



Nairn Healthcare Group



Main Surgery

Nairn Healthcare Group,
Cawdor Road, Nairn,
Nairnshire IV12 5EE

Tel: 01667 452096

Branch Surgery

142 Manse Road, Ardersier,
Inverness-shire IV2 7SR

Tel: 01667 452096



www.nairnhealthcaregroup.co.uk

Welcome to the Practice

Practice History

Nairn Healthcare Group was formed in April 2012 as a result of a merger between two practices, Ardersier Medical Practice and Lodgehill Clinic, Nairn.

General Practitioners

Name	Qualifications	Date of Registration
Dr Adrian Baker	(M) MB ChB MRCGP DCH DRCOG DTM&H MBA	Birmingham 1989 - Partner
Dr Jonathan Ball	(M) MB ChB MRCGP DFFP	Edinburgh 1993 - Partner
Dr Debbie Miller	(F) MBBCh BAO BA MRCGP DFFP	(TCD Ireland 1988) - Partner
Dr David Simpson	(M) MB ChB MRCGP	Aberdeen 2002 - Partner
Dr Colin McDougall	(M) MB ChB MRCGP	Glasgow 1988 - Partner
Dr Amy Carter	(F) MB ChB	Glasgow 2005 - Partner
Dr Calum Macaulay	(M) MB ChB FRCGP	Aberdeen 1985 - Partner
Dr Kirsty Duthie	(F) MB ChB	Aberdeen 2008 - Partner
Dr Audrey Banks	(F) MB ChB	Aberdeen 1999
Dr Lee Smith	(F) MB ChB MRCGP	Aberdeen 1999
Dr Minni Korhonen	(F) MB ChB	Aberdeen 2005
Dr Kathryn Rusk	(F) MB ChB MRCGP	Aberdeen 2007
Dr Alison Browning	(F) MB ChB MRCGP DPD	Glasgow 2001
Dr Laura Thomas	(F) MB ChB MRCGP	Edinburgh 2008
Dr Tracy Erney	(F) MD	New York 1999
Dr Katie Reid	(F) MB ChB DRCOG MRCGP	Glasgow 2005
Dr Nick Baker	(M) MB ChB DRCOG European option	Manchester 2008
Dr Helen Latham	(F) MB ChB Bsc MRCGP DRCOG DTM&H	Dundee 2010
Dr Kris Pater	(M) Lekarz	Krakow 2014
Dr Jenny Milton	(F) MRCGP DRCOG MB ChB	Aberdeen 2008
Dr Carl Frampton	(M) MRCGP MBBS BSc(Hons)	Surrey 2011

Practice Staff

Management

Tanya Barron

(Practice Manager)

Annie Hurley

(Assistant Manager)

Vikki Wickenden

(Office Manager)

Practice Nurses

Anni Campbell

(Advanced Nurse Practitioner)

Amy Mackay

(Advanced Nurse Practitioner)

Carolyn Simmons

(Advanced Nurse Practitioner)

Nicola Thomson

(Lead Practice Nurse)

Lindsey Patton

(Lead Practice Nurse)

Joanne Pennie

(Practice Nurse)

Sam Morrell

(Practice Nurse)

Karla Nolan

(Practice Nurse)

Julie Nicole

(Lead Healthcare Assistant)

Emma Gill

(Healthcare Assistant)

Katie Joyce

(Healthcare Assistant)

Leanne Powell

(Healthcare Assistant)

Alan Woodcock

(Healthcare Assistant)

First Contact Physiotherapists

Jennifer Collen

Fiona Ward

Judith Turner

Community Pharmacists

Kirsty Whyte

Joanne Miskelly

Alannah Wilson

Pharmacy Technicians

James Grant

Lucy Martin

Aileen Smith

Primary Care Mental Health Team

Lynda Harris

Jill Riddell

Cath Dowling

District Nurses

The District Nursing Team work out of Nairn Town and County Hospital. They work closely with your GP and other agencies to ensure the quality and continuity of your care is of a high standard. Tel: 01667 422702

Surgery Times

We run a full appointment system. The surgery is open from:

Nairn: Monday to Friday 8.30am – 6.30pm
Closed between 1.00-2.00pm
Ardersier: Monday 8.30am – 5.00pm (Closed 1.00-2.00pm)
Wednesday 8.30am – 5.00pm (Closed 1.00-2.00pm)
Friday 8.30am – 5.00pm (Closed 1.00-2.00pm)

Appointments

Appointments may be made by telephoning 01667 452096 or by calling at the surgery. Routine appointments may be made well in advance (maximum one month), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.

Home Visits

Patients are requested to telephone before 11.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out of Hours Service

Please call 01667 452096. This will put you through to the Primary Care Emergency Centre based at the Nairn Town and County Hospital. This phone line will be answered by a nurse. The nurse will take some details and either give you advice, contact the Doctor, invite you to the hospital or arrange for the Doctor to visit you at your home. Please note that we do not use NHS24, our out of hours service is staffed by doctors from Nairn Healthcare Group.

