

Practice Information Leaflet

Kyle Medical Practice

Lochalsh Healthcare centre

Station Road

Kyle of Lochalsh IV40 8AE

Telephone: 01599 534 257

Email: nhsh.gp5559-admin@nhs.scot

Website: <https://www.kylemedicalpractice.scot.nhs.uk>



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KYLE MEDICAL PRACTICE

The Practice Team

GP Partners

Dr Lesley Unwin	MBChB, MRCP, Dip FM
Dr Chris James	MBChB, MRCP, DCH, DRCOG
Dr Kelly Boyd	MBChB, BSc (hons), DRCOG, DFFP, MRCP
Dr Caroline McKellar	MBChB, MRCP, DFSRH

Salaried GP

Dr Peggy Chua	MBChB, MRCP
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GP Registrars

Dr Eve Fordyce	GPST1
Dr Rowan Davis	GPST2

Nursing Team

Linda Nicolson	Treatment Room Nurse
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Practice Pharmacy Team

Fiona Wilson	Pharmacist
Morag Robertson	Pharmacy Technician
Abigail Manvell Szoke	Trainee Pharmacy Technician

Practice Physiotherapist

Anita Pearce	First Contact Physiotherapist
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Administrative Team

Maddie Legrady	Practice Manager
Catherine Maclean	Medical Receptionist
Gloria Gardner	Medical Receptionist
Victoria Nisbett	Medical Receptionist
Josie Meyer	Medical Receptionist
Grace King	Medical Receptionist

General Information

Opening Hours and Appointments

Monday to Friday	8.00am – 6:00pm
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Evening Surgery:	Wednesday 6:00pm
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Consultation is by appointment only. If you require to be seen urgently, please phone as early as possible and we will endeavour to give you an urgent appointment for that day. Alternatively you may be asked to speak to a doctor or practice nurse who will discuss with you the problem and then agree with you if and when you should be seen.

When you contact the Practice, please assist our receptionists when you are asked for what may seem like personal details. The information is to help the doctor or nurse who is going to be dealing with your problem. All staff are bound by confidentiality protocols.

GP Appointments are routinely 15 minutes long. If you are aware that your consultation may be lengthy, or you have several health problems to discuss, please request a double appointment.

**To book an appointment with a GP, Nurse or Physiotherapist, please phone the Practice on
01599 534 257**

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Home Visits

Home visits are for patients who cannot make it in to the surgery due to poor health or lack of mobility but we would encourage all patients to attend the surgery whenever possible.

Requests for home visits should be made before 11am, if possible, so that the doctors can plan their day.

A much more thorough examination can be carried out in the surgery with all the required equipment on hand.

Access for Disabled

Our premises are fully accessible for wheelchair users and the disabled and we provide a disabled toilet. There is also disabled parking on the ground floor of the Healthcare Centre with lift facilities.

Preference of Doctor

You will not be registered with any one particular doctor but you can request to see a particular doctor if you so wish, it may just mean a longer wait for an appointment.

Teaching & Training

The doctors, nurses and staff of Kyle Medical Practice have a strong commitment to training. All members of the team will undertake training from time to time, and we would ask for your patience and understanding when this is the case. Please remember, its ultimate purpose is to provide you with better care.

Medical Students

Occasionally we have a medical student present with the doctor during consultation watching him/her working. We will always ask if you mind having a student present when you see the doctor. If you are not happy then the student will leave. Do not hesitate to tell us. We know it can be difficult to speak to the doctor when someone else is there.

At some stage, once the student has some experience, then we may ask you to speak to the student first, then the doctor will come in and see you.

GP Registrars

These are fully qualified doctors, usually of several years, who already hold experience of medical practice within a hospital setting. They are undertaking a year or more of training specifically in General Practice. They are supervised by a doctor within the practice at all times. They have a GP trainer that will be either Dr Boyd or Dr James.

