



CULLODEN SURGERY

Keppoch Road, Culloden, Inverness, IV2 7LL
Tel: 01463 793400 Fax: 01463 793060



Email: nhsh.gp55751-admin@nhs.scot

www.cullodensurgery.co.uk

PATIENT INFORMATION LEAFLET

The GP Partnership comprises of:

Dr Calum Urquhart	MBChB 1987	Edinburgh
Dr Shona McClure	MBBS 1988	Newcastle
Dr Karen Duncan	MBChB 2006	Edinburgh
Dr Toby Gilbertson	MBChB 2008	Aberdeen
Dr Graham Bee	MBChB 2008	Aberdeen

Opening hours & Consultations

****** Due to the COVID-19 pandemic consultations are currently being conducted by telephone unless a GP ascertains they require to see a patient in person. We are not currently open late each Tuesday******

Monday to Friday - 8.00 am – 6.00 pm : We offer later appointments up until 6.30pm, on a Tuesday evening (currently suspended).

Consultation is by appointment only. Please telephone before attending the Surgery to make an appointment – 01463 793400. Our reception team will ask you for a brief description of the reason for your appointment. This is so they can direct you the most appropriate clinician from our GP & Nursing team or indeed to an external health professional where appropriate- see Signposting below for further details.

We do not currently offer online appointment booking but it is hoped this will be available in the future.

The Practice will close on certain Bank Holidays – further information on closures will be available on our website- when closed patients will be referred to NHS 24.

We do not exclude patients from the Practice on grounds of race, sexuality, religion, social class, age, disability or medical condition. The only reason we would refuse to register you is if you live out with our Practice boundary or if you are deemed to be a temporary resident:

If you are living within the area for **12 weeks or less** you should not register with our Practice but instead to be asked to be seen as a **Temporary Resident**. This gives you full access to healthcare but means your medical records will remain with your GP at your permanent address.

New Patients: How to register

Thank you for expressing an interest in joining our practice. We hope this information leaflet answers any questions you may have. Our Practice team will be willing to answer any queries you may have either in person, telephone or email.

Patients are invited to register online by visiting the registration tab on our practice website. Should you not have access to a computer you can collect forms from the Surgery.

To register at the Practice you will need to complete a registration form and a New Patient Questionnaire. You must also be living at an address that is within our Practice boundary. A copy of our boundary map is detailed within this information leaflet. The new patient registration questionnaire gives us some important information about you until your medical records are transferred over from your existing practice so please answer it as fully and as accurately as you can.

When you submit your registration form our administration team will acknowledge receipt of your application and will contact you should there be any errors or omissions in the information you have provided. Please ensure you supply a contact telephone number.

Following your registration, your medical records will be transferred from your previous practice to our own. This can take some time, generally 6-8 weeks for a transfer within Scotland but can take up to several months if your previous records were located in any other part of the UK.

You should be aware that you will be registered with the Practice rather than a specific doctor, but you have a right to ask to see any or a particular doctor. If you are under regular treatment and have a need for a repeat prescription then you should arrange an appointment with a doctor of your choice at the earliest opportunity. In the interests of your clinical safety you will not be issued any prescription until this initial review of your care is carried out.

Access

There is public car parking available at the front and rear of the building. There is also a bike shelter at the rear of the Practice.

Disabled parking is provided at the rear of the building where there is also an access ramp for wheelchair users.

The Practice has a wheelchair for those with difficulty in walking, which may be obtained through the reception staff.

Dogs

Dogs are not permitted within the building, with the exception of assistance dogs.

When the Practice is closed: Emergency and Out of Hours Treatment

When the Practice is closed, patients can call 111 to access advice and treatment from NHS 24. If you require to be seen it is normally expected that you will attend the Out of Hours Centre (OOHC) unless you are medically unfit to do so. Further information about NHS24 can be found at www.nhs24.scot. The OOHC is operational each Saturday, Sunday, Bank Holidays and from 6pm-8am each weekday. It is also operational during NHS scheduled staff training sessions.

If you contact the Out of Hours service, our GP's will be advised of your call and any treatment/prescriptions received. Our Practice will then be able to follow up with you should anything further be required.

Home Visits

Please telephone the Surgery **before 10 am** to request a home visit.

