for your appointment in order that staff can make every effort to ensure you are given an appointment timely. Please remember that you may have to wait a little longer to see a specific Doctor but that you may make an appointment with any Doctor or Practice Nurse.**

**If you wish to make appointments at specific times e.g. after school/work you may have longer to wait. Please be flexible and the Staff will endeavour to find the most suitable appointment time for you.**

**Mondays are always very busy so if you feel that your problem can wait until later in the week we would appreciate it. It is important to let us know as soon as possible if you are unable to keep your appointment to ensure that it can be offered to another patient.**

## **CHECKING IN FOR APPOINTMENT**

**We use an automated system for checking in of your appointment. The touch screen is to the left of the reception desk. Please follow the questions asked and you will be guided on screen to the waiting area.**

## **MEDICAL EMERGENCY APPOINTMENTS**

**If you feel that your condition requires a medical emergency appointment please make this clear to the Staff. They will ask for full details of the problem and offer you the next emergency slot. In some instances the Emergency Care Practitioner or on-call GP may call you back.**

## **EARLY EVENING SURGERIES**

Are provided on a Monday from 5.30pm, appointments must be pre-booked. Patients should be aware the pharmacy is closed at 6pm and should nursing procedures be required they will need to return during normal hours.

## **DOCTORS CONSULTING TIMES**

Doctors cover surgeries on a rotation basis from 9.00am-11.10am, 12.00-1.00pm, 2.00pm-4.00pm, and 4.30pm-5.30pm

## **REPEAT PRESCRIPTIONS**

### **48 HOURS NOTICE IS REQUIRED FOR ALL REPEAT PRESCRIPTIONS**

There are various ways of ordering your repeat prescriptions.

Online at [www.ardach.org.uk](http://www.ardach.org.uk)

The right hand side of a previous prescription gives details of items, date of last issue and also lists pharmacies. Tick appropriate item, circle which pharmacy you want the prescription delivered to.

Place order slip in the box in the foyer.

Order via your chosen Pharmacy.

24 hour telephone request line 01542 833311. It is important to give your name, date of birth and address. You **MUST** state the name and strength of the medicine being requested. "Water pills", for example is not enough information. Always state which pharmacy you wish your prescription to be passed on to.

## **TEST RESULTS**

The Practice has a strict policy regarding confidentiality and data protection.

Test results will only be given to the person to whom they relate unless that person has given prior written consent for the release of the results or are not capable of understanding them.

## **PUBLIC HOLIDAYS**

Ardach Health Centre is open on Local Holidays. We close for May Day and two days at Christmas and two days at New Year.

## **OUT OF HOURS**

NHS 24 provides cover from 6pm—8am: Monday—Friday, weekends and Public

Holidays. If you need to be seen urgently please telephone the surgery using 01542 831555 and you will be redirected to NHS 24 number. Alternatively you can contact NHS 24 direct Freephone on 111. Website: [www.nhs24.com](http://www.nhs24.com) Patients are reminded that all incoming and outgoing telephone calls to the NHS 24 and G-Med are recorded. This measure is adopted in the interests of patient protection and as a strictly confidential aid for training and educational purposes.

If your condition is LIFE-THREATENING ring the emergency services 999.

## **HOME VISIT REQUESTS**

The Doctor can see three or four patients in the surgery in the time it takes to do a home visit. We ask patients who are housebound or too ill to come to the surgery to telephone between 8am and 10am and provide our admin staff with as much information as possible so visits can be prioritised by the Duty Team. If a Doctor is required in an emergency between 8.00am & 6.00pm Monday to Friday telephone 01542 833399. Please be aware that the Doctor or Emergency Care Practitioner Doctor will telephone before a visit in order to assess your condition and gather more information.

## **ACCESS TO MEDICAL RECORDS**

Patients can have access to their own written and computer records if requested in writing. The records may not be removed from the Practice premises and a member of Staff will be with you at all times to ensure confidentiality of other patient records. If copies are required there may be an administration charge to cover costs.

