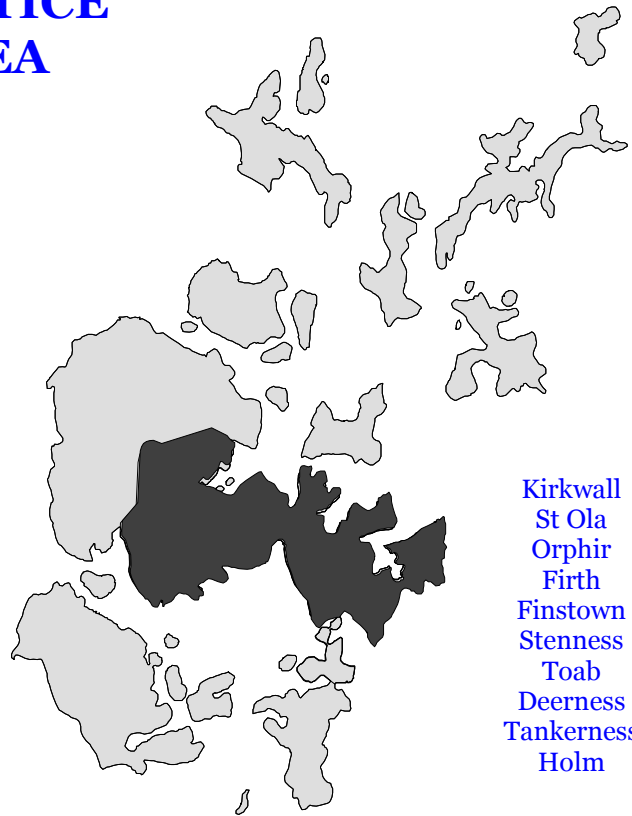


## PRACTICE AREA



Kirkwall  
St Ola  
Orphir  
Firth  
Finstown  
Stenness  
Toab  
Deerness  
Tankerness  
Holm

## HOW TO REGISTER

If you wish to register with this Practice, please complete a Registration Form. These are available from the reception desk or downloadable from the website.

## HEALTH BOARD

Our local Health Board is NHS Orkney and the Primary Care Department can be contacted via Garden House, New Scapa Road, Kirkwall, Telephone 888 066 (Michelle Manzie).

Updated 10 November, 2009

# Skerryvore PRACTICE

## PRACTICE INFORMATION LEAFLET

### 2009

The Health Centre  
New Scapa Road  
KIRKWALL  
KW15 1BX

Tel 888240

Fax 888068

[www.skerryvorepractice.co.uk](http://www.skerryvorepractice.co.uk)

Out of Hours Emergencies:

08454 24 24 24



## DOCTORS

### Dr Peter J Fay

BSc, MB, ChB, DRCOG, DCH, GMC No 2616027

### Dr Anne L Nicolson

MB, ChB, DRCOG, MRCGP, GMC No 3479467

### Dr Mhari Linklater

MB, ChB, DRCOG, MRCGP, GMC No 4180436

### Dr Sarah Stevenson

MB, ChB, DFFP, MRCGP, GMC No 6055564

### Dr Iain Craighead

BSc MB, ChB, DRCOG, MRCGP, GMC No 3564839

### Dr Angus Rickman

MB, CHB, DRCOG, MRCGP, GMC No 4107482

### Dr Huw Thomas

Rural Fellow, BSc (Hons) Psychology MB, ChB, DRCOG,  
MRCGP, GMC No 6100714

### Dr Antje Haut

MD, MRCGP, DRCOG, DFFP, GMC No 6052980

There is full access for disabled patients

## WEBSITE

The Practice has developed a site on the internet which gives details about the Practice, as well as general health advice.

[www.skerryvorepractice.co.uk](http://www.skerryvorepractice.co.uk)

## PRACTICE DEVELOPMENT

We work constantly to improve the practice and would welcome any suggestions, comments or complaints on the service we provide. Please speak or write to Paula Craigie or Maureen Firth or leave a note in the comments box situated beside the main door of the Health Centre.

