

# Fortrose Medical Practice

Partners: Dr. Alexander MacGregor, Dr. Will Fraser & Dr. Iain Forth  
Associate GPs: Dr. Jude Watmough & Dr. Shona Forth

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Station Road	Phone:	0844 477 2497
Fortrose	From abroad:	0870 458 8189
Ross-shire	Fax:	01381 622009
IV10 8SY	Email:	high-uhb.gp55381-reception@nhs.net
	Website:	www.fortrosesurgery.co.uk

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## PATIENT INFORMATION LEAFLET

Fortrose Medical practice is a friendly, semi-rural practice situated on the Black Isle, north of Inverness. The practice is a partnership between Dr Sandy MacGregor, Dr Will Fraser and Dr Iain Forth.

### Practice Address & Contact Details :

#### **Main Surgery:**

Fortrose Medical Practice  
Station Road  
Fortrose  
Ross-shire  
IV10 8SY

**Telephone number: 0844 477 2497      Fax Number: 01381 622 009**  
**Telephone from outside the UK: 0870 458 8189**

**E-mail address:**      [high-uhb.gp55381-reception@nhs.net](mailto:high-uhb.gp55381-reception@nhs.net)  
**Website:**              [www.fortrosesurgery.co.uk](http://www.fortrosesurgery.co.uk)

**General office opening hours:**      Monday to Friday 8.45am to 6.00pm

### Branch Surgery Address & Contact Details :

Avoch Branch Surgery  
Rose Place  
Avoch  
Ross-shire  
IV9 8QH

**Telephone number: 0844 477 2497      Fax Number: 01381 622 009**

**E-mail address:**      [high-uhb.gp55381-reception@nhs.net](mailto:high-uhb.gp55381-reception@nhs.net)  
**Website:**              [www.fortrosesurgery.co.uk](http://www.fortrosesurgery.co.uk)

Last updated 11.02.2010

## **PRACTICE STAFF**

### **General Practitioners:**

#### Full Time

Dr Sandy MacGregor

Dr Iain Forth

Dr Jude Watmough

#### Part Time

Dr Will Fraser

Dr Shona Forth

### **Practice Nurse:**

Sister Ann Foster

### **Practice Team :**

Gaby Ormerod

Nan MacLean

Catherine Donald

Frances Hobson

Tish Williamson

Avril MacKenzie

Angie Teale

Fiona Taylor

Rebecca Foster

Flora MacKay

Janice MacLeman

Practice Manager

Medical Secretary

Senior Receptionist / HCA

Receptionist / HCA

Medical Secretary / Receptionist

Receptionist

Receptionist

Receptionist

Administrative Assistant

Housekeeping

Housekeeping

### **Community Staff :**

Trish Brotherston MCSP

Beverley Smith BSc DpodM SRCh MChS

Physiotherapist

Chiropodist

Isobel Miller

Sue Scott-Dickens

Midwife **01381 621512**

Midwife **01381 621512**

Kirsty Fuller

Judy Revell

Joan MacLennan

Kate Patience-Quate

Mary Wilson

Jeannie Smith

Donna MacNicol

Health Visitor **01381 621873**

District Nurse **01381 620293**

District Nurse **01381 620293**

District Nurse **01381 620293**

District Nurse **01381 620293**

District Nurse **01381 620293**

School Nurse **01381 621811**

**Consulting Hours :**

	<b>Dr MacGregor</b>	<b>Dr Fraser</b>	<b>Dr Iain Forth</b>	<b>Dr Jude Watmough</b>	<b>Dr Shona Forth</b>
<b>Monday am</b>		yes	yes	yes	
<b>Monday pm</b>		yes	yes	yes	
<b>Tuesday am</b>	yes		yes	yes	
<b>Tuesday pm</b>	yes		yes	yes	
<b>Wednesday am</b>	yes		yes		yes
<b>Wednesday pm</b>	yes		yes		yes
<b>Thursday am</b>	yes	yes	yes	yes	
<b>Thursday pm</b>	yes	yes	yes	yes	
<b>Friday am</b>	yes			yes	yes
<b>Friday pm</b>	yes			yes	yes
<b>Avoch Surgery</b>	Tuesday am	Thursday am	n/a	n/a	n/a

**Late evening appointments:**

One day in the week the surgery will provide evening appointments with a GP. These appointments are aimed at patients who cannot visit the surgery during normal opening hours (e.g. because they work away) and have to be pre-booked.

