

ABOUT THE SURGERY

Culloden Surgery is a non-dispensing practice offering a range of medical services. In addition to routine consultations we offer Minor Surgery, Chronic Disease Monitoring and Sexual Health Screening.

PRACTICE STAFF

The practice has four GP Partners in a general partnership.

Dr Karen Duncan MBChB MRCP
Dr Toby Gilbertson MBChB MRCP
Dr Graham Bee MBChB MRCP
Dr Gianluca Alonzi MBChB MRCP

Salaried GP Dr Georgina Zissler MBChB MRCP
GP Registrars Dr Frazer Boyce MBChB
Dr Ogechi Chukwueke MBBS

Practice Nurse Shonagh Gorman PGDip

Healthcare Assistants Rona McAlpine
Veronica Henry

Practice Manager Kevin Gabbitas
Office Manager Catherine MacMillan
Reception Supervisor Paula MacDonald
Senior Receptionist Janet Fraser
Secretary Anne Campbell
Reception Team Nancy Alexandri
Karen Saunders
Becca MacDonald
Caroline MacDonald

OPENING HOURS

Monday – Friday 08:00 – 18:00

Usual consulting hours are from 09:00 – 12:30 and 14:00 – 17:00 though some consultations may take place outside these times.

EVENING SURGERY

We hold evening appointments on alternating Tuesday and Thursday evenings for those who cannot attend during our normal hours.

HOME VISITS

Home visits are available for those who are housebound or too unwell to come into the practice. If you require a home visit please phone the surgery by 10am.

HOW TO SEE YOUR DOCTOR

Consultations are by appointment only. Appointments are available either face-to-face or over the phone. Please call the practice to arrange an appointment. As a patient you have the right to express a preference in which GP you see and we will do our best to meet any reasonable request.

Doctor		MON	TUE	WED	THU	FRI
Dr Karen Duncan	AM		✓		✓	✓
	PM		✓		✓	✓
Dr Toby Gilbertson	AM	✓	✓	✓	✓	
	PM	✓	✓	✓	✓	
Dr Graham Bee	AM	✓	✓	✓	✓	
	PM	✓		✓	✓	
Dr Gianluca Alonzi	AM	✓	✓			✓
	PM	✓	✓			✓
Dr Georgina Zissler	AM	✓ alt weeks	✓	✓ alt weeks		✓ alt weeks
	PM	✓ alt weeks	✓	✓ alt weeks		✓ alt weeks
Dr Frazer Boyce	AM	✓	✓	✓	✓	✓
	PM	✓		✓	✓	✓
Dr Ogechi Chukwueke	AM	✓	✓	✓	✓	✓
	PM	✓	✓		✓	✓

TRAINING

The surgery is an accredited training practice meaning we regularly have GP Registrars working with us. GP Registrars are fully qualified doctors training to become General Practitioners.

In addition undergraduate medical students will occasionally have a placement at the surgery. They usually sit in with a Clinician during consultations but you if you do not wish for a student to be present you will be given the opportunity to say so.

ORDERING A PRESCRIPTION

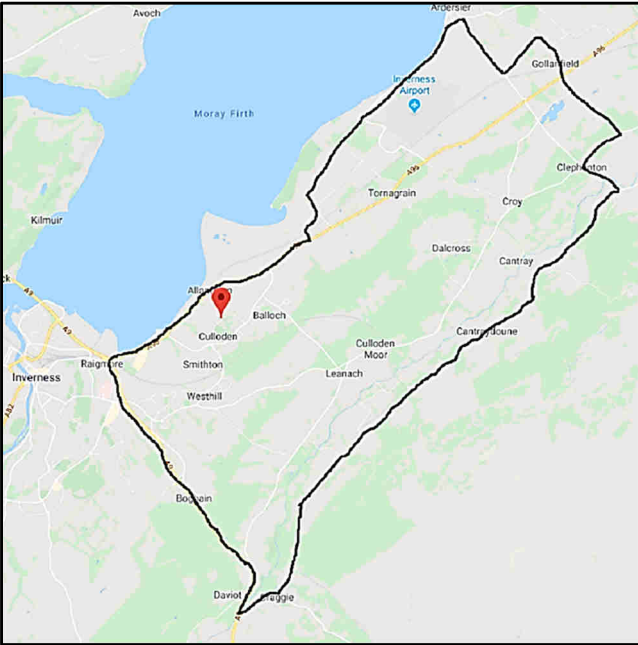
You can order repeat medication on our website – www.cullodensurgery.co.uk. Alternatively you can use the reorder slip that is usually provided alongside your prescription, or you can write out a handwritten request. You can post requests into the box outside our front entrance or you can hand them in at a local pharmacy who will then send them to us. We do not accept requests over the phone unless you are housebound. Please allow 3-5 working days before collecting your prescription.

