

PORTREE MEDICAL CENTRE

Information for Patients

Portree Medical Centre
Fancy Hill
Portree
Isle of Skye
IV51 9BZ

Tel: 01478 612013

Email: nhsh.gp55573-admin@nhs.scot

Prescription line: 01478 612109

Website: www.portreemmedical.scot.nhs.uk

Our website has more up-to-date, detailed information about the Practice.

Emergency: Dial 999
Out of Hours: Dial 111
(www.nhs24.scot)
Medical Advice: Dial 0800 224488
(www.nhsinform.scot)



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THE PRACTICE TEAM

GP Partners

Dr Sarah Clancy	MBChB (Glasgow 1998), MRCGP, DRCOG, DCH, DTM&H
Dr Hannah MacLeod	MBChB (Dundee 2004), MRCGP, DFSRH, DTM&H
Dr Ishbel MacDougall	MBBS (Newcastle 2003), MRCGP, DRCOG, DFSRH
Dr Helen McArdle	MBChB (Hons) (Liverpool 2000), BSc (Hons), MRCP, MRCGP (2007), DRCOG, DipDerm
Dr Louise Lankston	MBChB (Glasgow 2011), BSc, MRCGP, DRCOG, DFSRH
Dr Pip Marson	BSc (Hons), MBChB, MRCGP (2017), DRCOG Qualified Dundee 2013

GP Locums

Dr Anni Jones (f)
Dr Alistair Innes (m)

GP Registrar

Dr Hannah Hotchin	GPST3
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Advanced Nurse Practitioner

Katie Guerra	RGN 1990, Nurse Independent Prescriber 2018
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Practice Nursing Team

Maureen MacLean	RGN 1991, Registered Midwife 1995, Dip Diabetes 2016
Ashley MacKinnon	BNurs (Distinction), RGN 2009, Dip Asthma
Eilidh MacLeod	RGN 2015, Nurse Independent Prescriber 2024

Healthcare Assistant

Leah Jones

Our healthcare assistant is trained to take bloods, check blood pressures (and show you how to use the home blood pressure machines), ECGs, height, weight and urinalysis.

Practice Pharmacist

Malcolm Mathieson	MPharm, PgDip in clinical pharmacy practice, pharmacist independent prescriber
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Practice Physiotherapist

Mairi Gillies	BSc Physiotherapy, HCPC 2012, Peripheral Module Orthopaedic Medicine, Diploma in Injection Therapy, Physiotherapist Independent Prescriber
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Administrative Staff

Practice Manager	Melanie Newman
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Medical Administrators

- Deen Nicolson
- Debbie Kirkwood
- Bethany MacLeod
- Fiona Wellings
- Mark Leah
- Catherine Dock
- Zoe Anderson

Medical Secretary

Sophie Roberts

Medical Records Summarisers

Claire Owen



GENERAL INFORMATION

Opening Hours

The medical centre in Portree is open from 8am until 6pm, Monday to Friday.

Appointments

Appointments are available daily between 8.30am and 5pm. All surgeries are by appointment only and can be made by contacting the Practice by phone (01478 612013) or in-person.

Please be advised that all staff are authorised to ask certain questions in order to ensure that patients receive the most appropriate medical care at the most appropriate time.

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.

The Practice offers evening GP appointments twice a week in Portree from 5.30pm onwards for those patients who cannot attend at the normal surgery times. Occasionally, there will be an extra early morning clinic, starting at 7.30am.

Clinicians Available In-Practice

In addition to General Practitioners, we have other clinicians available who may be more suited to assist with particular health conditions/problems. All Advanced Practitioners are able to prescribe medication.

Advanced Nurse Practitioner: Katie Guerra

Katie, our ANP, can deal with a wide variety of acute problems (e.g. coughs, acute infections, urinary infections). Appointments are made with our Advanced Nurse Practitioner on-the-day. Katie also specialises in diabetes and can carry our reviews.

Advanced Practice Pharmacist: Malcolm Mathieson

Malcolm is based in the Practice and undertakes a variety of medication related duties including blood pressure monitoring. Pre-bookable clinics are held on Tuesday, Thursday and Friday afternoons.

First Contact Physiotherapist: Mairi Gillies

Mairi holds physiotherapy appointments in the Practice. Pre-bookable appointments are available every Wednesday and Friday.

Video Appointments

We can offer video consultations using NearMe. If you wish to have a video consultation, please state this when booking an appointment. The link to access our online waiting room is on our website.

Branch Surgeries

The Practice runs clinics in Staffin and Raasay to allow patients easier access to our services.

Raasay: GP appointments are available every second and fourth Wednesday morning of each month (Raasay Health Clinic, 1 School Park, Isle of Raasay, IV40 8NG). Advanced Nurse Practitioners are based on Raasay full-time.

Staffin: A GP clinic runs every Thursday morning, as well as a Healthcare Assistant clinic, where staffing allows (Staffin Health Centre, Staffin, Isle of Skye, IV51 9AJ).