**Practice Nurse Clinics :**

**Monday to Friday:** Monday PM, Tuesday/Wednesday/Thursday AM & PM, Friday AM

**HCA Clinics :** Monday and Wednesday AM

**Ante Natal Clinics :** Wednesday 2.00pm – 15.30pm

**Chiropody Clinics :**

**NHS Clinics:** enquiries to **01463 723250**; self-referral forms are available at reception

**Monday** 9.00am – 1.00pm

**Tuesday** 9.00am – 1.00pm

**Thursday** 9.00am – 1.00pm

2.00pm – 5.00pm

**Private Clinics:** Private consultations can be arranged by phoning **01381 620615**

**Physiotherapy Clinics:** Self-referral forms are available at reception; private consultations are available by phoning **01381 620700**.

**Monday :** 2.00pm – 5.00pm

**Wednesday :** 8.40am – 1.00pm

2.00pm – 5.00pm

**Friday :** 8.40am – 1.00pm

2.00pm – 3.40pm

**Baby Clinics :**

**Monday:** 1.30pm – 4.30pm (Fortrose surgery)

**Friday** 10.30am – 12.00pm (Avoch Surgery)

## How to Access our Services

### Appointments :

For an appointment with a GP, Practice Nurse or Health Care Assistant please phone 0844 477 2497, or call in to reception, during office hours. You will be offered the first available appointment with the most appropriate clinician within 48 hours. If your problem is urgent please explain this to the receptionist, who will give you an emergency appointment for that day. This may not be with the doctor of your choice and you may be asked to speak to a doctor to discuss your problem. This will help the doctor decide how urgent your request is and how soon you need to be seen.

When you make an appointment the receptionist will ask you why you need the appointment. This is so she can allocate sufficient time for you with a clinician.

If you have been asked to make an appointment for a medical examination, please tell the receptionist, as you may require a double appointment. Bring any documentation you have with you. Please note that there may be a charge for some medicals performed in the surgery and you are advised to check this with the receptionist.

### Waiting Time :

We hope to see you at your appointed time but you may have to wait. This will be due to the doctor or nurse dealing with another patient. The problems of other patients are often urgent and complex. This can be frustrating for all involved, but we will keep you informed if there is a delay. If you have any queries please see the receptionist.

### Cancellations :

We ask you to **cancel your appointment as soon as possible**, if it is no longer needed. A large number of appointments are wasted each month because patients fail to cancel unwanted appointments. The amount of time lost by patients not cancelling appointments is displayed in reception on a monthly basis. You can cancel your appointment by contacting the surgery either by phone or through our website as soon as you know that you cannot keep your appointment.

### Home Visits :

Home visits are at the **discretion of the doctors**. When the condition of the patient suggests that a home visit may be required please contact the surgery before 11.30am if possible, on telephone number **0844 477 2497**. Home visits are for people who are genuinely too ill to visit the surgery. A rash or a temperature does not prevent patients coming to the surgery and will not endanger others. In the time it takes a doctor to do a single house call, **four** patients can be seen in surgery, which is also well-staffed and better equipped.