## QUALITY PRACTICE AWARD

The Practice achieved the Quality Practice Award in January 2006. This is an award presented by the Royal College of General Practitioners for Practices which meet certain high standards throughout.

## COMPLAINTS

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. Complaints should be addressed to Paula Craigie, Practice Manager or any of the doctors. Further information is available in our Practice Complaints Leaflet available from the Health Centre.

## THE FAMILY MEDICINE CHEST

Here is a list of items useful in case of minor illnesses or accidents:

- A selection of plasters, non absorbent cotton wool, elastic bandages and dressings
- Tweezers for removing splinters
- Thermometer for fevers
- Calamine lotion for dabbing onto insect bites, stings and sunburn.
- Antiseptic cream to treat sores, spots and grazes
- Vapour rub for steam inhalation or to rub on chest of a child with stuffy nose or dry cough
- Paracetamol Syrup to relieve pain or fever in young children
- Paracetamol/Ibuprofen tablets which are good for headaches, colds, sore throats, and painful bruises. (children under 16 and patients with asthma should not take Aspirin)
- Indigestion remedy
- Mild laxative
- Oral rehydration solution – anti-diarrhoeal

### REMEMBER

Keep the medicine chest in a secure locked place  
out of reach of small children

Always read the instructions and use the recommended dose  
Watch expiry dates – do not keep medicines past their sell by date

### Local Pharmacy

Your local pharmacy will be able to give you  
free health advice at any time.

Boots the Chemist	872097
WHB Sutherlands	873940

## PRACTICE MANAGERS

The Practice has two managers who ensure the practice runs efficiently.

They are responsible for overseeing the QOF (the Quality and Outcomes Framework). QOF is a component of the General Medical Services contract for GP Surgeries.

Paula and Maureen will be only too willing to help you with any administrative or non medical aspects of your health care. They would also welcome comments about the service provided. Provision of a first rate service to patients is high priority. This can be directed to them either in writing, by telephone or e-mail.

Whilst they have a shared role they also have individual responsibilities:

### Paula Craigie

paula.craigie@nhs.net

Wednesday – Friday  
8.30 – 4.30

Finances  
Complaints Officer  
Line Management for  
Practice Nurses  
GP Registrars/Medical  
Students

### Maureen Firth

maureen.firth@nhs.net

Monday – Thursday  
8.30 – 4.30  
Friday 8.30 – 12.30

IT  
NHS 24  
GP Rota  
Line management of  
administrative staff

**PRACTICE NURSES**  
**Sylvia Barnett & Louise Stevenson**  
**Telephone: 888240**

Our Practice Nurses help to support the Doctors by carrying out the following:

- Wound Management
- Immunisation Injections
- Cervical Cytology
- Contraception Services including Emergency Contraception
- Specialised Diabetic and COPD Clinics
- Ear Syringing
- General Healthy Lifestyle Advice

**HEALTH CARE ASSISTANTS**  
**Karen Dowell & Gina Flett**  
**Telephone: 888240**

Our Health Care Assistants have been trained and supervised to a high standard by our doctors and nurses. They are available for blood tests, BP checks, flu vaccines and to assist and support the GPs.

Please telephone 888240 to arrange an appointment. To ascertain the length of appointment required with the nurse, the receptionist may ask you the reason for your visit.

**TRAVEL TO  
SCOTTISH MAINLAND HOSPITALS**

Patients who have NHS appointments or admissions to Scottish Mainland Hospitals should inform the Travel Administrator by calling 888045 or by going to the Reception Desk at Garden House as soon as possible after receiving your appointment and they will make the travel arrangements for you.

**TRAVEL VACCINATIONS**

If you think that you need vaccinations for travel, please contact the receptionists and give details of which countries you will be travelling to, date of departure and if you are doing anything unusual (for example jungle treks may need extra advice or vaccinations). We will check your records and consult the national database for the most recent advice. If you require any further vaccinations, an appointment will be arranged with the nurse. Please allow plenty of time before travel as some courses can take several weeks to complete.

