

INVERURIE MEDICAL GROUP



Patient Information Booklet

Tel : 0345 337 9911

www.inveruriemedicalpractice.scot.nhs.uk

WELCOME

Welcome to Inverurie Medical Group. This booklet has been produced to inform you about the services available at the Practice and to help you make the best use of them. We are always keen to improve our service to patients and would welcome your ideas. If you have any suggestions, please contact our Practice Manager, Mrs Julie Ross. Alternatively, use the comment form on our Practice website : www.inveruriemedicalpractice.scot.nhs.uk

SURGERY TIMES

We are open between 8.00am and 6.00pm, Monday to Friday, at Inverurie Health and Care Hub, and at our branch surgeries at Kintore and Rhynie. Kintore Surgery closes at 1.00pm on Fridays. We also offer extended hours at Inverurie Health Centre.

APPOINTMENTS

To make an appointment at Inverurie or Kintore surgeries, please phone 0345 337 9911 and press 2. You can also phone Kintore Surgery on 01467 633000. Rhynie patients should phone Rhynie Surgery on 01464 861271. In order for our receptionists to direct your appointment to the appropriate healthcare professional, they will ask a series of questions when you call. If you require a GP appointment, the GP will call you back to triage your request. We also offer GP call back appointments for patients requesting general advice, or advice regarding medication. If you require a male or female GP, please let us know and we will do our best to fulfil your request. All GP appointments are booked at 15 minute intervals. In order for our doctors to deal appropriately with your problem, and keep their clinics running to time, we ask that patients limit their appointment to one problem. We will soon be offering an online appointment booking service through our Practice website. Patients need to register to access this service. Visit www.inveruriemedicalpractice.scot.nhs.ukfor more information, or ask our reception staff for a registration form.

Patients should be aware that we do not operate a "walk-in" service - if you require an appointment on the day please contact the Health Centre by telephone.

Please note : there is no casualty service at Kintore or Rhynie surgeries.

HOME VISITS

If you require a home visit, Inverurie or Kintore patients should phone 0345 337 9911 before 10am. Rhynie patients should phone 01464 821271.

The receptionist will require the patient's full name, address and contact telephone number, and brief details about the nature of the home visit request. A doctor will call the patient back to assess the call.

EMERGENCY

In an emergency, Inverurie and Kintore patients should phone 0345 337 9911 and press 1. Rhynie patients should phone 01464 861271. Explain the urgency of the call to the receptionist. If you feel you have a medical emergency that cannot wait, or it is life threatening, contact the emergency services by dialling 999.

NIGHTS AND WEEKENDS

NHS 24 cover nights and weekends. Should you require medical assistance out of hours, please call 111. More information can be found on NHS 24 website : www.nhs24.scot

CANCELLING AN UNWANTED APPOINTMENT

Many appointments are lost through patients not attending as arranged. This increases waiting times for all patients and wastes many hours of the clinician's time each month. Please let us know as soon as possible if you need to cancel your appointment. Cancelled appointments can be offered to other patients, even at short notice. We will soon be offering appointment cancellations via our Practice website.

IF YOU CANNOT KEEP YOUR APPOINTMENT, PLEASE REMEMBER TO LET US KNOW.

REPEAT PRESCRIPTIONS

We run a computerised system to issue repeat prescriptions which have already been agreed with your doctor. To order a repeat prescription, order online via our Practice website : www.inveruriemedicalpractice.scot.nhs.uk. Patients need to register for this service - see our website for details.

Inverurie and Kintore patients : for patients not registered for online services, we have a 24 hour repeat prescription line. Telephone 01467 627777 and leave a message on the answer service. Please allow three working days for your prescription to be processed. Prescriptions will be passed to the local Pharmacy of your choice in Inverurie, Kintore or Blackburn. This means you can collect your medication from the Pharmacy without making a journey to the Health Centre to collect it.

Rhynie patients : Rhynie surgery has a dispensary for Rhynie patients only. Patients can use the online service to order repeat medication from Rhynie, or telephone Rhynie Surgery on 01464 861271.