Our GP's do appreciate it if an attempt is made to attend the Surgery as this normally results in the patients being seen more quickly. Utilising the surgery also means that GP's will have all the right equipment available.

We do understand that some patients are housebound or infirm and cannot visit the Practice. When requesting a visit, our Receptionists will ask for some information about the problem so that the Doctors can prioritise their visits.

Urgent Medical Treatment: Tel No: 01463 793400

Please phone the Surgery if you feel you require urgent attention. The receptionist will require information from you to pass onto the Duty Doctor to help the doctors prioritise your call.

Emergencies

If you or somebody else is seriously ill or injured, or your/their life is at risk- **call 999 immediately**. Examples of medical emergencies include (but are not limited to): Cardiac arrest/ collapse/ unconsciousness / Chest pain / heart attack/ stroke.

Our Practice & Clinical Team

Culloden Surgery was established nearly 40 years ago. The Practice team aims to provide the highest quality of service to its patients in an equitable way, to ensure that all of its patients receive the level of service appropriate to their needs.

We are based in Keppoch Road in Culloden within a building which houses two medical practices. The two Practices run completely independently of each other. We take turns to register new patients and you will be advised when you call which Practice is registering that week.

Culloden Surgery has five GP Partners who are supported by an established team of administration staff, a practice nurse, two health care assistants and other community nursing staff. We are an accredited training practice, training GP Registrars and 4th Year Medical Students.

Our 5 GP Partners are Dr Calum Urquhart (male), Dr Shona McClure (female), Dr Karen Duncan (female), Dr Toby Gilbertson (Male) and Dr Graham Bee (male). Our nursing team consists of entirely female staff: Our Practice nurse is Shonagh Gorman. Our Health Care Assistants are Rona McAlpine and Laura Lee McWhinney. We also have Dr Gian Alonzi (Male) and Dr Sally Wade (f) with us until August 2022. Gian is a GP Registrar, a qualified GP, who is undertaking his final year of training to become a General Practitioner. Sally is commencing her GP specialist training.

Medical Students

We also teach medical students who are usually with us for six week blocks. You will occasionally be asked whether you are willing to see your doctor in the presence of a student. You have the right to refuse this request.

Occasionally when booking an appointment you may be advised that it is with a medical student. The Student will either be accompanied by a qualified GP or will see you alone and have their findings reviewed by a GP at the same appointment. Similarly, you are free to refuse this request at the time of booking the appointment.

Chaperone

If you wish, you may ask your doctor or Practice Nurse for a chaperone to be present during your consultation or examination. You can request this at the time of booking or during your appointment.

Practice Nursing Services:

The Practice Nurse, provides a wide range of nursing services along with Health Promotion and Family Planning. We run a Recall System to ensure that all patients with Heart Disease, Asthma, COPD, Hypertension and Diabetes are called in as and when required. Appointments can be booked for:

Dressings and wound checks • Stitch/staple removal • Diet Advice • Smoking Cessation Advice • Cardiovascular & Heart Disease prevention • Travel Advice & Immunisations • Family Planning Advice • Asthma Clinic/COPD Clinic • Diabetic Clinic Blood Pressure & Blood Clinics • Cervical Smears • Ear Syringing • Childhood immunisations

Availability of Clinicians

The following tables specify the normal working hours of our clinicians. It takes no account of other activities, such as annual leave or requirement to attend meetings/ training when sessions may be altered or not take place:

Doctors	Mon	Tues	Wed	Thurs	Fri
Dr Calum Urquhart	ALL DAY	ALL DAY	X	X	AM ONLY
Dr Toby Gilbertson	ALL DAY	ALL DAY	ALL DAY	ALL DAY	X
Dr Shona McClure	X	ALL DAY	ALL DAY	X	AM ONLY
Dr Karen Duncan	X	ALL DAY	X	AM ONLY	ALL DAY
Dr Graham Bee	ALL DAY	ALL DAY	X	ALL DAY	AL DAY

GP Registrars	Mon	Tues	Wed	Thurs	Fri
	ALL DAY	ALL DAY	ALL DAY	ALL DAY	ALL DAY

Practice Nurse	Mon	Tues	Wed	Thurs	Fri
Shonagh Gorman					

Health Care Assistant:

Rona McAlpine and Laura Lee McWhinney, our HCAs, will see patients who require Blood tests, New Patient Checks, Blood Pressure checks, ECG's, Height & Weight monitoring, Flu immunisations, B12 injections and stitch/staple removal.

