

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?

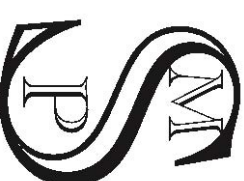
You may have shortness of breath, sweating, nausea, or you may look pale or grey.

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. ANNETTE MCCULLOCH, GP

CATHERINE PATON, RN, PRACTICE NURSE

LEESA RUSHTON, RN, PRACTICE NURSE

ANNE MACLACHLAN, PRACTICE MANAGER

SYLVIA CAMERON, HEALTH CARE ASSISTANT

IRENE MACLEOD, LEAD RECEPTIONIST

LAURA STIRLING, RECEPTIONIST

KRISTEEN DUCAT, 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.

Ask at reception about registering for **online appointment booking** using EMIS Access.

PRACTICE NURSE

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

LOCHGOILHEAD PATIENTS

We run occasional clinics in the Village Hall for our patients in Lochgoilhead. Call for more details.

THE SERVICES WE PROVIDE

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

We also provide the following additional services:

- **Near patient testing** (CRP, Hb, Strep A, INR)
- **Blood tests, ECGs, medication monitoring**
- **Physiotherapy***
- **Pharmacist review***

We also run special clinics that are open to all patients in Argyll & Bute (not just our own patients):

- **Woman's Health Clinic** for coils, implants, pessaries (Also: smears, and menopause advice but those are only available for patients of the practice).

-Joint Injection clinic

*Service provided in association with NHS Highland Assynt House, Beechwood Park, Inverness IV2 3HG
Tel. 01463 717123

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

We issue most repeat prescriptions monthly with a re-order slip. Please re-order your repeat medications at least 3 working days in advance. This allows us to order your medication from our wholesaler and carry out our safety checks.

You can order online, 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. Ask at reception about registering for **online prescription ordering** using EMIS access.

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

DISPENSING

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.

PATIENT PARTICIPATION GROUP

We work closely with our Patient Group. You can find out more or get involved via our website.

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