Please remember to order your repeat medication well in advance.

NEW PATIENT REGISTRATIONS

We accept new patient registrations for patients living within our Practice boundary. Please see our Practice website for our boundary maps, or check with the receptionist if you live in our Practice area. Registration forms can be downloaded from our Practice website, completed and emailed back to the Practice. Alternatively, forms can be collected from reception in all our surgeries for patients to complete and hand back in.

All patients are invited to make an appointment with a health care professional within six months of registering for a new patient health check.

TELEPHONE CONSULTATIONS

At the time of booking a phone appointment, you will be asked to give the telephone number you wish to be contacted on. The GP will call you as near as possible to the allocated time. Please be aware that the call will be from an 0300 number.

THESE ARE PHONE APPOINTMENTS ONLY - THE GP WILL NOT SEE YOU FACE TO FACE AT THIS APPOINTMENT.

Urgent advice should still be sought through the receptionist or by dialling 999.

PLEASE NOTE : ALL TELEPHONE CALLS ARE RECORDED

RESULTS

Patients should phone for results between 10.00am and 2.00pm on 0345 337 9911 and selecting option 4, for Inverurie and Kintore patients. Rhynie patients should phone 01464 861271. Please be aware that we cannot give results to a third party unless permission has been granted in writing by the patient. Results cannot be given out in person at the reception desk due to patient confidentiality.

PRACTICE WEBSITE

Our website gives up to date information about the Practice. Access our online services - order a repeat prescription, fill in a health questionnaire, inform us if you have changed address. Our website is updated regularly, not only with information about the Practice, but also with other useful health related information and links. Join our mailing list to keep up to date with health news and events by email. You can also access self help links and find answers to frequently asked questions.

THE PRACTICE TEAM

DOCTORS

GP PARTNERS

Dr David Rutledge	MBChB, BAO, FRCGP	Joined us 1993
Dr Richard Gordon	MBChB, BSc (Hons 1 st Class)	Joined us 2001
Dr Victoria Glazier	MBChB, MRCGP, DFSRH	Joined us 2005
Dr Annelind Hurst	DFFP, MRCGP	Joined us 2005
Dr Nick Smith	MBChB, BscMedSci(Hons), MRCGP	Joined us 2007
Dr Iain Innes	MBChB, MRCS(ed), MRCGP	Joined us 2007
Dr Karen Barker	MBChB, FRCGP, DRCOG, DFSRH	Joined us 2011
Dr Chris Wilkins	MBChB, MRCGP	Joined us 2011
Dr Sheeja Kolangara Rajan	MBBS, MRCGP	Joined us 2012
Dr George Leiper	MBChB, MRCGP	Joined us 2015
Dr Zoe Maltin	MBChB, RCGP	Joined us 2015
Dr Ross Finlayson	MBChB, BMedSci(Hons), MRCGP	Joined us 2017
Dr Snigdha Banik	MBChB, MRCGP	Joined us 2019
Dr Fiona Marr	MBChB, MRCGP	Joined us 2019
Dr Natalie Whitelaw	MBChB, BMedSci (MRCGP)	Joined us 2021

SALARIED GPs

Dr Karen Chalmers	MBChB, MRCGP	Joined us 2012
Dr Monica Milne	MBChB, MRCGP, FRCGP, MSC Public Health, Diploma in Family Planning	Joined us 2015
Dr Gordon Pringle	MBChB, DRCOG, M.Med.Sci (Palliative Care)	Works at Rhynie
Dr Natali Middleton	MBChB, MRCGP, DFSRH, DRCOG	Joined us 2020
Dr Gunita Lauva	MD, MRCGP	Joined us 2020
Dr Eelaine Woon	MBChB, MRCGP	Joined us 2021
Dr Sarah Fancourt	MBChB, MRCGP, DFSRH	Joined us 2022
Dr John Ajisafe	GPST1 until February 2023	

PRACTICE MANAGER

Mrs Julie Ross (*Full Time*)

Mrs Ross is responsible for the planning, organisation and administration of the Practice. She would be happy to hear your views and suggestions about the services offered by the Practice.