Health Care Assistants	Mon	Tues	Wed	Thurs	Fri
Rona McAlpine & Laura Lee McWhinney	11.30am-2 pm	X	ALL DAY	AM ONLY	11.30am-3.30 pm

Physiotherapy:

We now have a First Contact Physiotherapist attached to the Practice who will consult with patients. Samantha Richards, (known as Sam), can assess, and diagnose patients with muscle and joint problems associated with conditions of the spine, arms, hands and legs.

Examples of conditions she can review include:

- Osteoarthritis
- Neck and shoulder pain
- Low back & hip pain
- Sciatica
- Wrist & hand pain
- Knee & ankle pain
- Ligament & muscle injuries
- Tendon issues

To book an appointment with Sam, please call our reception team. Consultations are 30 minutes long. During the appointment Sam will take a detailed history of your condition and will use the information provided to create a management plan specific to your needs. This will include guidance on exercises that will help your condition. If you require ongoing treatment she will arrange a referral to the Physiotherapy Department within Raigmore.

Physiotherapist	Monday	Tuesday	Wednesday	Thursday	Friday
Sam Richards (Female)	8.30am – 12.30pm	X	1.30pm - 4.30pm	8.30am – 12.30pm	X

Repeat Prescriptions:

Your repeat prescription may be renewed without necessarily seeing the Doctor. **Your prescription will be ready for collection from the Surgery in 48 hrs.** The surgery is closed on Saturdays and Sundays so these days are not counted, therefore if you make your request on a Friday afternoon it will not be available until the Tuesday afternoon.

Please hand your prescription request into the Surgery using the form provided. Alternatively order on line at www.cullodensurgery.co.uk.

Our reception staff have been instructed not to take requests for repeat medication over the telephone. This is so that we can keep our phone lines open for patients requesting advice and appointments and to minimise the risk of errors.

Please remember that once we have processed your prescription and the GP has signed it, you will either need to hand this into a chemist for dispensing or we can forward it on your behalf to a number of local chemists. The chemist can then take a further 48 hours to dispense your medication **so please order your medication 4-5 working days before you run out.**

Results:

Please phone for your results between **2.00 p.m. and 5.00 p.m.** Results arrive in the surgery each morning and your GP needs to check them before the receptionists can pass on any information to patients. The receptionist will advise you if your results are back and what further action should be taken. Blood tests are normally returned within 72 hours but other tests can take longer. Please note that X-ray results can sometimes take 2-3 weeks.

Signposting

Your GP may not always be the only or best person to advise you on certain medical matters.

Other health professional such as pharmacists, podiatrists, opticians and specialist nurses can often help and it may allow you to be seen quicker.

The following list provides some useful examples of who else may be able to help with certain issues:

Practice Nurse/Health Care Assistant

Travel vaccination advice, blood pressure checks, bloods, asthma reviews, smears, minor injuries, management of hypertension, COPD, diabetes, contraception advice

Pharmacists

Patients can access free advice and treatment from pharmacists under an initiative called Pharmacy First. This covers the vast majority of minor ailments and will allow patients to get treatment quicker than they would through a GP appointment. This covers all illnesses such as:

Acne, allergies, athletes foot, colds, coughs, constipation, cystitis, diarrhoea, earache, haemorrhoids, hay fever, headache, head lice, impetigo, indigestion, mouth ulcers, nappy rash, period pain, ringworm, scalp problems, thrush, warts/veruccas and urinary tract infections (UTI) in females aged 16-65.

First Contact Physiotherapist see above for further information

Opticians

Dry, red, watery, sticky or itchy eyes, head-aches when watching TV, cysts, styes, conjunctivitis

Podiatry

You can self refer to the Podiatry service—ask for a form at reception

Dentist

Any condition affecting your mouth or teeth should be directed to a dentist

Just Ask

This service can help parents who have concerns about their children. Through this service a parent can access a specialist practitioners. Their team includes Autism Practitioners, Dieticians, physios, speech and language therapists, educational psychologists, pre-school home visiting teachers and Primary Mental Health Workers. They can assist in diagnosing and managing issues such as:

Feeding concerns, allergies(milk & formula, egg peanut), possible autism or learning difficulties, problems with joints or muscles, concerns about speech or language development and mental health problems.

