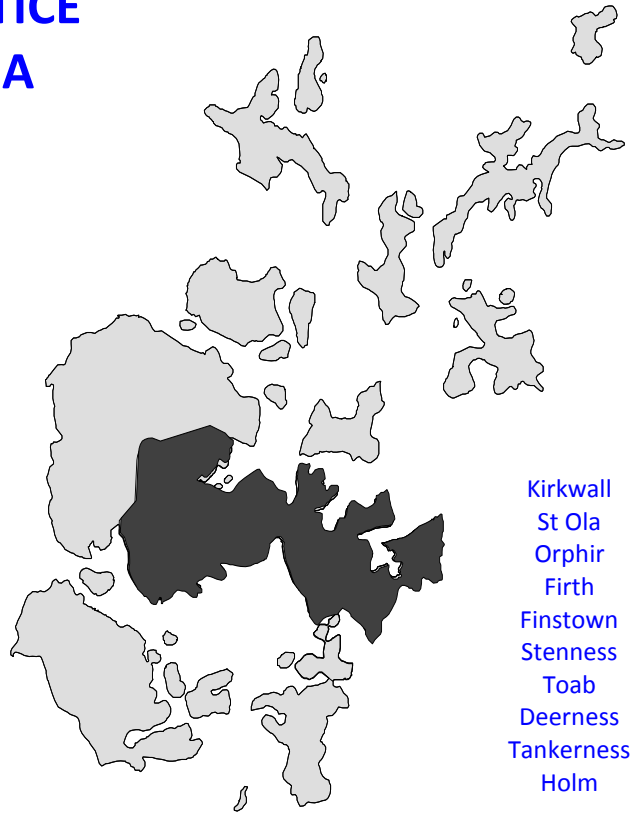


PRACTICE AREA



Kirkwall
St Ola
Orphir
Firth
Finstown
Stenness
Toab
Deerness
Tankerness
Holm

HOW TO REGISTER

If you would like to register with the Practice please ask at the front desk for a registration form. These are also downloadable from our website.

HEALTH BOARD

Our local Health Board is NHS Orkney and the Primary Care Department can be contacted via The Balfour, Kirkwall, Telephone 888 066 (Head of Primary Care Services).

Updated 28 July, 2021

Skerryvore

PRACTICE

PRACTICE INFORMATION LEAFLET 2021

The Balfour
Foreland Road
KIRKWALL
KW15 1NZ

Tel 888240

www.skerryvorepractice.co.uk

Out of Hours Emergencies:
111

There is full access for disabled patients.

DOCTORS

All of the Doctors listed below form a Partnership.



Dr Mhari Linklater

MB ChB, DRCOG, MRCGP, GMC No 4180436



Dr Sarah Stevenson

MB ChB, DFFP, MRCGP, GMC No 6055564,
Trainer



Dr Kirsty Cole

BSc (Med Sci), MB ChB, MRCGP, GMC No 6115432



Dr Fiona Cook

MB ChB, MRCGP, DRCOG, DFSRH, GMC No 6115314



Dr Anne Tierney

BSc, MB ChB, MRCGP, GMC No 6151214



Dr Ingrid Norquay

MB ChB, MRCGP, DRCOG, DFSRH, GMC No 6163202



Dr Richard Brunt

MB ChB, MRCGP, GMC No 6055950



Dr Liz Johnston

BSc, MB ChB, MRCGP, DFSRH, GMC No 6145574



Dr Jamie Stevenson

BSc, MB ChB, MRCGP, DRCOG, GMC No 7074274

WEBSITE

The Practice has developed a site on the internet which gives details about the Practice, as well as general health advice.

www.skerryvorepractice.co.uk

PRACTICE POLICIES

Further information regarding our Practice Policies can be found on our practice website, these include:

- Zero Tolerance
- Confidentiality and Medical Records
- Access to Records
- Complaints

PATIENT CONFIDENTIALITY

All members of the practice team treat patient information in the strictest confidence.

Skerryvore Practice complies with Data Protection & Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. From district nurses, Out of Hours and hospital services.
- To help you access other services e.g. Out of Hours GP
- When we have a duty to others e.g. In child protection cases.