**PATIENTS RIGHTS & RESPONSIBILITIES  
TO THE NHS**

A leaflet regarding Patients Rights and Responsibilities to the NHS can be obtained from the Receptionist.

The Practice does not tolerate abuse to staff, whether verbal or physical. The Practice has the right to request the removal of any patient from the practice list if unreasonable or abusive behaviour is displayed.

## SKERRYVORE PRACTICE CLINICS

### ***Well Woman Clinic***

The Practice Nurses carry out clinics providing simple health checks and offering help and support in making positive lifestyle changes. Cervical Smear tests can be carried out at the Well Woman Clinic if appropriate.

Appointments are usually by invitation but can also be arranged on request.

### ***Diabetic Clinic***

Our diabetic patients are invited to this clinic annually.

### ***Cryotherapy / Wart Clinic***

For the treatment of warts and verrucas  
Thursday at 4pm. Contact the Practice to arrange an appointment.

### ***Antenatal Clinic, Balfour Hospital***

Appointments from the Maternity Unit  
Balfour Hospital – Tel 888238

### ***Immunisation Clinics***

#### *Childhood Vaccinations*

These are carried out by the Health Visitors  
Wednesday morning at Health Centre by invitation

#### *School Leavers Vaccinations*

By Invitation carried out by practice team

## OFFICE STAFF

Our Secretaries' role is that of "front of house" and they are here to welcome patients and visitors and successfully deal with many sensitive, urgent and intricate patient enquires. They capably prioritise and deal with a multitude of complex systems and procedures. It is for this reason that you may be asked for additional medical information.

All our reception staff are involved in general office duties, but also have responsibilities for particular administrative areas:

**Wendy Gardens (Diabetic Clinics)**

**Deirdre Flett (Well Woman Clinics)**

**Karen Dowell (Recalls)**

**Susan Wishart (Patient Registrations)**

**Deborah Stove (Immunisations Clinics)**

**Nicky Stewart (Insurance Reports)**

**Lanna Conlon (Patient Transfers)**

**Gina Flett (Sexual Health)**

**Serena Harcus (New Records)**

## ATTACHED STAFF

Community Nurses Telephone: 888191	Karen Stevenson, Yvonne Leslie Deirdre Montgomery, Etta Sutherland, Morag Bell, Fiona Holmes, Moira Flett, Catherine Rendall
Health Visitors Telephone: 888115	Shenagh Leiper, Sue Atkinson May Armour

## HEALTH VISITOR CLINICS

The Health Visitors hold a clinic at the Peedie Sea Centre (Next to Glaitness Primary School) on Tuesdays from 10.00 am to 12.00 noon, and on Thursdays from 2.00 pm to 3.15 pm at the Lambaness Sheltered Housing Sitting Room, Papdale East, Kirkwall. There are some information sharing sessions at the Lambaness Clinic eg Weaning and Safety which are advertised in each Clinic.

The Health Visitors can be contacted on 01856 888115.

## PRIVATE MEDICAL EXAMINATIONS

Certain times are set aside for performing private medical examinations (eg Seamen, LGV/PCV, Diving, Life Insurance). A special appointment is always required.

## DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL?

As a carer, you are also entitled to have your needs assessed. If you are an unpaid carer please ask at the reception desk for a Carers Identification Referral Form which you can complete to let us know about your caring responsibilities.

## GENERAL PRACTITIONER TRAINING

We are accredited as a Training Practice and a doctor (General Practice Registrar) may join the practice for further general practice training for a period of up to one year. The receptionists will inform you if this is the doctor you will be seeing. As part of training we sometimes videotape consultations. This only happens with patients written consent.

To ensure we continue to meet the high standards required of training practices, we are assessed regularly by doctors from the Grampian GP Training and Education Committee. This involves inspection of some medical records. Confidentiality is guaranteed in this as in all aspects of practice work.