The receptionist will ask you what the problem is, as this helps the doctors to prioritise calls. You will also be asked for a telephone number at which you can be contacted as a doctor may call you back

### **Telephone Advice :**

The surgery has introduced telephone appointments for the GPs. Please book a telephone appointment the same way you would book a face-to-face appointment. The receptionist will help you to decide if a telephone consultation is appropriate for you. You will be allocated a time slot and will be asked to provide a contact number on which the doctor will call you back. Please allow for a possible delay of up to 1 hour after your appointment as the doctors sometimes have to deal with emergencies and might not be able to call you exactly at your appointed time.

### **Out of Hours :**

## **NHS 24 - Telephone 08454 24 24 24**

If you need medical attention or advice when the surgery is closed phone NHS 24 on **08454 242424**. NHS 24 is a 24 hour health service which has round the clock advice and support from highly experienced nurses. If the nurse feels that you need to see a clinician she/he will advise you to attend the nearest Primary Care Emergency Centre, where you will be seen by the most appropriate medical professional.

**In an emergency dial 999. It is sometimes difficult to decide whether to call 999 for an ambulance.**

You should do this in a critical or life-threatening situation, for example if someone –

- Is unconscious
- Is bleeding heavily
- Has suspected broken bones
- Has a deep wound – such as a stab wound
- Has difficulty in breathing
- Has severe chest pain or a suspected heart attack.

Please note that NHS Highland is responsible for providing primary care for our patients outwith our surgery opening hours. This care is provided in conjunction with NHS 24 and through a number of Primary Care Emergency Centres that are located throughout the region. This Out of Hours service and NHS 24 maintain their own records and operate their own complaints procedure, which is separate from the practice's records and complaints procedure.

NHS 24 also has a website which can be found at

**[www.nhs24.com](http://www.nhs24.com)**

### **Repeat Prescriptions :**

For patients on regular medication the doctor may arrange issue of repeat prescriptions without requiring an appointment. You will be given a re-order form with details of your repeat medicines.

When you need to order a repeat prescription please tick the items you require on the re-order form then either

- **Post it to**  
Repeat Prescriptions  
Fortrose Medical Practice  
Station Road  
Fortrose  
Ross-shire  
IV10 8SY
- **Bring the re-order form to the surgery** and put it in the box at reception
- **Fax the form** to us on **01381 622009**
- **E-mail** your request to us at: [high-uhb.gp55381-reception@nhs.net](mailto:high-uhb.gp55381-reception@nhs.net)
- **Visit our website** [www.fortrosesurgery.co.uk](http://www.fortrosesurgery.co.uk) and follow the link for repeat prescriptions

Please ensure that you include the following information

Name, address and date of birth  
The name and strength/dose of the medicine required  
Which Chemist you wish to collect your medicine from

The prescription can then be collected from the Chemist of your choice after 48 hours.

**NB:** Please note that we do not accept telephone requests for repeat prescriptions, unless by prior arrangement for the elderly, frail and housebound patients.

### **Return of Medicines and Drugs :**

Please return all unused medicines and drugs **to your local Chemist or Pharmacy and not to the surgery**. We do not have the facilities to dispose of unused medicines and drugs and are no longer allowed to accept them. Your co-operation is appreciated.

### **To register with the Practice :**

The practice team welcomes you and trusts that they will be of service to you.

To register as a patient with our practice, please attend in person, when you will be asked to complete a registration form. You will be asked to provide proof of identity. If transferring from another practice details of your previous practice will also be required, including a telephone number. The information is required to ensure all your details are entered onto our computer

system correctly and enables us to access any medical records we need to provide correct and safe treatment.

You will be offered an appointment for a new patient medical examination with a practice nurse or a health care assistant, so that a brief history of previous illnesses can be taken and routine checks of blood pressure etc may be made. The information gathered at this examination is important because it may be some time before your previous medical records are sent to the practice.

You will be registering with the practice, not with a particular doctor. You may ask to see a particular doctor if you wish, but this may mean a longer wait for an appointment. Please note that we need to register new born babies as soon as possible.