If you do not wish anonymous information about you to be used in such a way, please let us know.

THE FAMILY MEDICINE CHEST

Here is a list of items useful in case of minor illnesses or accidents:

- A selection of plasters, non absorbent cotton wool, elastic bandages and dressings
- Tweezers for removing splinters
- Thermometer for fevers
- Calamine lotion for dabbing onto insect bites, stings and sunburn.
- Antiseptic cream to treat sores, spots and grazes
- Vapour rub for steam inhalation or to rub on chest of a child with stuffy nose or dry cough
- Paracetamol Syrup to relieve pain or fever in young children
- Paracetamol/Ibuprofen tablets which are good for headaches, colds, sore throats, and painful bruises. (children under 16 and patients with asthma should not take Aspirin)
- Indigestion remedy
- Mild laxative
- Oral rehydration solution – anti-diarrhoeal

REMEMBER

Keep the medicine chest in a secure locked place out of reach of small children.

Always read the instructions and use the recommended dose.
Watch expiry dates – do not keep medicines past their sell by date.

Local Pharmacy

Your local pharmacy will be able to give you free health advice and prescriptions for some ailments at any time. Please see our website for information on the Pharmacy First scheme.

Boots Chemist	872097
WHB Sutherlands	888890

PRACTICE MANAGER

Paula Craigie
paula.craigie@nhs.scot

The Practice Manager is involved in managing all of the business aspects of the Practice including equipment, premises, finance, patient safety and employment of staff.

Along with the GPs the Practice Manager ensures that the right systems are in place to provide a high standard of quality care.

PRACTICE DEVELOPMENT

We work constantly to improve the practice and would welcome any suggestions, comments or complaints on the service we provide. Please speak or write to Paula Craigie or leave a note in the comments box situated on the wall to the left of our Reception Desk.

COMPLAINTS

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. Complaints should be addressed to Paula Craigie, Practice Manager. Further information is available in our Practice Complaints Leaflet which is available from the Practice or downloadable from our website.

ASSISTANT PRACTICE MANAGER

Lanna Conlon is our Assistant Practice Manager. Her role is to oversee administration systems and develop the Practice computer systems.

OFFICE MANAGER

Deborah Stove is our Office Manager. Her role is to oversee our administration systems.

OFFICE STAFF

Our Secretaries' role is to be "front of house" and they are here to welcome patients and visitors and successfully deal with many sensitive, urgent and intricate patient enquires. They capably prioritise and deal with a multitude of complex systems and procedures. It is for this reason that you may be asked for additional medical information.

All our reception staff are involved in general office duties:

Deirdre Flett
Serena Leask
Christine Marcus
Danielle Flett
Paula Kemp

Katie Walker
Charlie Taylforth
Morag Cole
Fiona Dancy
Amy Sutcliffe

TRAVEL TO SCOTTISH MAINLAND HOSPITALS

Patients who have NHS appointments or admissions to Scottish Mainland Hospitals should inform the Travel Administrator by calling 888045 or by going to The Balfour Central Reception as soon as possible after receiving your appointment and they will make the travel arrangements for you.

TRAVEL VACCINATIONS

If you think that you need vaccinations for travel you will need to complete a form which you can pick up from the Practice or download from our website - www.skerryvorepractice.co.uk, click 'Clinics & Services' and 'Travel Vaccinations'. Our nurses will check your records and consult the national database for the most recent advice. The nurse will contact you and arrange an appointment for any vaccinations that you may require. Please allow plenty of time before travel as some courses can take several weeks to complete.

PATIENTS RIGHTS & RESPONSIBILITIES TO THE NHS

A leaflet regarding Patients Rights and Responsibilities to the NHS can be obtained from the Receptionist or downloaded from our website.

The Practice does not tolerate abuse to staff, whether verbal or physical. The Practice has the right to request the removal of any patient from the practice list if unreasonable or abusive behaviour is displayed.

SKERRYVORE PRACTICE CLINICS

Diabetic Clinic

Our diabetic patients are invited to this clinic annually.