All attached staff or staff aligned to Ardach Health Centre have access to the medical records of the patients in their care.

## **AMBULANCE TRANSPORT**

Patients are required to personally telephone ambulance transport to pre-book transport if required. Tel: 0300 123 1236

## **QUALITY**

We are committed to providing the best service where possible and aim

- to ensure confidentiality is maintained at all times
- to offer an emergency appointment where appropriate on the same day
- to offer a routine appointment with a doctor within 48 hours
- to offer an appointment with a doctor within 72 hours

## **SUGGESTIONS/COMMENTS**

We welcome any suggestions or comments you have about us. You may wish to address comments directly to the Practice Manager.

## **COMPLAINTS**

**We make every effort to provide the best possible service to our patients but there may be times when you feel this has not happened. If you wish to make a complaint about any aspect of your treatment, please telephone or write to our Practice Manager. She will explain our complaints procedure and you will be kept fully informed throughout. We hope to be able to address your concerns and provide you with an explanation. This does not in any way affect your right to make an Independent complaint to the Feedback Service, St Martins House 181 Union Street Aberdeen AB116BB if you so wish.**

## **DATA PROTECTION ACT**

**Ardach Health Centre is fully computerised and records are held on our system. This information is covered by the Data Protection Act.**

## **MEDICAL CERTIFICATES**

**The first 7 days of your illness is covered by self-signing certificate (SC2) which is available at Reception. After 7 days you should see your doctor for a fit to work certificate (sick note). Ongoing sick notes may be requested via admin staff.**

## **ARDACH FITNESS SUITE EXERCISE REFERRAL SCHEME**

**Patients may be referred by Doctor/Nurse for exercise programme supervised by Health Trainer Caroline Van Der Heiden. There is ongoing opportunity to make positive steps to improving health and wellbeing through the scheme and follow-on group.**

**Friends of Ardach Scottish Charity established to raise funds to help develop a fulltime service. Fund raising and social events are ongoing and all patients, friends and relatives are welcome to attend.**

## **PATIENT SERVICES**

**Practitioner Services Division, Bridge View, 1 North Esplanade West, Aberdeen AB11 5QF Tel. No. 01224 358400**

## **CLINICS AND SERVICES**

### **MEDICAL EXAMINATIONS**

Certain services are offered out with the NHS for which a fee is payable as recommended by the British Medical Association e.g. private medical examinations, travel immunisations, completion of insurance claim forms etc. The current charges are displayed in the surgery. Overseas visitors may also be charged as private patients

### **PRACTICE NURSE SERVICES**

The Practice Nurses and Phlebotomists consult on an appointment only basis.

Blood tests, dressings, ear syringing, contraceptive checks, HRT checks, travel immunisations.

Patients requiring tests following consultation with their Doctor may have a longer wait as priority is always given to those with appointments.

### **CERVICAL SMEAR**

Run by our own Practice Nurses are held at various times throughout the week for the convenience of working females and young mothers. You will be recalled automatically for your appointments.

### **CONTRACEPTION**

Family Planning Services is a Practice Nurse run service during routine consulting hours with support from the GPs and provides annual reviews.

### **INR CLINIC**

The Practice Nursing Team hold a clinic for INR (Warfarin) every Tuesday. Patients are given their results immediately plus details of their dosage and their next appointment.

### **MINOR ILLNESS CLINIC**

The Minor Illness Clinic is a Nurse-Led Clinic which deals with minor problems e.g. sore throats, skin rashes and minor infections. Under the guidance of the Minor Illness Nurse and staff will ask brief details of your problem to ensure that you are given an appropriate appointment. The Minor Illness Nurse may give health education advice or recommend prescriptions.

### **FLU CLINICS**

Clinics are held in October/November and involve GP's, Practice and Community Nursing Teams. Notices will appear in local press and patients will also receive notification by letter.