### **OTHER INFORMATION**

#### **Change of Name, Address or Telephone Number:**

Please notify us of a change to your address, name or telephone number. Forms to record changes to personal details are available from reception. You can also use our online form by visiting [www.fortrosesurgery.co.uk](http://www.fortrosesurgery.co.uk) and follow the link for Change of Details.

**Please note that if you are waiting for an appointment from a local hospital, then you must inform the hospital of your change of address.**

#### **Moving Outwith Our Area**

If you subsequently move outwith our area you should seek another surgery near to your new home. By doing this you will not interrupt your medical care as NHS has a well tried system which enables your records to be transferred quickly to your new Practice.

#### **Facilities for Disabled Patients :**

There are designated disabled parking spaces in front of our building and the surgery's main entrance has a ramp for wheel chair access. The surgery is a single storey building so wheel chair access is possible to all our consulting rooms. The surgery has a designated disabled toilet as well as toilet facilities for the able-bodied.

#### **Advocacy / Chaperones / Interpreter :**

Patients are welcome to attend any appointment accompanied by a friend or relative, if they find this helpful. Patients attending on their own may also ask for a chaperone to be provided during a consultation with the doctor or nurse.

If required an interpreter can be organised to accompany the patient to see the doctor but we will require prior knowledge of this so that we have time to make the necessary arrangements.

We can also arrange support for communicating with deaf patients or with deafblind patients. This includes British Sign Language, Lipspeaking service, notetaking service and deafblind interpreters and communicators. Please note that we will require prior warning of the need for such services so that the necessary arrangements can be made.

### **Suggestions :**

We are always looking for ways to improve our services. Please let the management know who will be happy to help you if you have a problem, criticism or suggestion that you would like to discuss.

A Patient Survey is carried out each year, which provides an opportunity for patients to express their views about the service you receive from us.

### **Complaints :**

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. The Practice Management can give you further information. You may also approach any member of the practice team, who will be able to provide information regarding our complaints procedure. It is helpful if you could inform us of any problems as soon as possible after the incident.

If you would prefer to talk to someone who is not involved you can contact:

#### **The Complaints Team**

**NHS Highland**

**PO BOX 5713**

**Inverness**

**IV1 9AQ**

**Phone: 01463 705997**

**Fax: 01463 713 844**

**Email: [nhshighland.complaints@nhs.net](mailto:nhshighland.complaints@nhs.net)**

### **Violence and Abuse :**

A zero-tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS. Staff in Fortrose Medical Practice has the right to work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

### **Travel Vaccination Advice :**

Certain vaccinations are not available under the NHS when they are required for travel. The system of NHS fees has not changed for many years and has not kept pace with the current demands for travel vaccinations.

*Therefore we currently have a system where;*

- 1. Some vaccines are provided completely free to patients*
- 2. For some of the vaccines the patient has to meet the total cost of the vaccine and the cost of having the vaccine administered to them.*
- 3. For some destinations Malaria tablets may be required and can be prescribed. The patient has to meet the costs.*

The vaccine for combined Diphtheria, Tetanus & Polio (Adult) is provided free by the NHS. The following vaccines are provided on an NHS prescription

Typhoid - Hepatitis A – Tetanus – Cholera - Polio

Please check with your doctor or the practice nurse if you require a booster for any of these vaccinations.

**NB: Vaccines not included on the above list can only be provided on a Private Prescription, which means that you have to pay the FULL cost of the vaccine when you collect it from the Chemist. This cost may well be over £100 so we advise you to check beforehand the likely cost of your vaccines.**

#### **Private / Non-NHS Work :**

Patients should be aware that fees are charged for services not covered by the NHS contract. The details of these fees are available on request from reception.

**Non NHS services** include private medical certificates, reports supporting private health insurance claims and other non-NHS reports. Medical reports and examinations for insurance companies are usually paid by the insurance company concerned.

Fees are also charged for other special purposes such as HGV and PSV licences, fitness to travel, fitness to undertake sport and pre-employment medicals. There is also a fee for signing passports. The above list is not exhaustive.