Antenatal Clinic, The Balfour

Appointments from the Maternity Unit, The Balfour -Tel: 888238

Immunisation Clinics

Childhood Vaccinations

These are carried out by the Practice Nurses at the Practice by invitation.

Cardiovascular Disease Clinic

Our patients with either high blood pressure, heart disease, kidney disease or stroke will be invited for an annual 'MOT' check once per year with the nurse. Appointments are usually by invitation.

Asthma Clinic

Our patients with Asthma are invited to this clinic annually which is led by our Practice Nurses.

GDPR

The Practice fully complies with the new General Data Protection Act (GDPR)

Further information is available in our leaflet "What is GDPR".

Our Privacy Notice can be viewed on our website or you can ask the Practice for a copy.

The information in this leaflet is in no way intended to replace the professional medical care, advice, diagnosis or treatment by a doctor.

PRACTICE NURSES

Louise Stevenson - Telephone: 888240

Our Practice Nurses help to support the Doctors by carrying out the following:

- Childhood Immunisations
- Cervical Cytology
- Contraception Services
- Specialised Diabetic, COPD and Asthma Clinics
- General Healthy Lifestyle Advice

Proby Watt & Shona Peace - Telephone: 888240

- Wound Management
- Vitamin B12 Injections
- Bloods
- ECG
- Depo

HEALTH CARE ASSISTANTS

Eileen Shearer - Telephone: 888240

Our Health Care Assistants have been trained and supervised to a high standard by our doctors and nurses. They are available for blood tests, BP checks, flu vaccines and to assist and support the GPs.

PHLEBOTOMIST

Kerri Brown - Telephone 888240

Please telephone 888240 to arrange an appointment. To ascertain the length of appointment required with the nurse, the receptionist may ask you the reason for your visit.

ATTACHED STAFF

Pharmacists Lyndsay Steel, Christopher Woolham , Sylvia Robertson

You may receive a phone call from one of our pharmacists to review your prescription requests or to carry out one of your annual medication reviews, please be assured the pharmacy team work closely with the doctors, nurses and admin team at Skerryvore to ensure the best possible care is provided by the practice.

MSK Physiotherapist Graham Boniface

Primary Care Mental Health Nurse Graeme Bartlett

Community Link Practitioner Michele Deyell

Vaccination Nurse Nyree Harper

Community Nurses Fiona Oag, Deirdre Montgomery, Helen Clouston, Catherine Rendall, Tracy Innes, Linda Scott, Julie White, Sylvia Tomison, Lorraine Davidson, Hannah MacDonald, Hannah Drever, Stacey Tait, Lucy Flett, Lorraine Stout & Lauren Omand

Health Visitors
Telephone: 888115 Yvonne Galland, Lou Brewer, Abigail Suttie, Stuart Martin, Helen Astle & Alison Tait, Craig Mitchell

GENERAL PRACTITIONER TRAINING

We are accredited as a Training Practice and a doctor (General Practice Registrar) may join the practice for further general practice training for a period of up to one year. The receptionists will inform you if this is the doctor you will be seeing. As part of training we sometimes videotape consultations. This only happens with patient's written consent.

To ensure we continue to meet the high standards required of training practices, we are assessed regularly by doctors from the Grampian GP Training and Education Committee. This involves inspection of some medical records. Confidentiality is guaranteed in this as in all aspects of practice work.

Our current GP trainee is:

- **Dr Zubaid Kousha** – GPST2

PRIVATE MEDICAL EXAMINATIONS

Certain times are set aside for performing private medical examinations (e.g. LGV/PCV, Diving, and Life Insurance). A special appointment is always required.

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL?

As a carer, you are also entitled to have your needs assessed. If you are an unpaid carer please ask at the reception desk for a Carers Identification Referral Form or download one from our website, you can complete this to let us know about your caring responsibilities.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered by leaving a message on our prescription line- 888134 or on 888240 and choosing option 2. This service is available at all times and orders will be processed between 9am – 4.30pm, Mon – Fri.

You can also request your repeat prescription online at www.skerryvorepractice.co.uk

Local chemists collect prescriptions from the Practice. They ask for 7 days to make up your medication order.