All appointments must be pre-booked by contacting the Practice.

Students

Medical students from Dundee University Medical School, and on occasion from further afield, are attached to the Practice for an introduction to general practice as part of their degree course. If at any time you do not wish a medical student to be present during a particular consultation, the doctor will of course respect your wishes.

We regularly have a GP registrar on long-term placement in the Practice and they will see patients as usual. If you do not wish to see the GP registrar you can request this when making an appointment. Occasionally, the registrar requires



to carry out video consultations as part of their training. Consent will always be obtained before any video consultation starts.

Home Visits

Requests for home visits should, if possible, be made before 10am. All requests are triaged by the duty doctor to allow them to organise their visits. Doctors do not have to visit at home unless there is a medical need. A doctor will visit you if they agree that it is necessary. If the doctor decides that you could attend the surgery, you will only be seen if you come to surgery.

Home visits are for patients who are housebound, or in their last days or weeks of life, or where a patient's illness may cause them to deteriorate when moved.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the medical centre.

Out-of-Hours Cover

The Practice closes at 6pm. Please phone 111 (NHS24 Freephone) when we are closed (between 6pm and 8am Monday to Thursday; after 6pm Friday until 8am Monday morning; when the Practice is closed for public holidays).

The staff at NHS24 will ask you for information about your health and condition and will advise on the most appropriate course of action. This may include offering advice over the phone or advising you to attend a pharmacy. If they feel you need to be seen they will pass your case to Highland Hub who will be in touch to arrange for you to attend a local Urgent Care Centre or in some cases provide a home visit.

An urgent care centre is available 24/7 at Broadford Hospital, and, at times is available at Portree Hospital. NHS Highland advise that NHS24 must be contacted before attending an urgent care centre.

NHS24

Telephone: 111

Website: www.nhs24.scot

In a genuine emergency, you should call 999. Chest pains and/or shortness of breath constitute an emergency.

Practice Closures

Public Holidays

The Practice is closed on agreed public holidays, which are advertised in the Practice. This includes public holidays on 25th and 26th December, and 1st and 2nd January every year.

Training

The Practice may occasionally close for one hour on a Wednesday afternoon for staff training. If you need urgent medical advice during this hour, you may still contact us by selecting option 1 on the phone.

Services for Disabled Patients

The medical centre's premises are suitable for disabled patients, including a designated drop-off point next to the main door, and there is a wheelchair available at reception. The main double doors are suitable for disabled access, but one door remains locked due to safety. If patients require assistance with this, or accessing the medical centre, patients can use the keypad at the front door to speak to one of the reception team.



REPEAT PRESCRIPTIONS

You can order routine repeat prescriptions by a few methods:

- using the automated prescription line on 01478 612109 at any time; 24 hours a day, 7 days a week.
- via our website at www.portreemedical.scot.nhs.uk.
- using the counterfoil of your last prescription, clearly marking on it which medication you require - this can be handed in to the practice at any time.
- telephoning the medical centre between 12.30pm and 2.30pm and speaking with an administrator.

Unless otherwise requested, all prescriptions are automatically sent to Boots the Chemist in Portree and will be available to collect three working days after ordering.

Non-repeat medication

Medication that is not on your repeat medication list can be requested. The receptionist will send your request to the clinician who issued the medication and they will decide if they can issue another supply or if you will have to be seen in a consultation.

Medication Reviews

Patients on repeat medications will have their medication reviewed at least once a year by one of our clinicians and may be requested to attend for a medication review.

Serial Prescribing

We offer serial prescriptions to patients on long-term, stable medication. A prescription is issued to the pharmacy that lasts for either six months or a year, and patients do not need to reorder their medication every two months through the surgery; this can be collected directly from the pharmacy when it's required. We will write to any patients that are commenced on serial prescribing to inform them of this. Regular medication/health reviews are usually required to continue this service, so it is important patients attend for any reviews they are invited for.

Online Services

We offer our patients access to order repeat prescriptions and make GP appointments online using Patient Services.

To register for this service, please contact Portree Medical Centre to provide an email address. A form with registration details will then be given to you and you should use this to complete the registration process on the Patient Services website. These details are also on our website (www.portreemedical.scot.nhs.uk).