GP Remote and Rural Fellow 2008/2009 – **Dr Huw Thomas**

## MEDICAL STUDENTS

The practice will also from time to time have Medical Students working in the Practice. The receptionists will check with you first if you are happy to see them.

## PATIENT CONFIDENTIALITY

All members of the practice team treat patient information in the strictest confidence.

Skerryvore Practice complies with the Data Protection Act 2000 & 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 eg. From district nurses, Out of Hours and hospital services.
- ◆ To help you get other services eg. From the social work department. – this requires your consent.
- ◆ When we have a duty to others eg. 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 eg. For diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

## REPEAT PRESCRIPTIONS

If you are on regular medication, your doctor will want to discuss these medications with you approximately every 6 months.

Repeat prescriptions may be obtained by phoning the surgery between 9.30am and 5pm Mon/Tues/Thurs/Fri or 9.30am – 12.45pm Wednesday.

Please allow 48 hours before collecting your prescription.

Any chemist will dispense prescriptions written by the practice. Local chemists will collect prescriptions from the Health Centre if requested.

A leaflet explaining our repeat prescription system is available from the reception desk.

**You can now also request your repeat prescription on line at  
[www.skerryvorepractice.co.uk](http://www.skerryvorepractice.co.uk)**

## PRACTICE SERVICES

We provide complete general medical services including:

- Full maternity care
- Contraception  
(including coil, cap, implant fittings, free condoms, emergency contraception, sterilisation and Depo)
- Minor surgical operations  
(eg removal of skin cysts)
- Child Health Development Clinics
- Referrals to other health professionals (including Community Psychiatric Nurses, Dietitian, Physiotherapists etc)
- Sexual Health Screening
- Cryotherapy (Freezing of warts and other small skin lesions)

## OPENING HOURS

Monday	8.30am – 5.30pm
Tuesday	8.30am – 5.30pm
Wednesday	8.30am – 1.00pm
Thursday	8.30am – 5.30pm
Friday	8.30am – 5.30pm

## APPOINTMENT SYSTEM

If you wish to see a particular Doctor please let the receptionist know.

If you require an urgent appointment we will ensure you get an appointment with a Doctor the same day. For non-urgent appointments, we guarantee that you will see a Doctor with 48 hours (not including Saturdays and Sundays), although it may not be possible for you to see the Doctor of your choice.

If you are unable to keep your appointment, please phone and cancel in good time so that the appointment can be given to someone else.

## STAFF TRAINING

The Practice is closed from 1.00pm every Wednesday for staff training. In an emergency, you can still contact the doctor on call by telephoning the Balfour Hospital on 888000.

## PUBLIC HOLIDAYS

The Practice will be closed on the following dates:

Friday 25 December 2009  
Monday 28 December 2009  
Friday 1 January 2010  
Monday 4 January 2010

NHS 24 will be covering the practice on these days  
on the contact details below.

## OUT OF HOURS

**OUT OF HOURS EMERGENCIES**  
**NHS 24 Tel: 08454 24 24 24**

If you require medical attention after 6pm or at weekends  
please contact NHS 24 on the above telephone number.

Further information is available on their website at:  
[www.nhs24.co.uk](http://www.nhs24.co.uk)

## TELEPHONING THE PRACTICE

At times our phones can get very busy, but the switchboard works on a queuing system, so please do not hang up, as your call will be answered in turn.

## SPEAKING TO A DOCTOR ON THE PHONE

You can phone the practice to speak to one of the Doctors if you wish. The best time to do this is before 10am. They may not be available at that time but a message will be left for them to phone you back.

## VISITS

If you require a home visit, please try to phone the surgery between 8.30 am and 10.00 am, as requests later in the day may lead to interruption of surgeries. Where possible we prefer to see patients in the surgery. Often you may be seen sooner by attending the Health Centre.

## OBTAINING RESULTS

Patients who have had laboratory tests or x-rays can telephone the practice for the results. The Doctor or Nurse will inform you of when the results are likely to be available. They will leave a message about the tests with the receptionists once the results are received. To respect patient confidentiality the receptionist can only give information to the patient