#### **NHS Certificates ‘Statement of Fitness for Work’ (or “sick-lines”):**

You do not need a doctor’s certificate until you have been absent from work for seven days, including weekends. For periods of sickness of less than seven days your employer should supply you with a self-certification form. If your employer insists on a private certificate for illness of less than seven days duration we can provide this, however, there is a fee for this service.

#### **Freedom of Information (Scotland) Act 2002 :**

This Act came into force on 1<sup>st</sup> 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 to be more open and accountable and organise their information in an efficient and accessible way.

***This excludes personal data.***

The Practice has a Freedom of Information Policy, which is available on request from the Practice Management.

### **Data Protection Act 1998 :**

You are entitled to access your clinical records held by the Practice. This should be done in writing stating exactly what information you require. A charge may apply for this request of between £10 - £50 maximum.

### **Confidentiality of Records :**

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality, and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity – e.g. with Community Health Partnerships, NHS Boards, the Scottish Executive and the Common Services Agency. Whenever possible this information is anonymised – i.e. names and other identifying details are removed.

Information is **NOT** shared with any third party outside the Health Service (e.g. Insurance Companies, employers, solicitors) without your explicit signed consent and agreement. We are obliged by law to provide certain information – e.g. notification of certain infectious diseases. 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 the 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 business manager. We help to provide statistics for medical research and to allow planning ahead for treatments, patient numbers etc. This information is anonymised and does not contain any personal details of our patients.

### **Teaching Clinicians:**

From time to time we teach medical students who will ask to sit in during your consultation. This will not be done without your consent. You will be asked before going in to see the doctor whether or not you agree to being videoed or to having another clinician present during the consultation.

### **Staff Training:**

The practice closes for several afternoons a year to allow time for staff training. This is an initiative that is supported by Mid-Highland Community Health Partnership and by NHS Highland. On these training days the practice will close at 1.00pm. Emergency medical cover is provided and if you need urgent medical attention or advice you can access this by phoning the usual practice number – **0844 477 2497**. The next training dates are:

**The training dates for 2010/11 are:**

- **September Tuesday 7<sup>th</sup>**
- **October Wednesday 27<sup>th</sup>**
- **November Tuesday 23<sup>rd</sup>**

- **February 2011 Tuesday 22<sup>nd</sup>**
- **March 2011 Wednesday 23<sup>rd</sup>**

A list of these dates is available from reception and training dates are also advertised in the local media and the practice prior to closure.

**NHS Highland – Primary Medical Services :**

Details of Primary Medical Services in this area can be obtained from

Dr. Roger Gibbins  
Chief Executive  
NHS Highland  
Assynt House  
Beechwood  
Inverness  
IV2 3HG

Telephone number 01463 704 810

Fortrose Medical Practice is part of the Mid-Highland Community Health Partnership.

**These are the services that this practice provides under the General Medical Contract:**

**ALCOHOL MISUSE :**

Problems to do with the misuse of alcohol are very common and we offer patients who have a problem with alcohol the opportunity to discuss their problem and the help and support to try and overcome it.

**ANTI-COAGULATION MONITORING :**

The practice offers a monitoring service for patients who take Warfarin.

**ASTHMA :**

The practice nurses have special asthma training and offer assessment and review appointments. You will be invited to attend for assessment or review, but if you are interested in attending and have not received an invitation, then please ask at reception.

**CERVICAL SMEARS :**

These important screening tests for early changes associated with cervical cancer are recommended for all women aged 20 - 60 years old every 3 years. They are normally carried out by our practice nurse; the best time to take a smear is midway between periods.

**CHILDREN :**

Babies and children under 5 can be seen at the weekly clinic run by the health visitor for developmental checks. All our doctors perform routine childhood immunisations.

**CONTRACEPTION :**

All of our doctors provide contraceptive services. In addition, Dr Shona Forth fits IUCDs (coils) and can also insert the Implanon contraceptive device.

