

## IN AN EMERGENCY ....

If you feel your call is an emergency dial 0345 337 9911 and press 1 when prompted. Explain the urgency of your call to the receptionist.

## HOME VISITS ...

If you feel you require a home visit, please contact 0345 337 9911 before 10am. The doctor will call you back to assess the call.

## RESULTS .....

For test results call 0345 337 9911 between 11.00am – 5.00pm and press option 3. Please note, results cannot be given to patients outwith these times.

## REPEAT PRESCRIPTIONS ...

To order repeat medication, call our answering service on 01467 627777. Alternatively, order via our Practice website. Please allow three working days for your prescription to be processed.

## COLLECTING PRESCRIPTIONS

We are able to send your prescription to the local pharmacy of your choice in Inverurie, Kintore or Blackburn.

This means you can collect your prescription direct from the pharmacy at your convenience.

Let us know when ordering medication your preferred pharmacy for collection.

## WE ARE MOVING!

The new Inverurie Health & Care Hub will open on Monday 27 August. Appointments will be available from 11am on opening day. Our new address will be :

Inverurie Medical Group  
Inverurie Health & Care Hub  
Upperboat Road  
Inverurie AB51 3UL



All telephone numbers will remain the same.

## INVERURIE HEALTH & CARE HUB

Inverurie Medical Group will be occupying just over a third of the new building. The remainder of the building will include Care Management, Community Audiology, Community Cardiology, Community Nursing, Physiotherapy, Podiatry, Public Health Nursing (including Health Visitors and Community Midwives), Radiology, Speech and Language Therapy, Urie Dental Practice and space for visiting specialist consultant clinics. There is also a Community Maternity Unit and an office base for Allied Health Professionals.

There is a huge increase in the car parking to 240 standard spaces, 21 disabled spaces, 5 parent and child spaces and 4 motorcycle spaces. There are also covered bicycle stands.

The number 22 bus operates within Inverurie and will be travelling one-way along St James Place and Upperboat Road for patients attending the Inverurie Health & Care Hub and Inverurie Hospital. See the Information sheet for more public transport options.

## STAFFING

Our current clinical and administrative staff will not increase.

**Clinical staff :** We currently have 22 GPs, including GP Registrars, 15 Practice Nurses and 3 Primary Care Technicians, looking after a population of just over 24,000 patients. Not all of our clinicians work full-time.

The Scottish Government are promoting the use of **Paramedic Practitioners** in General Practice and we are delighted to be one of the few Practices in Grampian able to offer their services to our patients. We have recently employed two Paramedic Practitioners – Gordon Duncan (full-time) and Louise Glennie (part-time). Gordon and Louise are an exciting addition to the Team. They bring a wide range of experience. You may see the Paramedic Practitioners in the surgery or carrying out home visits.

**Admin staff :** We currently employ 36 admin staff (mostly part-time) to cover Inverurie, Kintore and Rhynie Health Centres.

**Inverurie Medical Group (from 27 August 2018)**

**Inverurie Health & Care Hub Upperboat Road Inverurie AB51 3UL Tel : 0345 337 9911**

## GP APPOINTMENTS

We offer same day appointments every morning between 8.30am and 12.30pm. These are normal bookable appointments. These appointments are open for booking every morning from 8am. The number of appointments bookable depend on GP availability that day. When calling for an appointment, the receptionist will offer you the next available appointment with one of our Duty Doctors. We also offer phone backs for patients requiring general advice, or advice regarding medication. Book on day appointments are also available in Kintore and Rhynie Surgeries.

In order for our receptionist to direct your appointment to the appropriate healthcare professional, they will ask for a brief indication of the problem when booking your appointment.

It is not possible to request a specific Doctor for a same day appointment. If however you require to see a male or female GP, we will always do our best to fulfil your request. If you need to be seen again, the GP will make a review appointment for you with the GP of choice prior to you leaving the consultation.

Between 12.30pm and 6.00pm, our Duty Doctor Team are available to triage calls, offering appointments or advice as necessary.

Should you require an appointment with a specific GP, we will offer you the next routine appointment with the Doctor of your choice, which will be in our afternoon surgeries. If you require to see a specific Doctor, please be aware there will be a wait for the next available appointment.

We offer a limited number of pre-bookable early morning and later evening appointments at Inverurie Health Centre only for patients who may find it difficult to attend the surgery during the working day. Appointments are available on Tuesday, Wednesday and Friday mornings, plus Thursday evening. We also offer appointments with a Primary Care technician early on Tuesday and Wednesday mornings.

If you feel you do not necessarily require a face to face appointment, all our GPs have pre-bookable telephone consultations available. On booking a telephone consultation, the receptionist will take your best contact number. The GP will telephone you at the time of your appointment to discuss your issue.

## GP and NURSE CLINICS

We will continue to offer the same GP and Nurse Clinics when we move including Dermatology, Orthopaedic Medicine, Counties Cardiology and all chronic disease clinics – eg asthma, diabetes, cardiac etc



Our telephone number hasn't changed .....

**0345 337 9911**

## THIRD PARTY REQUESTS

For reasons of confidentiality we **cannot** give any information unless we have written and signed consent from the patient to do so. Consent forms can be collected from reception or downloaded from our Practice website

## MISSED APPOINTMENTS

Many hours of GP and nurse time are wasted each week by patients not attending appointments.

If you are not going to be able to attend, please let us know as soon as possible. These appointments can be offered to other patients, even at short notice.

## ACCESS TO MEDICAL RECORDS BY CHILDREN, YOUNG PEOPLE AND THEIR PARENTS

In Scotland legally, patients from the age of 12 years, who are judged by the GP to be able to make decisions on their own, must agree if the Practice is to give out information to their parents/guardian.

Patients who fall into this age group and require tests after seeing a clinician, will be asked for their consent to share medical information with their parents/guardian and this will be recorded in the patient's medical record.

**Have you seen our Practice website?**

[www.inveruriemedicalpractice.scot.nhs.uk](http://www.inveruriemedicalpractice.scot.nhs.uk)