PRACTICE BUSINESS AND DEVELOPMENT MANAGER

Mrs Eunice Ross (*Part Time*)

PRACTICE SYSTEMS MANAGER

Ms Teresa Couch (*Full Time*)

PRACTICE SERVICES MANAGER

Mrs Valerie Rorie (*Full Time*)

PRACTICE RECEPTION MANAGERS

Ms Carol Rizza (*Part Time*)

Miss Katie Anderson (*Full Time*)

PRACTICE ADMINISTRATION MANAGER AND RHYNIE SURGERY CO-COORDINATOR

Mrs Debbie Hunter (*Full Time*)

KINTORE SURGERY CO-COORDINATOR

Mrs Caroline Mackland (*Part Time*)

RECEPTION STAFF - INVERURIE AND KINTORE

Mrs Kerry Bremner	<i>(Part Time)</i>	Mrs Kaye McKay	<i>(Part Time)</i>
Ms Susan Thomson	<i>(Part Time)</i>	Mrs Marie Robertson	<i>(Part Time)</i>
Mrs Jackie Lawrence	<i>(Full Time)</i>	Mrs Julia Hay	<i>(Part Time)</i>
Mrs Lorna Downie	<i>(Part Time)</i>	Ms Lorraine Grant	<i>(Part Time)</i>
Mrs Caroline Fyfe	<i>(Part Time)</i>	Mrs Donna McDonald	<i>(Part Time)</i>
Miss Meghan Bruce	<i>(Part Time)</i>	Ms Andrea Campbell	<i>(Part Time)</i>

RECEPTION AND DISPENSARY STAFF - RHYNIE

Mrs Christina Crawford - Dispensary Manager	<i>(Part Time)</i>		
Ms Fiona Orr	<i>(Part Time)</i>	Ms Penny Howe	<i>(Part Time)</i>
Mrs Melissa Fisher	<i>(Part Time)</i>		

PRESCRIPTION STAFF - INVERURIE

Mrs Jenny Scott	<i>(Part Time)</i>	Miss Nicola Hadden	<i>(Part Time)</i>
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FINANCE ASSISTANT

Miss Alison McCombie	<i>(Part Time)</i>
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SURGICAL CLINIC AND CARDIOLOGY CLINIC ADMINISTRATOR

Miss Lisa Reilly	<i>(Part Time)</i>
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SECRETARIAL STAFF

Miss Denise Moir	<i>(Full Time)</i>	Mrs Angela Henderson	<i>(Part Time)</i>
Mrs Angela Edgar	<i>(Full Time)</i>	Mrs Sally Barrack	<i>(Part Time)</i>

DATA COLLATION STAFF

Mrs Louise Thomson	<i>(Part Time)</i>	Mrs Tracy Wilson	<i>(Part Time)</i>
Mrs Margi Shand	<i>(Full Time)</i>	Miss Ceilidh Alexander	<i>(Full Time)</i>

PARAMEDIC PRACTITIONERS

Gordon Duncan Registered Paramedic Independent Prescriber	<i>(Full Time)</i>	Joined us 2018
Louise Glennie BSc Paramedic Practice, State Registered Paramedic Prescriber	<i>(Part Time)</i>	Joined us 2018