## **ADDITIONAL OPTIONAL SERVICE OFFERED BY PRACTICE**

### **TRAVEL IMMUNISATION ADVICE**

**We do not provide a service for Occupational Travel.**

**All other travel: offered at the discretion of the Practice. Any patient requesting travel advice can only be seen in Ardach if their departure is more than six weeks ahead. You should phone 01542 831555 and give admin staff details of type of holiday, destination etc. You will be offered an appointment with the Practice Nurse to discuss requirements for your chosen holiday. There is a charge for certain travel immunisations.**

**If the timescales are too short you may contact Occupational Health in Elgin 01343 567386 or Capita on 01224 669000**

### **CHIROPODY**

**The Chiropodist offers treatment under the NHS for qualifying patients. Appointments are arranged following referral from your Doctor. We encourage all able-bodied patients to come along to the Centre.**

### **DISTRICT NURSES**

**The District Nursing staff based at Ardach may be contacted on 01542 832756. If they are not available please leave a message on their answering machine and they will contact you when they return to Ardach.**

### **COMMUNITY MIDWIFE**

**The Community Midwife team working from Ardach may be contacted on 01542 839054**

### **ANTENATAL CLINIC**

**Community Midwives. Routine antenatal appointments are available on Wednesday afternoons and Thursday's all day.**

### **ANTENATAL CLASSES**

**Run by the Community Midwives and Health Visitors for prospective mothers and fathers.**

### **BREAST FEEDING GROUP**

**Run by Community Midwives and Health Visiting team (Health Visitors/Nursery Nurse/Health Support Worker)**

## **HEALTH VISITORS AND SCHOOL NURSES**

The Health Visiting staff based at Ardach may be contacted on 01542 833757. If the Health Visitors are not available please leave a message on their answering machine and they will contact you when they return to Ardach.

### **CONFIDENCE TO COOK**

The Health Visiting Team organise and lead confidence to cook sessions at Buckie High School

### **BABY MASSAGE**

The Health Visiting Team offer a ten week course including baby massage and health promotion

### **CHILD HEALTH CLINIC**

The baby clinic is held at Ardach Health Centre Buckie every Monday 9am – 12md and 2-4pm.

### **CHILD HEALTH SURVEILLANCE**

Developmental checks are carried out by your Health Visitor at home or in clinic.

### **CHILD IMMUNISATIONS**

The Health Visiting Team hold clinics in Ardach on a Monday and Tuesday.

### **PARENTING GROUPS**

The Health Visiting Team offer individual or group sessions using the Tripe P Programme (Positive Parenting Programme)

### **PRIVATE SERVICES**

#### **PHARMACY**

Normac Pharmacy operates from Ardach Health Centre. The Pharmacy is open from Monday to Friday, 9am – 1pm & 2pm – 6pm The Pharmacists are available to offer a minor ailments service for patients who are exempt from prescription charges. Please pick up an information leaflet in Ardach. For other medication advice please telephone 01542 831147.

#### **OSTEOPATH**

**MANDY LEPPARD** - Offers appointments on a Thursday Morning. For appointment please telephone 01343 821874

#### **PRIVATE CHIROPODY**

**AILEEN BURNETT** — Available for private Chiroprody fortnightly Friday morning. For an appointment please telephone 01343 820467.

## **RIGHTS AND RESPONSIBILITIES**

### **Patients Rights and Responsibilities**

**You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.**

#### **WE WILL:**

**Ensure our patients have 24-hour access to medical emergency advice.**

**Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.**

**Work in partnership with you to achieve the best medical care possible.**

**Involve you and listen to your opinions and views in all aspects of your medical care.**

**The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.**

**We would respectfully ask that you:**

**Let us know if you intend to cancel an appointment or are running late.**

**Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.**

**Inform the Practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.**

**As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the Practice in endeavouring to keep you healthy.**



Practice Boundaries