Any chemist in Scotland can dispense prescriptions written by the practice.

If you are on regular medication, your doctor or one of our pharmacists will want to discuss these medications with you approximately every 12 months.

PRACTICE SERVICES

We provide complete general medical services including:

- Full maternity care
- Contraception (including coil, cap, implant fittings, free condoms, emergency contraception, sterilisation and Depo)
- Minor surgical operations (e.g. removal of skin cysts)
- Child Health Development Clinics
- Referrals to other health professionals (including Community Psychiatric Nurses, Dietitian, Physiotherapists etc.)
- Sexual Health Screening

CPRD (Clinical Practice Research Datalink)

Skerryvore Practice contributes to the Clinical Practice Research Datalink. CPRD is a Government organisation that provides anonymised patient data for research to improve patient and public health. Information in patient records is important for medical research to develop new treatments and test the safety of medicines. You cannot be identified from the information sent to CPRD.

If you do not want anonymised information from your patient record to be used in research you can opt out by contacting the Practice.

OPENING HOURS

Monday	8.30am - 6.00pm
Tuesday	8.30am - 6.00pm
Wednesday	8.30am - 6.00pm
Thursday	8.30am - 6.00pm
Friday	8.30am - 6.00pm

PREMISES

Our premises provide suitable access for all disabled patients. Should you require a wheelchair for your appointment there are ones available at The Balfour main entrance. A Hearing Loop is also available at the Reception Desk.

APPOINTMENT SYSTEM

If you require an appointment with a GP, please contact the practice as close to 8.30am as you are able.

When you phone, the receptionist will ask a few questions about the reason for your call so that you can be given an appointment with the most appropriate health professional.

Currently all of our appointments (apart from nurse and HCA appointments) have to be triaged via telephone call or near me video link initially. If the GP or attached member of practice staff then needs to see you for a face to face assessment they will give you a time to attend.

Our routine GP appointments are only bookable up to 3 working days ahead. Once these appointments are full, we will ask you to phone back the next day.

We also have a number of urgent, on the day telephone appointments if you need to speak to a doctor the same day.

TEXT MESSAGE APPOINTMENT REMINDERS

The Practice operates a text message appointment reminder system. If you would like us to contact you in this way please ask at the Reception Desk for more information.

PUBLIC HOLIDAYS

The Practice will be closed on the following dates:

- *Monday 16th August 2021*
- *Monday 27th September 2021*
- *Monday 27th and Tuesday 28th December 2021*
- *Monday 3rd and Tuesday 4th January 2022*

NHS 24 will be covering the Practice on these days on the contact details below.

EDUCATIONAL AFTERNOONS

The Practice will be closed for Training on the following Wednesday afternoons from 1pm:

- *To be confirmed*

NHS 24 will be covering the Practice on these afternoons on the contact details below.

OUT OF HOURS EMERGENCIES

You can contact Skerryvore Practice between 8.30am and 6.00pm Monday – Friday on 888 240.

However if you require medical attention out of hours between:

0800 – 0830 Contact Balfour Hospital Switchboard on 888 000

1800 – 0800
or at weekends Contact **NHS24** on **111**. More information is available on their website – www.nhs24.co.uk

PATIENT FUND

This Fund was created to purchase equipment or services to enhance the care we offer to our patients. We have 3 patients who oversee the Fund and the accounts. We very much appreciate the donations we receive and ensure all monies are spent appropriately.

VISITS

If you are too ill to attend the surgery and require a home visit, please try and telephone the surgery between 8.30am and 10.00am. The receptionist will ask you for some details about your illness, so that the doctors can plan and attend the most urgent cases first. Please remember that home visits are for seriously ill patients and people who are housebound. The doctor can see 4 or 5 patients at the surgery in the time it takes to do one home visit. There are also better facilities for examining and treating patients at the Practice so we would appreciate your support in attending the practice wherever possible.

OBTAINING RESULTS

Patients who have had laboratory tests or x-rays can telephone the practice for the results. The Doctor or Nurse will inform you of when the results are likely to be available. They will leave a message about the tests with the receptionists once the results are received. To respect patient confidentiality the receptionist can only give information to the patient.