NURSING TEAMS

PRACTICE NURSING TEAM

Ann Landels	Treatment Room Nurse	<i>(Part Time)</i>
Carol Yildirim	Treatment Room Nurse	<i>(Part Time)</i>
Ciara Lawford	Treatment Room Nurse, Diabetic Nurse	<i>(Part Time)</i>
Louise Simpson	Treatment Room Nurse	<i>(Part Time)</i>
Karlin Moar	Treatment Room Nurse	<i>(Part Time)</i>
Kirsty Wild-Longmore	Treatment Room Nurse, Asthma, Smears	<i>(Part Time)</i>
Christine Calder	Asthma, COPD Nurse	<i>(Part Time)</i>
Carol Higham	Asthma, COPD, Diabetic, BP Nurse	<i>(Part Time)</i>
Gail Thomson	Asthma, INR, Dementia Nurse	<i>(Part Time)</i>
Liz Douglas	Cardiac Nurse	<i>(Part Time)</i>
Jenni Catto	Cardiac Nurse	<i>(Part Time)</i>
Katrina Ingram	Cardiac, Diabetic Nurse	<i>(Part Time)</i>
Gillian Bell	Diabetic, BP, Women's Health Nurse	<i>(Part Time)</i>
Laura Mathers	Minor Surgery, Women's Health Nurse	<i>(Part Time)</i>
Katrina Sharp	Minor Surgery, Women's Health Nurse	<i>(Part Time)</i>
Jackie Lawson	Treatment Room Nurse, Diabetic Nurse	<i>(Part Time)</i>

In the above : BP means Blood Pressure, INR means International Normalised Ratio, COPD means Chronic Obstructive Pulmonary Disease

PRIMARY CARE TECHNICIANS

Elaine Fletcher	<i>(Part Time)</i>	Christine Gowland	<i>(Part Time)</i>
Shona Dewar	<i>(Full Time)</i>	Penny Howe	<i>(Part Time)</i>

COMMUNITY NURSING TEAMS SECRETARY

Alison Beange *(Part Time - Monday to Wednesday)*

DISTRICT NURSING TEAM

To contact the District Nursing Team, please telephone Inverurie 01467 627758. Please be aware this may be an answering machine.

Lorraine Grant	<i>(Full Time)</i>	Jennifer Bell	<i>(Full Time)</i>
Muriel Bruce	<i>(Full Time)</i>	Victoria Lawrence	<i>(Full Time)</i>
Laura Thomson	<i>(Full Time)</i>	Gillian Cameron	<i>(Part Time)</i>
Gillian Elliot	<i>(Part Time)</i>	Nicola Cruickshank	<i>(Part Time)</i>
Alison Mathieson	<i>(Part Time)</i>	Wilma Nicolson	<i>(Part Time)</i>
Alison Paterson	<i>(Part Time)</i>	Jenny Rae	<i>(Part Time)</i>
Jacquelyn Benton	<i>(Part Time)</i>		

FAMILY HEALTH TEAM

To contact the Family Health Team, please telephone Inverurie 01467 627753. Please be aware this may be an answering machine.

Nikki Forsyth - Team Lead	<i>(Full Time)</i>	Deniece Eason	<i>(Full Time)</i>
Val Meldrum	<i>(Full Time)</i>	Tracey McIntosh	<i>(Part Time)</i>
Maggie Paterson	<i>(Part Time)</i>	Alison Dempster	<i>(Part Time)</i>
Ann Donn	<i>(Part Time)</i>	Carly Penny	<i>(Part Time)</i>
Carole Napier	<i>(Part Time)</i>	Claire James	<i>(Part Time)</i>
Diane Robertson	<i>(Part Time)</i>	Donna Gray	<i>(Part Time)</i>
Kim McKay	<i>(Part Time)</i>	Laura Robertson	<i>(Part Time)</i>
Lynne Stirk	<i>(Part Time)</i>	Sarah Gowing	<i>(Part Time)</i>
Keiligh More	<i>(Part Time)</i>		

MIDWIFERY TEAM

To contact the Midwifery Team, please telephone Inverurie 01467 670941. Please be aware this may be an answering machine.

Judith Falconer - Team Lead	<i>(Full Time)</i>	Laura Cox	<i>(Part Time)</i>
Wendy Tough	<i>(Part Time)</i>	Caroline Smith	<i>(Part Time)</i>
Gemma Kay	<i>(Part Time)</i>	Kelsey Morgan	<i>(Part Time)</i>
Rachel Hall	<i>(Part Time)</i>		

RANGE OF SERVICES

Our Practice has a full range of nurses providing services both in the Health Centre and the community, all of whom work on an integrated team approach.

