

## **Welcome to the Cullen Medical Centre**

This booklet is intended to inform you of the services the practice provides and to help you get the full benefit from them. We hope the information that follows will be of use to you. This leaflet was last updated on 12/02/2010.

### **Contact numbers**

A list of contact numbers is provided on the back cover of this leaflet.

### **Office Hours**

A receptionist is on duty from 8.00am – 6pm and appointments may be made between these hours.

### **Surgery Times – By Appointment**

Monday	7.30 – 10.30am	3.00 – 5.00pm
Tuesday	8.30 – 10.30am	3.00 – 6.30pm
Wednesday	7.30 – 10.30am	2.00 – 4.00pm
Thursday	9.30 – 11.00am	3.00 – 5.00pm
Friday	8.30 – 10.30am	3.30 – 5.00pm
Saturday	Closed	

### **How to register with the practice**

Please ask at reception. If you are registering your baby please bring the form from the registrar with you. You will be given a registration form to fill in with details of your previous address, doctor, past medical history and any medication you may be taking. This will help us while we are waiting to receive your medical records from your previous doctor. You will also be required to provide photographic identification and confirmation of your address. Our receptionists will give you an appointment for a registration check with our practice nurse and if necessary with the doctor as well. Please bring a urine sample with you to this check.

### **Your Doctors**

Dr Richard Stoker	BSC, MBChB (Leeds) 1992
Dr Christian Boardman	MBChB (Dundee) 2002 MRCGP
Dr Claire Hood	MBChB (Aberdeen) 1979 MRCGP

The practice is not a limited partnership. You may see whichever doctor you wish but we would encourage you to stay with the same doctor whenever possible as this will provide better continuity of care. Please tell the receptionist which doctor you wish to see.

### **Locum doctors**

From time to time, locum doctors may be employed by the practice. They are fully qualified doctors with experience in general practice.

## **PRACTICE STAFF**

**Practice Manager**      ***Mrs Heather Pirie***

Mrs Pirie can advise on administrative and non-medical matters. She is happy to discuss any suggestions to improve the service or any problems you may encounter.

**Practice Administrator**      ***Mrs Eileen Wright***  
**Receptionists**      ***MrsCarolyn Grant, Mrs Jill McGregor***  
   ***Mrs Brenda Forfar, Mrs Meg Munro***

**Practice Nurses**      ***Mrs Angela Hopkinson, Mrs Audrey Thain***

The practice nurses are well qualified in their own right. The doctor may refer you to the nurses for a range of services, but you can also make an appointment to see them directly if you wish.

### **Attached Staff**

**Health Visitor**      ***Mrs Shelley Taylor***  
**District Nurse**      ***Mrs Mary Lewis***  
**Community Nurses**      ***Mrs Jacqueline Peterkin***  
   ***Mrs Melanie Winteringham***

The district nurse and community nurses provide nursing care to patients in their home at the request of the hospital or the doctor.

**Nursing Auxiliary**      ***Miss Barbara Kowalczyk***

**Community Midwife**      ***Mrs Connie Sim***

Our community midwife will see expectant mums at our Ante-Natal Clinic and later at home in the Post-Natal Period.

**Community Pharmacist**      ***Mr David Ellerby***

David works with the doctors to review patients' prescriptions and advise on the most appropriate treatments.

**Podiatry**      ***Ms Lisa Hepburn***

**Macmillan Nurse**      ***Miss Tanya Learmonth***

Tanya is attached to our practice and provides ongoing care for patients with cancer. She liaises regularly with the GP's and hospital team and will help support patients and their families through a difficult time.

## **COMPUTER RECORDS**

Records and Repeat Prescriptions are computerised and we are registered under the Data Protection Act 1998 with regard to confidentiality of information. Other members of the primary care team directly involved in your care have access to your record eg. nurse, pharmacist. We also need to share information with hospital consultants and other professionals involved in your care. Everyone working for the Health Service has a legal duty to keep information held about you confidential. Other persons may only have access to your record with your written permission eg. Solicitors, insurance companies. Patients may, if they wish, see their own records, but we reserve the right, if we consider it to be medically harmful, to withhold certain information from that patient.

### **Area Services**

Cullen Medical Centre works under the Moray Community Health and Social Care Partnership. You may contact them directly for information about primary medical services in Moray at:

**Moray Community Health and Social Care Partnership**  
**Spynie Hospital,**  
**Duffus Road,**  
**Elgin,**  
**Moray.**  
**IV30 5PW.**  
**Telephone 01343 567847**

### **Medical / Nursing Students**

From time to time, medical and nursing students may be attached to the practice and may be present during your consultation. If you wish to see the Doctor or Nurse without the student present, then please let them know.