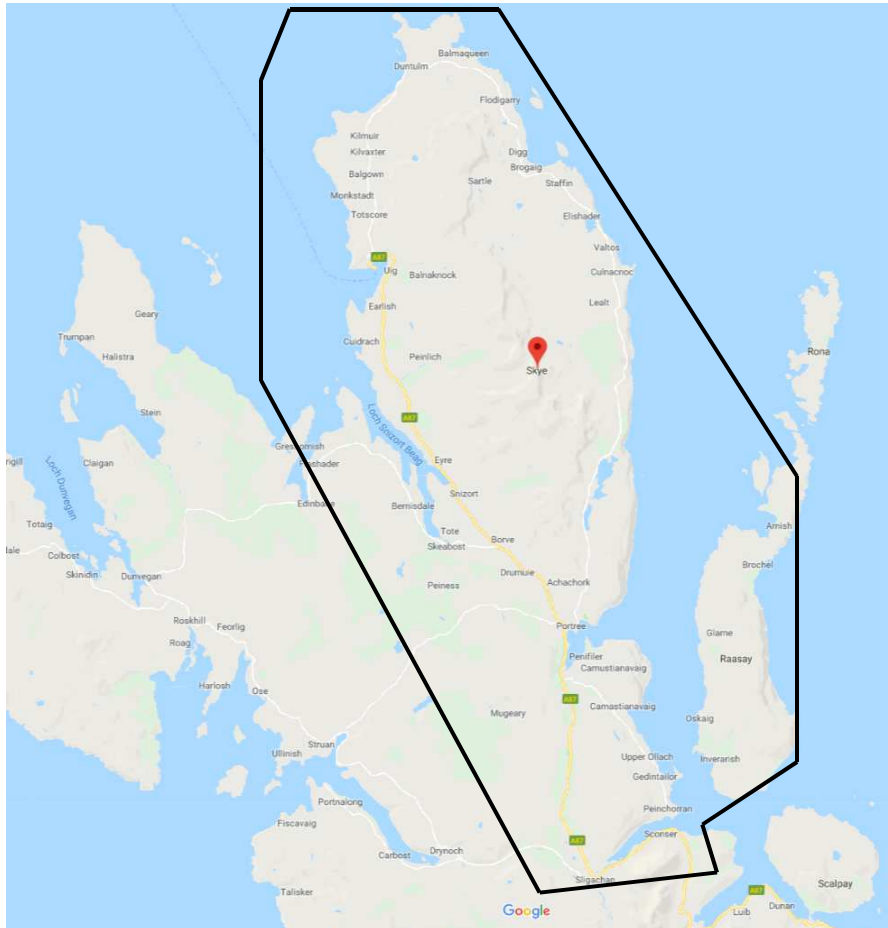


REGISTERING WITH THE PRACTICE

Any patients wishing to register with the Practice require to complete our registrations forms. These are available on our website or can be collected at reception. You must reside in our practice area and plan to be in the area for at least three months. If patients will be here for less than three months, you can be seen as a temporary resident.

If you take regular medication, you should arrange an appointment with a GP before you run out.

The Practice Area



Temporary Residents

The Practice can see visiting patients who require medical assistance. Appointments can be made by phoning the surgery. We will ask you to obtain a ‘patient summary’ from your permanent GP surgery before your appointment so that our clinicians have information about your medical history.

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 an appointment.



SERVICES OFFERED AT THE PRACTICE

Long-term disease management:

- Asthma
- COPD
- Coronary heart disease
- Diabetes
- Stroke
- Hypertension

Other services available:

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

Services Not Provided Under the NHS

Medical Examinations

The Practice carries out some medical examinations for registered patients including ML5 and D4 driving medicals.

We no longer provide ENG1 medicals. A list of MCA approved doctors can be found on the Government website.

All medicals have a fee and will be confirmed on booking an appointment.

Medical Reports

Patients may require a GP to provide medical information and history as part of a report requested by a third party such as an insurance company or employer. Private sick notes and letters detailing medication for travelling abroad can also be requested. If a GP is able to provide information, a fee will be payable and will be confirmed upon receipt of the request.

Services Provided by NHS Highland

NHS Highland now undertakes all immunisations and vaccinations (including childhood immunisations, travel vaccinations, flu vaccinations and Covid vaccinations) – these cannot be carried out by us at Portree Medical Centre.

NHS Highland will send out letter invites to any patients due childhood immunisations or seasonal vaccinations, including Covid vaccinations.



COMPLAINTS AND FEEDBACK

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you wish to make a complaint or comment on the provision of service, please contact the Practice Manager who will provide details of our complaints procedure.

CONFIDENTIALITY AND MEDICAL RECORDS

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

- To provide further medical treatment for you (e.g. from community nurses and hospital services). Certain clinical priority information is included on your Emergency Care Summary which is available to the out-of-hours service, for example, in case of emergencies.
- 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).
- Anonymised patient information will also be used at local and national level for management and audit purposes and to help the Health Board and Government plan services.
 - If you do not wish anonymous information about you to be used in such a way, please let us know. You have the right to know what information we hold about you.

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. Such requests should be made by completing our request form. No information will be released without the patient consent unless we are legally obliged to do so.

RIGHTS AND RESPONSIBILITIES OF PATIENTS

Expressing preferences

Patients are registered with the practice, not an individual GP. You can at any time express a preference for a particular doctor/practitioner for all of your medical needs or on a case-by-case basis.

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.

**Results**

The practice has a strict policy regarding confidentiality and data protection and we will only give test results to the patient the results relate to.

Results will only be released to someone other than the patient if the patient has given prior permission, unless the patient would not understand or be able to get the results for themselves.

If you need to check for a result etc., please ring after 2.30pm when the telephone is less busy and the doctor has had time to review the results.

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