TREATMENT ROOM NURSES

They provide a wide range of services in the Health Centre including wound dressing, management of minor problems and injuries, urine testing, taking of blood samples and swabs and taking ECGs. Appointments can be made via the receptionists.

PRACTICE NURSES

The Practice Nurses are responsible for many lifestyle clinics and are also involved in taking ECGs and blood tests. They carry out a wide variety of clinics including smear, blood pressure, INR, pill review, diabetic clinics, asthma and COPD (emphysema and bronchitis).

SPECIALIST PRACTICE NURSES

They are responsible for the care of people with asthma, COPD and high blood pressure. These conditions should be monitored regularly and the specialist Practice Nurses can offer diagnostic testing, monitoring, support and advice. We also have cardiac nurses who specifically look after patients who suffer from cardiac disease.

ADOLESCENT HEALTH SERVICE

We recognise that it is sometimes difficult for you to pluck up courage to come and see us at the Health Centre, but want to reassure you that anything you come to see us about is totally confidential - even if you are under 16. If you find it too difficult to approach us directly for appointments, advice or information, you can contact your school nurse who will assist you with this.

DISABLED PATIENTS

There are reserved parking spaces for the disabled marked out in the patient car parks. All our surgeries incorporate basic provision for disabled patients.

COMPLAINTS PROCEDURE

Inverurie Medical Group seek to provide a quality service to all our patients. If you are not satisfied with the service you have received from the staff or doctors working in the Practice then you are entitled to an explanation. We operate an in-house complaints procedure to deal with your complaints. The first step is to submit your complaint to the Practice Manager, Mrs Julie Ross, by using the appropriate form which can be obtained from the receptionist; by letter, by telephone on 0345 337 9911 or face to face.

Your complaints will be investigated and we will acknowledge receipt of your complaint within two working days, with a final response within twenty working days, although in certain cases more time may be required. We will write with an explanation if more time is required.

This procedure does not deal with matters of legal liability or compensation. If this in-house procedure is not an appropriate form of investigation, you will be referred to the correct authority.

The procedure does not affect your statutory right to make a formal complaint to NHS Grampian nor does it affect your right to seek compensation in law.

DATA PROTECTION ACT 2018

We place paramount importance on service and aim to meet your expectations to provide you with health care and treatment. To achieve this aim we need accurate personal information from you which we review regularly to ensure we take into account any changes to your circumstances.

We have a legal obligation to ensure that all information held and processed about you complies with the principles of the Act.

We keep your information for other reasons: for example, to help us protect public health generally and to see that the Health Centre runs efficiently, plans for the future, trains its' staff and can account for its' actions.

Information may also be needed to help carry out medical or other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify of a birth.

Everyone working for the Health Service has a legal duty to keep information held about you confidential.

More information on data protection, confidentiality and GDPR is available on our Practice website :

www.inveruriemedicalpractice.scot.nhs.uk or at reception in Inverurie, Kintore or Rhynie Surgeries.

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

The Freedom of Information (Scotland) Act 2002 recognises that members of the public have the right to know how public services are organised and run. Inverurie Medical Group is obliged to respond to requests about recorded information that it holds. The Act creates a right of access to that information, subject to certain exemptions.

We have adopted the British Medical Association model publication scheme for General Practitioners in Scotland.

Overall responsibility for the model publication scheme rests with the BMA. If you wish a copy of our Freedom of Information Act publication, please ask at reception.

WHY WE ASK WHAT WE ASK

Some patients find questions that receptionists ask too personal or inquisitive. However in order to be able to deal with your request as efficiently as possible, receptionists need to know the following :

What is your name? - with over 25,500 patients on the Practice list, receptionists may recognise you but not necessarily know (or remember) your name.

What is your date of birth? - the Practice has many patients with the same name. Checking date of birth is the quickest way to make sure we have the correct patient.