ACCESS

We have an automatic front door and there are disabled parking spaces at the rear of the building with an access ramp to the back door. A staff member will let you in at this door if you ring the doorbell. A wheelchair can also be requested at reception for use in the practice.

HOW TO REGISTER

We are not currently accepting applications from new patients with the exception of immediate family members of current patients living within the same household. Our Practice boundary is shown below:



To register you need to complete a registration form and a new patient questionnaire which can be obtained from reception.

OUT OF HOURS SERVICE

When the surgery is closed emergency care is provided by the Out Of Hours service based at Raigmore Hospital’s emergency department. NHS Highland is responsible for running this service.

For a life-threatening emergency you must always call 999. If you require urgent health advice or care when the practice is closed then you should call NHS 24 on 111. More information about NHS 24 can be found at www.nhs24.scot.

CHAPERONE

You have the right to request a chaperone during your consultation or examination. You can request this at the time of booking or during your appointment. The GP or Nurse may also wish to have a chaperone present in some circumstances.

PHYSIOTHERAPY

If you have muscle or joint pain you can phone the surgery to book an appointment with a Physiotherapist without needing to see a GP first. You can also access advice on the free app Phio. Please see our website or ask reception for more information on Phio and how it works.

PODIATRY

Podiatry services in NHS Highland are accessed via a self-referral process. The required form can be found on our website or you can request one at reception.

MENTAL HEALTH SERVICES

There are a number of different services available to help you with your mental health. The GP will refer you to the most appropriate one for your needs. This may be the Community Link Worker, the Community Mental Health Team or the Primary Care Mental Health Team. More information and further resources can be found on our website.

PHARMACY TEAM

We have a Pharmacy Team working within the practice most days of the week. They are involved in prescribing and also carry out medication reviews. They may get in touch with you to discuss your medication.

CONFIDENTIALITY AND PERSONAL INFORMATION

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is trained in confidentiality and is governed by both legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss. In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance or solicitors.

You have a right to see your own records if you wish. Please ask at reception if you would like further details. You can also find our Privacy Policy on our website or you can request a copy from reception.

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.

To pursue a complaint please contact the Practice Manager who will deal with your concerns appropriately. For a copy of our complaints handling procedure please ask reception or see our website. A facility to provide suggestions or feedback can also be found on the website.

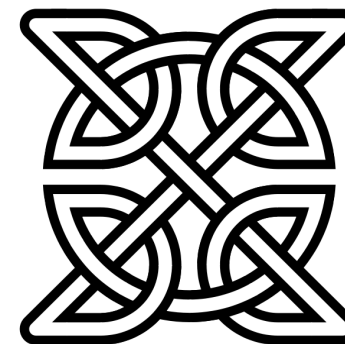
RIGHTS AND RESPONSIBILITIES

As a patient you have the right to use NHS services and be treated equally no matter your income, race, gender, age, sexuality or disability.

You also have certain responsibilities as a patient which are detailed below:

- Be on time for appointments and tell the practice if you cannot keep your appointment.
- Treat all practice staff with politeness and respect. Any violence, aggression or verbal abuse is unacceptable and may result in your removal from our list.
- Follow the advice and treatment you receive.
- Make sure the practice has up to date information on how to contact you, including your address and telephone numbers.
- Try to take any medicine that is prescribed and finish the course of treatment. Do not take medicine which is out of date and give any old medicine to a pharmacy to get rid of.
- Only use emergency appointments in matters of real urgency.
- Look after your own health and think about how you could have a healthier lifestyle.

Culloden Surgery



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Culloden
Inverness
IV2 7LL***

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Email: nhsh.gp55751@nhs.scot***

www.cullodensurgery.co.uk

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