



PORTREE MEDICAL CENTRE

Practice Vision

- To provide excellent patient care
- To act with respect and without discrimination to patients, colleagues and staff
- To continually improve what we do through education and innovation, maximizing the potential of all staff
- Excellent team work with good communication and positive leadership. Everyone's contribution respected and valued.
- To maintain a positive, open and honest culture for staff, patients and the community as a whole.
- To have happy GPs and staff – from all of the above but also a good work-life balance

PRACTICE PROFILE – December 2024

Everyone working within a busy general medical services practice is in a position of trust and responsibility.

We work in an environment of mutual respect, in which the contribution of every individual is appreciated and supported.

Individual team members are encouraged to develop their knowledge and skills and we rely on everyone to undertake their role and responsibilities in a professional, courteous and friendly manner, and support their colleagues to do the same.

The attitude exhibited, and impression made to patients, visitors and the wider multi-disciplinary team and NHS Community are of prime importance to the tone and culture of the practice as a whole. We wish to provide a courteous, caring and efficient service to patients and all visitors to the practice at all times.

Portree Medical Centre treats all patients with courtesy, respect and confidentiality in a dignified manner, acknowledging and ensuring that their rights are honoured in full.

GEOGRAPHY

We are a General Medical Services practice based in Portree, the main town on the Isle of Skye. There are approximately 5500 people registered with the practice, of which about half live in or near Portree. The remainder are distributed over a large surrounding geographical area of scattered crofting townships.

The practice area extends 12 miles to the west of Portree (Flashader), across the Trotternish peninsula to the north (25mi), Sconser to the south (9mi), and the Island of Raasay to the east.

THE TEAM

There are currently seven GP Partners who work between five and eight sessions each week. The GP clinical team is further supported in practice by an Advanced Nurse Practitioner.

The reception and administration team consists of a Practice Manager, Medical Secretary, Administration Team Leader, five Medical Administrators and two Medical Receptionists (*currently recruiting to one of these roles*) all working a variety of hours from 28 to 37.5 hours per week. Their contribution is central to the smooth and efficient running of the practice.

We have three part-time General Practice Nurses (*currently recruiting to one of these roles*) - who are qualified in the management of long-term conditions, adult and child health and wellbeing. The GP Nursing Team is further supported by one full-time and one part-time Health Care Assistant.

We are also joined in practice by NHS Highland colleagues; a Primary Care Clinical Pharmacist - three days a week, two Primary Care Pharmacy Technicians, each working one day a week and a First Contact Physiotherapist - two days a week. We are further supported by a Community Link Worker (*role is out to recruitment*) and two Primary Care Mental Health workers, also NHS colleagues, who work both in practice and remotely.

We work closely with our community colleagues (health visitors, community nurses, midwives, learning disability nursing team) and with the wider NHS community to provide a patient-centred service.

SURGERIES/WORKLOAD

The main surgery premises are situated in Portree at Portree Medical Centre, which is adjacent to Portree Hospital. The medical centre was purpose-built in 1989. There are ten separate consulting rooms and one treatment room. Regular peripheral surgeries are also held in Staffin (in new, purpose built premises) and on the Island of Raasay.

In addition to providing pre-bookable consultation appointments (F2F, NearMe video link, or tele-consults), 'same day' or urgent appointments and home visits, we provide some minor surgery, cryotherapy and offer a range of employment medical services (e.g. HGV, ML5).

The practice doctors provide medical supervision to Portree Hospital in-patients between 8am and 6pm, Monday to Friday.

Within the practice area is one NHS managed nursing home, which the doctors visit on a regular basis.

As a training practice, we provide medical training for GP registrars and regularly have 5th year medical students attachments from Dundee University.

SYSTEMS

The practice is deemed 'Paper Light' and uses electronic clinical record and document management systems – Vision and Docman – therefore, computer literacy and keyboard skills, along with confidence in using computers and windows-based software applications, throughout our team is essential.

BENEFITS

All employees receive a pro-rata annual leave of 31 days + 10 public holidays, and are entitled to inclusion in the SPPA NHS pension, though some employees choose to opt out of this. We are also fortunate in being provided with a well-stocked tea room where breaks are sociable and inclusive 😊