Can I have a brief description of your problem? - this helps us book you in with the most appropriate healthcare professional.

Which Doctor or Nurse are you seeing? - there are a huge number of different clinics at the Health Centre. It helps the receptionist deal with you more efficiently if you know which doctor or nurse you are seeing, or which clinic you are attending.

What kind of test did you have done? - there are regularly 50 different types of tests results which come back to the Health Centre therefore knowing which type of test to look for is extremely helpful.

What date was your last appointment/test done? - this helps us to gauge whether the letter or test result is likely to be back to the doctor or not.

TRAINING

GENERAL PRACTICE REGISTRARS AND STUDENTS

For many years our Practice has been involved in the training of medical students, young doctors and student nurses. You may therefore find a student present during your consultation but remember you do have the right to refuse to have them sit in. We regularly have young doctors working in the Practice for up to a year to complete their training for General Practice. These doctors have usually been qualified for over three years before they join us and have been working in a range of hospital jobs to give them a broad experience of medicine.

Practices which are involved in training are visited from time to time by a panel of other doctors to check that the Practice is of a high standard. As part of this assessment, the doctors may check the quality of patients' records. If you would object to your records being seen in this way please let us know. Occasionally we record consultations for training purposes. The recordings will only be viewed by other doctors. You will always be asked for your consent before the consultation is recorded and you have the right to refuse.

DOCTOR PATIENT PARTICIPATION GROUP

The function of this group is to discuss the services being provided at the Practice and to allow suggestions and constructive criticisms to be made. It is also a very useful forum for the doctors to discuss new ideas with members of the public. If you wish to raise an issue at a group meeting, please discuss it with a group member or, if you wish, you are welcome to attend a meeting in person. For more information please contact Dr Nick Smith, Inverurie Medical Group, 0345 337 9911

PATIENT RESPONSIBILITIES

We ask that you :

1. Treat all healthcare staff in a reasonable, courteous manner
2. Be on time for appointments
3. Contact the Practice in good time to cancel or rearrange an appointment This will allow other patients to be seen in the time previously allocated to you
4. Telephone for a home visit before 10am
5. Only make use of the 24-hour emergency service in the event of a real emergency
6. Do not expect a prescription with every consultation
7. Lead a healthy lifestyle and take advice given to you by your doctor and primary healthcare staff

PATIENT RIGHTS

All our patients can expect :

- To receive information about services and treatments
- To receive treatment which is safe and effective, based on the best available evidence
- To be treated with dignity and respect
- To be afforded privacy and confidentiality from all doctors and primary healthcare staff
- To be informed and involved regarding all decisions about your care and treatment
- To receive effective communication with patients, their families and carers

VIOLENT OR ABUSIVE PATIENTS

It is Practice policy that if a patient is violent or abusive to any member of staff, the police will be called and the patient may be removed from the Practice list. We operate in accordance with NHS Grampian Zero Tolerance Policy.

SURGERY LOCATION

Click on the links below to show the location of our surgeries :

Inverurie Health and Care Hub

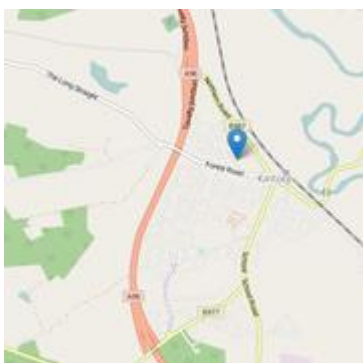
Upperboat Road Inverurie AB51 3UL



<https://www.openstreetmap.org/?mlat=57.2771&mlon=-2.3786#map=16/57.2771/-2.3786>

Kintore Medical Centre

Wellpark Gardens Kintore AB51 0WL



<http://www.openstreetmap.org/?mlat=57.23795&mlon=-2.34895#map=17/57.23795/-2.34895>

Rhynie Surgery

Manse Road Rhynie AB54 4WA



<https://www.openstreetmap.org/?mlat=57.3295&mlon=-2.8334#map=15/57.3295/-2.8334>