**CHRONIC OBSTRUCTIVE PULMONARY DISEASE :**

The nurses offer assessment and review appointments for all patients with this condition. You will be invited to attend for assessment or review, but if you are interested in attending and have not received an invitation, then please ask at reception.

**DIABETES :**

All of our doctors and our practice nurses offer appointments for assessment and review of this condition. Patients who suffer from diabetes receive regular invitations to attend for review and assessment. In addition we share the care of some of our diabetic patients with Raigmore Hospital.

### **EPILEPSY :**

Regular review appointments with your own doctor are offered to patients who suffer from this condition.

### **GYNAECOLOGY SERVICES:**

Dr Iain Forth, in co-operation with the Practice Nurses, performs endometrial biopsies.

### **HYPERTENSION :**

Review appointments with our practice nurse are offered to all patients with this condition, as well as regular review appointments with our doctors.

### **HYPOTHYROIDISM :**

Regular review appointments with your own doctor are offered to patients who suffer from this condition.

### **INFLUENZA & PNEUMOCOCCAL VACCINATIONS :**

These vaccinations are recommended for patients over the age of 65 and any patient who is at risk because of a chronic illness or is a carer or poultry farmer. The practice runs an influenza vaccination campaign from October to March, every winter. The Pneumococcal vaccination can be given at any time of the year.

### **ISCHAEMIC HEART DISEASE :**

Review appointments are regularly offered to patients who have this condition.

### **MATERNITY CARE :**

We have a longstanding interest and involvement in maternity care in this practice. All of our doctors, the health visitor and attached community midwives provide a full range of maternity services.

### **MENTAL HEALTH PROBLEMS :**

Mental health problems are very common and we offer patients the opportunity to discuss problems as early as possible. We are able to offer support here in the practice and advice on other services available locally.

### **MINOR INJURY SERVICE:**

The doctors or practice nurse will see patients who have suffered a minor injury. If possible we will treat your injury here in the surgery, including injuries that require simple suturing. If the injury is more complicated then we will make you comfortable and refer you to the Accident & Emergency department at Raigmore Hospital.

### **MINOR SURGERY:**

Procedures such as incision of abscesses, removal of skin lesions, injection of joints and wart treatment are carried out in the practice. All our doctors are on the Health Board's Minor Surgery List.

### **MULTIPLE SCLEROSIS:**

Our doctors have a special interest in patients who suffer from this condition. We offer regular review and support here in the practice and advice on other support services available locally.

### **NEAR-PATIENT TESTING:**

This is a service required by patients who need regular review and blood tests done because of the medication that they are taking. We offer this service here in the practice.

### **SEXUAL HEALTH:**

There are worrying increases in sexually transmitted infections for people of all ages in the UK. Younger women are at particular risk of Chlamydia, which can cause infertility yet may show no symptoms. HIV/AIDS now affects more heterosexuals than gay men, and continues to spread. We offer free condoms and advice and review to anyone who considers themselves at risk.

### **SMOKING CESSATION ADVICE :**

All our doctors, practice nurses and Frances our HCA will help and support patients who are motivated to stop smoking. We can provide Nicotine Replacement Therapy as well as a range of self-help leaflets.

### **STROKE / TRANSIENT ISCHAEMIC ATTACKS (TIAs):**

Regular review appointments are offered to all patients with this condition.

# Fortrose Medical Practice

Partners: Dr. Alexander MacGregor, Dr. Will Fraser & Dr. Iain Forth

Associate GPs: Dr. Jude Watmough & Dr. Shona Forth

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Station Road	Phone:	0844 477 2497
Fortrose	From abroad:	0870 458 8189
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	Website:	<a href="http://www.fortrosesurgery.co.uk">www.fortrosesurgery.co.uk</a>

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## Branch Surgery Avoch:

The Surgery  
Rose Place  
Avoch  
Ross-shire  
IV9 8QH