The Just Ask team is available on Tuesday's and Thursdays 1-4pm on 07785 5477686.

Additional services are listed on the Signposting tab on our website.

Child Immunisations:

Child immunisations are carried out in the Surgery by our Practice Nurse. The doctor will carry out the baby's first development check at between 6 and 8 weeks, after which the Health Visitor will carry out any further developmental checks necessary.

Antenatal Clinic:

Antenatal Clinics are run by the Community Midwife at the Culloden Clinic (past the parade of shops) on a **Monday & Tuesday morning**. Appointments are still made here at the practice. The midwives can also be contacted at Raigmore Hospital on **01463 704342**.

Pharmacy:

The Practice has a part time Pharmacist- Nicola MacDonald and Pharmacy Technician- Roxanna Beaton as part of our team. The pharmacy team work with us to support our prescribing. They are involved in many of our prescribing processes as well as being available to answer any medicines related queries. They also carry out medication reviews and safety audits to ensure quality and safety of our prescribing. They may call you to discuss your medicines.

Community Nursing:

We have a Practice attached Community Nursing Team. They can be contacted by telephoning **01463 888333**. Your GP or Raigmore will refer you onto their services (for example, upon discharge from hospital if you require on- going nursing care).

Minor Surgery:

Certain procedures can be carried out in the Surgery. Your Doctor or Practice Nurse will advise you accordingly.

MANAGEMENT & ADMINISTRATION STAFF:

The Clinical staff are supported by a team of dedicated administrators who are focussed on patient care and service:

Ms Carol MacKintosh	Practice Manager
Mrs Anne Campbell	Secretary
Mrs Catherine Macmillan	Office & Reception Manager
Mrs Elsie Sharratt	Senior Practice Assistant
Ms Les Shaw	Practice Assistant - Reception
Mrs Kerry Anderson	Practice Assistant - Reception
Mrs Paula Macdonald	Practice Assistant - Reception
Miss Janet MacVicar	Practice Assistant - Reception
Mrs Becca MacDonald	Practice Assistant - Reception

Our Practice Manager is responsible for the overall management of the Practice with regard to finance, premises, staff and the strategic planning of service development and delivery. She also acts as Complaints Officer.

Our Practice Assistants make your appointments, take requests for home visits or emergency care, prepare your repeat prescription requests, and deal with many telephone enquiries and with significant levels of record keeping and secretarial work. Their job is considerably more complex than is commonly thought.

They aim to help you as quickly and courteously as they can. Sometimes the practice can be extremely busy and the staff have to prioritise those patients with greatest medical need which is not always apparent to others so please be patient with us. We will try and provide explanations when we can but have to be mindful of patient confidentiality.

Patient Rights & Responsibilities:

Our staff are required to be courteous to the public and courteous behaviour towards the staff is appreciated. The Practice will remove patients from our list if an act of violence or aggression is committed on any doctor, member of staff or any other person present on the Practice premises. This removal will be highlighted in medical records and confirmed in writing to the patient by the NHS Highland Health Board. The Police will be called if a patient is violent or abusive within the Practice.

Complaints & Suggestions:

To help us make sure that we provide the best possible service we operate a Practice based complaints procedure. If you have any comments, suggestions or complaints about any aspects of our service, then please speak to Ms Carol MacKintosh, Practice Manager. We will note your complaint or comment, investigate and respond to you as soon as possible. A copy of our complaints procedure is available from reception or can be downloaded from our website www.cullodensurgery.co.uk

Access to Medical Records:

You have a right to see your medical records. The only restriction to this is if your records contain information that is considered by a Doctor to be harmful to you.

Should you wish to see your medical records, we will ask you to read the records at the Surgery while a Doctor is available to answer any questions that you may have. If you want to take your medical records away, you can ask for photocopies although we may have to make a charge if the amount of copying is unreasonable.