### **Suggestions or Complaints**

Whilst we hope you are satisfied with the service provided by everyone at the practice, we do recognise that sometimes things can go wrong. If you are unhappy with the service provided by us or wish to make a suggestion to help us improve our service, then either please ask to speak to the Practice Manager or obtain a Complaint's Procedure leaflet from reception.

## **CLINICS AND OTHER SERVICES OFFERED FROM THIS PRACTICE**

The practice provides General Medical Services and is also contracted to provide additional enhanced services. These are included in the following list.

### **Adult Vaccinations**

If you have never had a tetanus injection it is important for you to have a course of 3 injections. You may require a booster if your last tetanus was 10 years ago or more. A total of 5 tetanus injections are required in a lifetime. Any women who may be thinking of having children should consider having a blood test first to check if they are still protected against German measles (Rubella). If not, they can then receive a vaccination before their pregnancy.

### **Antenatal Clinic**

Make an appointment at reception. (Tuesday afternoons)

### **Asthma Management**

All asthma patients are encouraged to attend our Asthma Clinic on an annual basis.

**Babies and Children's Vaccinations** - Thursday afternoons or by arrangement with the Health Visitor.

**Baby Clinic and Development Checks** - Thursday afternoons.

Development checks are done at regular intervals by the doctor and Health Visitor.

### **Cardiovascular Clinic**

For any patients who have Hypertension, Heart Disease, Stroke or TIA, or are at high risk of heart disease.

### **Cervical Smears** (Practice Nurse)

Cervical Smears should be done every three years (20 – 60 years) and NHS Grampian operate a computerised recall system.

### **Diabetic Clinic - Thursday afternoon**

All diabetic patients are invited to attend this clinic. Our clinic is carried out during surgery hours by the Doctor, Practice Nurse and Dietician who will provide care and advice about diabetic problems.

### **DMARD and other medication monitoring**

DMARDs are Disease Modifying anti-Rheumatic Drugs. Patients on these and certain other drugs such as Lithium and Amiodarone require regular blood and sometimes urine tests to monitor the effects of the drugs and ensure they are not having any serious adverse effects. Appointments should be made with the practice nurses for these.

**Drop-In Clinic** - Our Health Visitor is available between 3.00pm and 4.00pm on Thursdays for advice and assistance – no appointments is needed.

**Alcohol and Drugs Detoxification Team** - Based in Elgin, the district team provides expertise in the management of alcohol and drugs withdrawal.

**Emergency Contraception** - Emergency contraception is available on request. The doctor will see patients requiring this urgently. Please let the receptionist know when calling.

**Family Planning** - Please make an appointment to see the doctor.

**Flu Vaccines** - This is available to everyone over 65, and anyone who has asthma, diabetes, chest problems, heart problems or other serious illness.

**Immunisations – Foreign Travel** - Please ask for a leaflet from Reception for you to fill in with your destination and details at least six weeks before you travel. Reception will pass this on to the Practice Nurses who will produce a travel vaccination plan and contact you to arrange vaccinations if needed.

**Minor Surgery** - Minor surgery is available at the Practice. Please make an appointment with the doctor during normal surgery hours to discuss your needs.

**Wart Clinic** – Appointments should be made at Reception for this clinic.

**Podiatry** - Monday, Wednesday and Friday afternoons. Referral through your G.P.

**Private Medicals** - HGV medicals, sports medicals etc. These are Non-NHS medicals and will be charged for. Please make an appointment at reception.

**Warfarin** - Patients on Warfarin are monitored by their G.P. Appointments for Warfarin blood tests are made with the practice nurse.

**Well Person Clinic** - Available on request with the Practice Nurse.

### **WHEN THE SURGERY IS CLOSED**

#### **Evening and Weekends**

Between 6pm and 8am on weekdays and all weekend, medical cover is provided by G-MED. This is run by NHS Grampian. If you need urgent medical treatment out of normal surgery hours, either telephone the surgery number and our answer phone will give you the number to call or you can telephone NHS 24 directly on **08454 242424**. Your call will be answered by a trained nurse who will give you advice, if appropriate, arrange for you to see a doctor at the centre at Dr Gray's hospital in Elgin, or arrange for a doctor or other practitioner to visit you at home.

If it is an emergency, please also remember you can call 999 for an ambulance.

You can also contact NHS 24 online at [www.nhs24.com](http://www.nhs24.com)

#### **Emergencies – dial 999 (in working hours phone the doctor as well)**

Heart attacks – severe chest pain or tightness with breathlessness and sweating.

Severe shortness of breath.

Collapse

Choking

Sudden severe bleeding

Accidents involving unconsciousness

#### **Accident and Emergency**

The nearest accident and emergency department is at Dr Gray's Hospital in Elgin. Telephone 01343 543131

There is also a Minor Injury Unit, run by nurses, at Seafield Hospital in Buckie. Telephone 01542 832081

## **GENERAL INFORMATION**

### **Change of name or address**

If you change your name or address please notify us as soon as possible so that we can update your records.