Registration

You will be asked to fill in a questionnaire when you register. You will also be invited to attend for a new patient medical with a Health Care Assistant. This is a straightforward health check and brief examination which takes twenty minutes. Please take a urine sample, please request a sample bottle from reception. You will also be required to show a form of identification (birth certificate, driving licence, passport etc) to the receptionist when handing back your registration forms.

Repeat Prescriptions

All prescriptions are recorded on and issued from our practice computer system. The counterfoil attached to your prescription will detail all of your prescribed medicines. The prescription can be collected from either Ardersier Pharmacy, Tornagrain Pharmacy, the Nairn branch of Boots or the Nairn branch of Lloyds Pharmacy. It will be ready for collection 72 hours later from the Pharmacy

Occasionally you will be asked to see the GP or Practice Nurse in order to review your treatment. This is to ensure that it is helping your medical condition and to see that you are well. Please make a routine appointment with your GP or Practice Nurse at the requested time. Unfortunately, we cannot accept prescription requests by telephone.

Online prescriptions

Please note that you can now make a request for repeat prescriptions online by visiting our website. Any other acute or one-off requests must be approved by your Doctor via the normal means. Our website address is: www.nairnhealthcaregroup.co.uk

Test Results

Nairn Healthcare Group receives a high volume of calls first thing in the morning. In order to prioritise urgent requests, please do not phone for test results before 11.00am.

Antenatal Clinic

We offer shared care (your GP, midwife and Raigmore) during your pregnancy. Your antenatal checks are shared between your GP, nurses and midwife. You should attend your GP for a six week postnatal check.

Family Planning

Our Practice Nurse is available to provide confidential and comprehensive advice on all forms of contraception. Routine checks/repeat prescriptions are carried out by your GP. Coil fittings and contraceptive implants are by arrangement with a doctor and the Practice Nurse.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and care homes.

You will be notified by text message once flu vaccines are available. If you are housebound, a home visit will be arranged with the District Nurses.

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Disabled Access

At the surgery, reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient's WC is provided near the front entrance and another is available on the first floor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure

If you have a suggestion or complaint about the care or service you have received please do not hesitate to contact a member of the reception team. Contact details for our surgeries and staff are on pages 2-4 of our complaints booklet.

It is always best to speak to someone there and then. Whenever possible you should tell someone close to the cause of your complaint. Very often they will be able to sort things out straight away.

Confidentiality

Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practice's quality of care to the patient. Therefore they may need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality. If you do not wish your records to be inspected then please inform the Practice Manager.

Freedom of Information – The Act

The Freedom of Information (FOI) Act was passed on 30 November 2000. It gives a general right of access to all types of recorded information held by public authorities, with full access granted in January 2005. The Act sets out exemptions to that right and places certain obligations on public authorities.

FOI will replace the Open Government Code of Practice, which has been in operation since 1994. To read the full act please visit:

<http://www.lcd.gov.uk/foi/foiact2000.htm>

The Freedom of Information Act will be enforced by the Information Commissioner, formerly, the Data Protection Registrar. The Commissioner is responsible for the enforcement of:

*Data Protection Act 1998

*The Freedom of Information Act 2000 and;

*The forthcoming Environmental Information Regulations

This act came into force on the 1st of January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities (GP Practices) to be more open and accountable and to organise their information in an efficient and accessible way. Please note that this excludes personal data.

Zero Tolerance

The practice is committed to delivering the highest standard of care. This necessitates understanding and co-operation from all of our patients. The partners are responsible for the welfare of all members of staff and for ensuring that they are working in a safe environment.

In order to protect our staff and our patients the following behaviour is viewed as unacceptable and will not be tolerated:

*Verbal abuse of a member of the practice staff, either on the surgery premises or on the telephone.

*Threatening behaviour of any sort.

*Physical violence or aggression.

In this regard we have a zero tolerance policy and instances of such behaviour will result in individuals losing any entitlement to treatment and being asked to leave the premises. Removal from the practice list will also be considered.

Practice Charter Standard

Your Doctors' Responsibilities

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when you need it.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

Your Responsibilities as a Patient

To treat all staff with respect and courtesy at all times.

To tell us if you are unsure about the treatment we are offering you.

To ask for a home visit, only when the patient is unable to attend the medical centre through illness or infirmity.

To request such a visit if at all possible before 11.00am.

To ask for an out of hours visit only when necessary.

To keep your appointments and contact the medical centre in advance if you cannot.

To be punctual for appointments, and to make a separate appointment for each member of the family wishing to see the doctor.

Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.

To take medicines according to the instructions and to only ask for a repeat prescription if you need one.

To let us know when you change your address or telephone number.

Help Us to Help You

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out of hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

Useful Telephone Numbers

Nairn Healthcare Group.....	01667 452096
District Nursing Team.....	01667 422702
Midwives.....	01667 422833
Health Visitors.....	01667 422832
Community Mental Health Team.....	01667 422786
Physiotherapy.....	01667 422704
Podiatry.....	01667 422705
Boots the Chemist (Nairn).....	01667 453169
Lloyds Pharmacy (Nairn).....	01667 453100
Ardersier Pharmacy.....	01667 462615



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