From time to time information about patients here can be requested by NHS organisations for the purpose of audit and for monitoring performance at the Practice. In this case the identity of the patient is not revealed. If you wish more information on this please request a copy of the Practice's Privacy Statement which is also available on our website.

Disclosure of Information:

The doctors, nurses and administrative staff are bound by The General Data Protection Regulations of 2018, the Freedom of Information Act and our own Confidentiality Policy (copies available upon request).

The very nature of good clinical care means that some information about patients may be shared with other health care professionals within the NHS, for example, when making referrals to NHS Highland. If you do not wish information about yourself to be passed on in this way please make your wishes known to the Practice in writing.

Please see the Practice's Privacy Statement for further advice, a copy of which is available from reception or by visiting our website www.cullodensurgery.co.uk

Please cancel you appointment if you cannot attend:

The demand for appointments is always high and can exceed availability. If you have an appointment that you cannot attend then PLEASE phone the surgery to CANCEL it as soon as possible so that it can be offered to another patient.

Each month approximately 80 appointments are booked but not attended. That's 80 patients who could have seen their GP sooner.

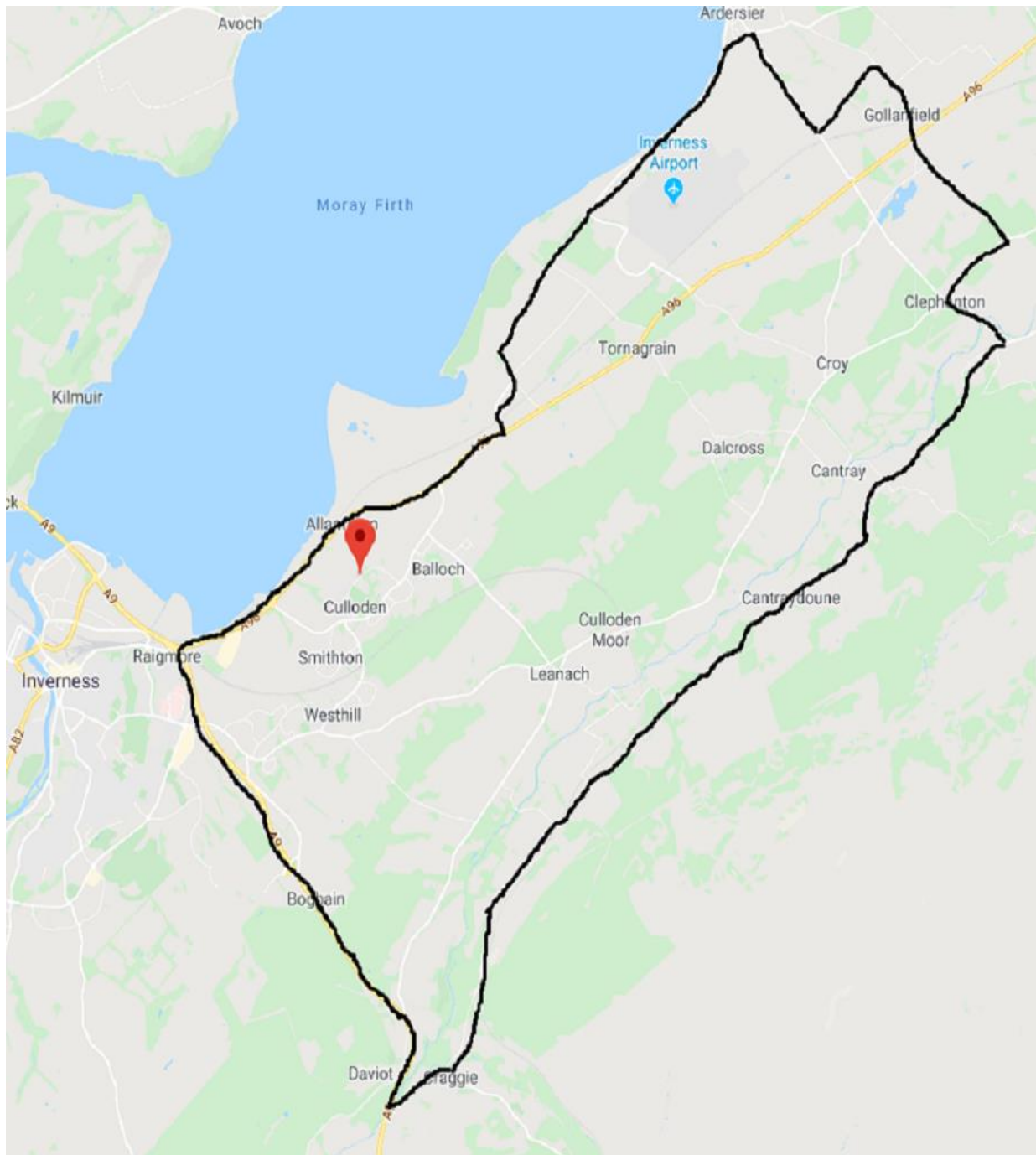
The Practice has the right to remove patients from our list if they consistently do not attend booked appointments. If a patient misses 3 appointments without cancelling them they will be sent a letter warning them that they risk being removed from the list. If they miss further appointments they will be removed and this will be confirmed in writing.