Video Recording of Consultations

From time to time you may be asked if you would agree to having your consultation recorded. This is entirely voluntary, and your care will not in any way be prejudiced if you decline to do so.

Your written consent will be sought both before and after the consultation. The camera is unobtrusive, and you will very quickly forget that it is present. At no time will recording cover any intimate examination or similar.

The purpose of the video-recording is for the education and / or assessment of the Health Professional involved. It is extremely useful for ensuring good clinical practice.

Out of Hours

The Practice phone lines closes daily at 6:00pm. Please phone 111 (NHS24 Freephone) or visit <https://nhs24.scot> out with opening times, including Public Holidays.

Alternatively, you can visit NHS Inform at <https://www.nhsinform.scot> for non-urgent medical advice.

In an EMERGENCY phone 999

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Emergency Care Summary (ECS)

The Emergency Care Summary is an extract of data from the General Practice Computer Systems. This summary includes patient demographics, allergies and adverse reactions and medication.

NHS24 and the Out of Hours Service have access to this summary.

Any patient wishing access to this summary denied should speak to one of the doctors or practice manager.

Repeat Prescriptions

Your repeat prescription may be renewed without necessarily seeing the doctor. However, all repeat prescriptions are reviewed by the medical staff on a regular basis.

The prescription will be sent to the surgery and subject to availability of supplies your medication will then be available for collection at the Kyle Pharmacy within 72 hours.

Repeat prescriptions can be ordered:

- in person at the practice or Kyle Pharmacy
- by telephone: 01599 534 257
- by post using the request slip attached to your prescription
- online via our website: <https://www.kylemedicalpractice.scot.nhs.uk>

Please note: Items that are not on repeat can be put through as a special request however these can take longer to process and there is no guarantee that these will be prescribed without seeing a Doctor.

Registering with the Practice

To register at the Practice, you will be asked to complete registration forms which can be accessed on our website or collected from the reception desk. You must live within our Practice boundary and intend to stay for a minimum of three months to register as a permanent patient. If your stay will be less than three months, you can register as a Temporary Resident.

If you take regular medications, you should ensure this is highlighted on the registration forms and with reception when you submit them. You may need to book a GP appointment promptly to ensure you do not run out.

Temporary Residents

The Practice will assess visiting patients who require medical assistance by telephone triage if their accommodation falls within the Practice boundary. Please be aware you will need to have a UK number (this could be mobile or the number at the accommodation) for the GP to be able to be able to contact you and assess if a face to face appointment is required.

Patients attending from out with the UK may be charged a fee to consult with a clinician and our reception team will advise of this when arranging the appointment. For further information please visit: <https://www.nhsinform.scot/publications/healthcare-in-scotland-for-holidaymakers-from-overseas-factsheet>

Services Offered at the Practice

There is a wide variety of services available at the surgery.

Long-term disease management:

- Asthma
- COPD

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- Diabetes
- Coronary heart disease
- Stroke
- Hypertension

Other services available:

- Blood pressure checks/monitoring
- Blood tests
- Cervical smears
- Sexual health and contraceptive services, including implant fitting and removals
- Dressings
- Dementia
- Epilepsy
- Steroid joint injections: carried out by our Practice Physiotherapist
- INR monitoring
- Mental health
- Minor Surgery
- Physiotherapy

Results

Please call between 2pm and 3pm to enquire about your test results as our reception staff will have more time to deal with your request between these times. When you take your test you will be told how long it will be before the results are returned to the practice.

Please note the reception team can only provide results if they have been received and viewed by a GP first. If this is not the case, they may ask you to phone back at an alternative time.

The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

Services Not Provided Under the NHS (Private services)

Medical Examinations:

The Practice is able to offer ML5 and D4/HGV medical assessments by a GP. These incur a fee and will be subject to availability. Please speak with one of our receptionists for further information.

