

BRECHIN MEDICAL PRACTICE

Practice Information Booklet

WELCOME to Brechin Medical Practice. We hope this booklet will give you all the information that you require about the services provided by our Primary Health Care Team

New Patients

We welcome patients from within the town of Brechin and the surrounding district. Patients wishing to register with the practice will be asked to complete a simple medical questionnaire, and invited to attend for a new patient medical check. Patients are welcome to consult with the doctor of their choice. A copy of the practice area is available at the surgery.

The Doctors

Dr Irene M Mahon	MB ChB MRCGP DFFP Qualified in Edinburgh 1988
Dr Victoria Ripley	MB ChB MRCGP DRCOG DFFP Qualified in Dundee 2003
Dr Julie Dyker	MB ChB MRCPCH DFFP Qualified in Dundee 2002
Dr Timothy Esler	MB ChB MRCGP Qualified in Dundee 2003
Dr Alastair M Shaw	MB ChB DRCOG MRCGP FRACGP Qualified in Aberdeen 1988
Dr Janet Ellis	MB ChB MRCGP Qualified in Dundee 2008
Dr Sarab Hanna	MB ChB MRCGP Qualified in Dundee 2004

Surgery Hours

The receptionists are available at the surgery from 8.00 am to 6.00 pm Monday to Friday and you can access any of our services by telephoning **01356 624411**.

How to see your doctor

All consultations are by appointment only. You have the right to express a preference for the doctor of your choice and every effort will be made to offer you an appointment with your preferred doctor as soon as possible.

If you are unable to keep your appointment, please telephone the surgery to cancel as soon as possible so that the appointment slot can be offered to someone else.

Telephone consultations

We have a number of telephone consultation slots available each day, and there may be times when you would find it more convenient to seek advice from the doctor over the telephone. The receptionist will advise you of the best time to contact each individual doctor.

Home Visits

If you are requesting a home visit, please telephone the surgery before 10.00 am, except in an emergency. Visits are for those who are housebound or too ill to go out; otherwise please try to come to the surgery.

Nights and Weekends

Out-of-hours care is provided by **NHS24** and they can be contacted by telephoning **111**. If you wish further information about NHS24 you can go online at **www.nhs24.co.uk**.

Practice Nursing Team

To ensure patients are seen by the most appropriate health care professional, we have a team of very experienced **Nurse Practitioners**, **Practice Nurses**, and **Health Care Assistants** who can offer support to patients for conditions which traditionally were dealt with by the doctor.

The Nurse Practitioners in particular are experienced clinicians who will often be your first point of contact, particularly in helping you with the assessment of minor illness or potentially urgent problems, and they are qualified to prescribe various medications.

The Practice Nurses are experienced in chronic disease management, including asthma, diabetes and coronary heart disease, health promotion, cervical smears, and numerous treatment room tasks.

The Health Care Assistant is **not** a practice nurse and will only deal with a limited range of procedures - for example, taking blood samples, urine samples, blood pressures, ECGs etc.

District Nurses

The district nurses provide specialist nursing care to patients who are confined to home. Arrangements for this care are made by the doctor, hospital, or by self-referral. The district nurses can be contacted directly by telephoning **666041** or **666042**.

Health Visitors

The Health Visitors are based in Brechin Health Centre. They are fully involved in child health surveillance, child immunisations and child protection issues, and they make public health a priority. The health visitors can be contacted directly by telephoning **666031** or **666032**.

Results of tests and investigations

If your doctor has organised swabs, blood or urine tests to be carried out at the practice by the nurse, the results of these tests should be available within 5 days. You can obtain these results by telephoning the practice after 2.00 pm Monday to Friday.

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate, unless that person has given prior permission for the release of the results.

Repeat Prescribing

If the doctor decides to put your medication on the repeat prescribing system you will be issued with a computer slip giving details of your medication. **Please refer to this slip at all times to re-order your medication.** You can hand in your re-order slip to the surgery using the prescription box situated at the reception desk, or alternatively you can telephone the prescription line **01356 692851** and leave a recorded message of your requirements. If you would prefer to order your medication online you can complete the online repeat prescription request form at www.brechinmedicalpractice.co.uk.

Please allow **48 working hours** before collection, and **72 hours** if you are using a local pharmacy to collect the prescription.

Please note that you can only order prescriptions that are detailed on the right-hand side of your repeat prescription slip. If you require any other medication you will need to speak to the receptionist who will arrange to leave a message for the doctor.

Practice Staff

The Practice Manager is responsible for the management of the practice and the staff. She is happy to answer any queries you may have on the practice. We are fortunate to have conscientious, experienced reception and administration staff who aim to provide an efficient and friendly service at all times.

Patients' Rights and Responsibilities

You will be treated as an individual and will be given courtesy and respect at all times. You will receive the most appropriate care, given by suitably qualified people, and no care or treatment will be given without your informed consent. In return we would ask you to treat all doctors and staff with courtesy and respect. We would also ask that you try to follow the medical advice offered, and take any medication as advised.

We strongly support the NHS policy of zero tolerance. Any patient attending the surgery who abuses the doctors, staff and other patients verbally, physically, or in any threatening manner whatsoever, will risk immediate removal from the practice list.

A copy of the practice 'Rights and Responsibilities' leaflet is available online at www.brechinmedicalpractice.co.uk or from reception.

Equal Opportunities Policy

We are committed to a policy of equality in the provision of our services and will ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race in line with the requirements of the Equality Act 2010.

Services

We carry out a full range of medical services, including chronic disease management clinics, maternity care (in conjunction with our local midwives), family planning and child health screening. Full details of these services are available on our website www.brechinmedicalpractice.co.uk.

Brechin Infirmary

We are very fortunate to have our own community (cottage) hospital next door to the surgery and we have access (along with the Edzell Practice) to 19 beds for our patients. The care of these patients is supervised by their own doctor during admission for a wide variety of conditions, and continued care of the elderly under consultant supervision. There is also a minor injuries unit to deal with any minor casualties.

Private Fees

Certain services provided by your doctor, e.g. private certificates, employment medicals, insurance claims, holiday cancellation certificates, are not covered by the NHS, and the receptionist will advise you when a fee is payable. We ask that patients complete all the appropriate details before handing the form in to reception, and allow 5 working days before collection.

Your Medical Records and Confidentiality

The sensitivity of patient information is well understood within the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment.

We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practicable we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you.

Data Protection

All our patient records are kept on computer and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act.

Comments, Suggestions and Complaints

The doctors and staff at Brechin Medical Practice strive to give our patients the highest possible standard of care, and to act quickly if problems arise. If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns and, if necessary, conduct a full investigation. In the first instance we would ask that you contact the Practice Manager who will be happy to discuss the matter with you.

When a complaint has exhausted the local resolution stage of the complaints procedure, and if you remain unhappy, you would then be advised to contact the Scottish Public Services Ombudsman, Tel 0800 377 7330.

Change of Personal Details

If you change your name, address or telephone number, please notify us immediately so that we can amend your records. If you change address and move outwith the practice area, we will have to ask you to register with another practice nearer to your new home.

Practice Area

A detailed map of the practice boundary is available at the surgery for you to view if necessary.