Useful Telephone Numbers:

NHS 24	111
(Out of Hours Emergencies)	
Raigmore Hospital	704000
Community Midwives	704342
Culloden Pharmacy	791900
Social Work (Culloden)	888333
Samaritans	713456 or 116123 free from any phone- 24/7
Marriage Guidance/Relate	712888
Culloden Academy	
(Community Complex)	792794
Health Visitors	706700
District Nurses	706700

Our GP's are contracted to provide a service by NHS Highland who are located at Raigmore Hospital Old Perth Road, Inverness and can be contacted by phoning 01463 70400.

Practice Boundary Map



Practice Boundaries:

This map shows where our Practice boundaries lie. If you reside within this area you can register at the Practice. If you are unsure please call the surgery for guidance on 01463 793400.

It is important that the Practice has an up to date address for you as you will receive letters from time to time with relevant health issues.

If you are registered with us and move house to an area outside of our catchment area you will be asked to register with a practice closer to your home address.

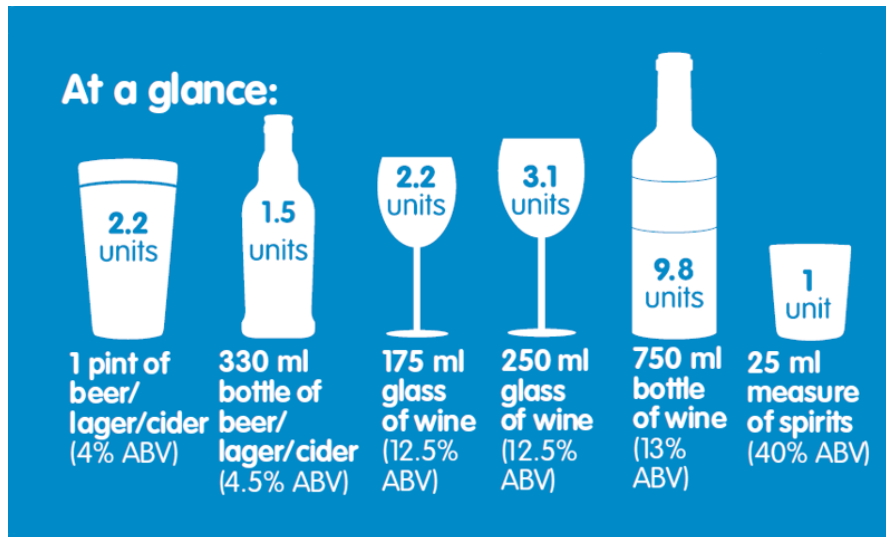
Patient Wellbeing information

The following pages offers information on some issues which may affect patients and provides some general advice and guidance. If you require support with any of the issues highlighted, please contact the Surgery to make an appointment to discuss your concerns with a GP.

Alcohol

The Chief Medical Officers' guidelines for both men and women are:

- To keep health risks from alcohol to a low level it is safest not to drink more than 14 units a week on a regular basis.



Alcohol can affect your mood, your level of sleep, the amount of food you consume.

Drinking more than the low-risk guidelines on a regular basis increases your risk of serious health conditions which include Cancer, Stroke, Heart Disease, liver disease, damage to nervous system, pancreatitis and mental health issues. Drinking a lot of alcohol in a single occasion, sometimes called 'binge drinking', is especially harmful and can lead to accidents or even death, increased risk taking, self harm and social problems.