Medical Reports:

If you require a medical pro forma or written report for a third party (eg. insurance companies, employer, licensing), please discuss this with reception who will be able to advise if a GP will be able to assist and any associated fees. This is inclusive of private medical certificates and medication lists for travel and other administrative letters.

Services Provided by NHS Highland (not the Practice)

NHS Highland now undertakes all immunisations and vaccinations (including childhood immunisations, travel vaccinations, flu vaccinations and Covid vaccinations). Please contact the Vaccination Helpline for any queries of this nature: 0800 030 8013.

Complaints and Feedback

We operate a practice complaints procedure for dealing with complaints. This system meets national criteria and a copy of the procedure is available on request.

If you wish to make a complaint, then you can approach the Practice Manager. We would aim to deal with any problem both quickly and effectively. You will receive an acknowledgement within two working days and an explanation within 20 working days.

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It would be helpful if you could inform us of any problems as soon as possible after the incident has taken place, and at the latest within 12 months.

In investigating your complaint, we aim to

- Find out what happened, and what went wrong
- Enable you, if you would like, to discuss the problem with those concerned
- Ensure you receive an apology, if appropriate
- Try to prevent the same thing happening in the future

If you are complaining on behalf of someone else, and in order to maintain patient confidentiality, we will require to have written permission from the patient concerned.

If you would prefer to talk to someone who is not involved you can telephone or write to the Feedback Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ. You will be given a prompt reply within 4 weeks of them receiving your complaint. Where there are good reasons why this cannot be achieved, you will be kept informed of progress.

If you would like to make a suggestion that you feel could improve the service we offer to patients, please let us know by discussing this with a member of staff.

Confidentiality and Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you may only be shared with others in the following circumstances:

- To provide further medical treatment for you (e.g. from community nurses and hospital services).
- To help you get other services (e.g. from the social work department). This requires your consent.
- When we have a duty to others (e.g. in child protection cases).

Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practices 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.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Access to Medical Records

In accordance with GDPR and Access to Health Records Act, patients may request to see their medical records. This request can be made in writing or verbally, and the Practice has 28 days to complete this request and provide you with a copy of your medical records.

Freedom of Information (Scotland) Act 2002

This Act came into force on 1st 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 organise their information in an efficient and accessible way. **This excludes personal data.**

The Practice Publication Scheme Document is available to view, please contact the Practice Manager for more information.

Rights and Responsibilities of Patients

Keeping Appointments

Please do everything you can to keep appointments. If you cannot attend please cancel as early as possible so the appointment can be offered to someone else.

Zero Tolerance Policy

The practice considers aggressive behaviour to be any personal act made against any member of our team, the wider

NHS team or person on our premises, including but not limited to the act of:

- Abusive and/or aggressive comments either verbally, in writing or on a public social media site;
- Cursing and/or swearing;
- Making physical contact with a person;
- Damage to property;
- Aggressive gestures.

The practice will request the removal of any patient from the practice list who is abusive or aggressive to a doctor, member of staff or other patient, or who damages property.

If the patient commits an act of physical violence we will request that the patient is immediately removed from our list.

Change of Details

You have a responsibility to help us maintain accurate records. Please remember to tell us if you change your name and address

Useful Contacts

Community Staff:

District Nurses:	01599 530 931
Skye & Lochalsh Midwives:	01471 822 190
Health Visitor:	01599 530 930
School Nurse:	01599 530 940
Community Mental Health Unit:	01599 530 933
Lochalsh Healthcare Centre Main Reception:	01599 530 930
Lochalsh Healthcare Centre Dental Unit:	01599 530 946

NAME, ADDRESS & TELEPHONE NUMBER OF HEALTH BOARD WHERE DETAILS OF PRIMARY MEDICAL SERVICES IN THE AREA MAY BE OBTAINED

Fiona Davies, CHIEF EXECUTIVE
BEECHWOOD, ASSYNT HOUSE
INVERNESS
01463 717123

This practice is part of Mid Highland Community Health Partnership