Alcohol and pregnancy

The safest option is to stop drinking when you're trying to get pregnant or as soon as you know you're pregnant. Your baby's developing all the way through your pregnancy. Alcohol can be harmful at any stage.

Drinking alcohol:

- damages your baby's developing cells which can affect how their brain and organs develop and how they look
- makes it more likely you'll have a miscarriage, or your baby will be born early or underweight
- can cause fetal alcohol spectrum disorder

Even small amounts of alcohol can cross over from your body into your baby. The exact level of alcohol exposure that can lead to harm is not known with certainty, but the more you drink, the greater the possible harm

Help and support

If you're concerned about your drinking a good first step is to visit your GP.

Be honest with them about how much you drink. They'll discuss the help, support, services and treatments available.

For a lot of drinkers realising you have a problem with alcohol is the first step to getting better, often the hardest one.

You may need help if:

- You always feel the need to have a drink.
- You get into trouble because of your drinking.
- Other people are concerned about how much you're drinking.

Cutting down or stopping drinking is often just the beginning. Most people will need some degree of help to maintain control of their drinking in the long term. Getting support – beyond family, friends or carers – is crucial to understanding and overcoming the issues as to why you are drinking.

Smoking

Benefits of stopping

Stopping smoking increases your chances of living a longer and healthier life. You'll feel the benefits from the day you quit. Not only will you start to save money but you'll experience a reduced risk of heart disease, stroke, vascular disease and respiratory disease and a whole range of cancers

Your life expectancy will be greater, and you'll notice an improvement in the symptoms of smoking related diseases such as Chronic Obstructive Pulmonary Disease (COPD).

Stopping smoking can help you live life to the full. You'll feel fitter and more able to take part in physical activity. This in turn can benefit your mental health and wellbeing. You will also save a lot of money!

If you wish to quit smoking there are a number of support services that exist. You can self refer to a smoking cessation nurse by calling 01463 704619. Your local pharmacist can also offer support and guidance.

Quit Your Way Scotland is an advice and support service for anyone trying to stop smoking in Scotland. They can be contacted on 0800 84 84 84 every Monday – Friday 9am – 5pm and also have a web based chat function.

Mental Wellbeing

Evidence suggests there are five steps we can all take to improve our mental wellbeing.

If you give them a try, you may feel happier, more positive and able to get the most from life.

Five steps to mental wellbeing

Below are five things that, according to research, can really help to boost our mental wellbeing:

- connect – connect with the people around you: your family, friends, colleagues and neighbours. Spend time developing these relationships.
- be active – you don't have to go to the gym. Take a walk, go cycling or play a game of football. Find an activity that you enjoy and make it a part of your life.
- keep learning – learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning to play a musical instrument, or figure out how to fix your bike?
- give to others – even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community

centre, can improve your mental wellbeing and help you build new social networks.

- be mindful – be more aware of the present moment, including your thoughts and feelings, your body and the world around you. Some people call this awareness "mindfulness". It can positively change the way you feel about life and how you approach challenges.

There are a number of charities that provide services to assist people having mental health issues:

Mikey's Line and The Hive

Text/website service for people suffering depression, bullying and alcohol/drug misuse

Text service: 07779 303 303 www.mikeysline.co.uk

Living Life to the full

A website that offers free skills courses and printable workbooks.

www.livinglifetothefull.com

Anxiety UK

Website covers a wide range of anxiety disorders such as OCD, Agoraphobia and Generalised Anxiety Disorder

www.anxietyuk.org Information Line 0844 477 5774

Support in Mind Scotland

This is a support service and drop in centres for people living in rural areas experiencing a range of difficulties including anxiety, depression and OCD. There is a dedicated Easter Ross and Inverness carer support service.

www.supportinmindscotland.org.uk

Combat Stress

24 hour helpline providing confidential mental health advice to all veterans and those currently serving as well as families, friends and carers.

Tel 0800 138 1619 www.combatstress.org.uk

Clarity Walk

Social enterprise that aims to improve mental health through 1 hour no phone nature walks.

www.claritywalk.co.uk