### **Facilities for Disabled Patients**

The entrance to the surgery is level, with no steps. There is an invalid toilet on the premises and a wheelchair for use by patients. Reception staff will be pleased to give you any assistance if required. Please just ask.

### **Repeat Prescriptions**

Repeat prescriptions are available by leaving your repeat prescription sheet, listing your drugs, at the surgery, or by telephoning the dedicated repeat prescriptions line on 01542 842944. Please tick only those items required. Prescriptions may be collected from reception or delivered to pharmacies in Cullen, Portknockie or Buckie on request. PLEASE ALLOW 48 HOURS BEFORE COLLECTION. Patients on repeat prescriptions should see their doctor or the practice pharmacist at least once a year for review but may be requested to come more often.

### **Patients aged 16 – 75**

If you have not seen the Doctor for three years please make an appointment to see the nurse for a check up.

### **Medical Certificates**

Sickness certificates (available at front Reception in Health Centre) should be completed by the patient and cover 7 working days of absence. GPs will issue Med 3 Certificates AFTER this period. If patients wish Private Sickness Certificates, a fee will be charged for this service.

### **Test Results**

Specimens for the hospital laboratory are collected daily at 3.00pm. Results of these may be requested from the doctor. Please telephone **between 2.00pm and 3.00pm**.

### **Ambulance Transport**

The Ambulance Service have strict eligibility criteria and will not accept bookings if you do not meet this criteria. If you are attending a hospital appointment and need ambulance transport on medical grounds, please ask the receptionist to arrange this for you. Please arrange this in plenty of time allowing at least 4 days before your appointment. A copy of the eligibility criteria is available on request from reception.

## ***Practice Charter***

**All Members of the surgery primary care team are dedicated to achieving health services that meet the patients' requirements.**

### **In Particular:**

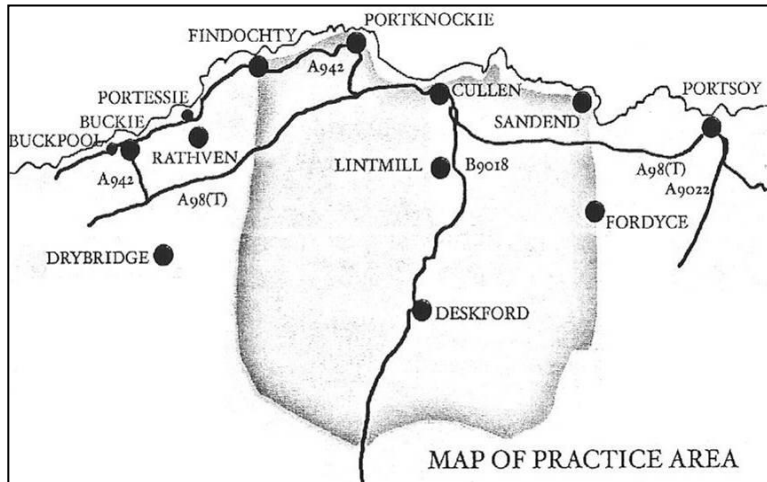
1. Patients have the right to be greeted courteously.
2. Patients have the right to absolute confidentiality.
3. Doctors and nurses will begin surgeries at the appointed time: any delay will be due to medical necessity – where there is a delay in excess of 20 minutes, patients have the right to be informed and to make an alternative appointment.
4. Patients have the right to information about their own health particularly:
  - The illness and its treatment.
  - Alternative forms of treatment.
  - Likely outcome of this illness.
5. Access to health records subject to any limitation of the law.
6. The practice will offer advice and seek to inform patients of
  - Steps they can take to promote good health and to avoid illness. Eg. Smoking, exercise, immunisation etc.
  - Advise on self-help, which can be undertaken without reference to a nurse, health visitor or doctor in the case of minor ailments.
7. The practice will inform patients of services available by means of notice boards and leaflets.
8. Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this may cause delay to booked appointments.
9. Patients can choose whether or not to take part in research or training.
10. All new patients will be offered an appointment with a practice nurse.
11. All patients aged 75 and over will be offered an annual health check.
12. Patients will be referred to a consultant acceptable to them if deemed necessary by their GP
13. Any suggestions to improve the service will be considered by the appropriate team members and a response given.
14. A full and prompt reply to a written complaint will be made within 10 days by the practice.
15. On weekdays, a patient with a non-urgent request should normally be able to consult a GP or nurse within 48 hours.
16. Patients should be able to consult a named Doctor within 3 working days except where that doctor is away on study or holiday leave.
17. A GP will be available to give telephone advice from 2.00pm - 3.00pm, except Wednesdays, and to discuss whether a surgery appointment or home visit is required.
18. Acute prescriptions will be dispensed with minimum delay.
19. Repeat prescriptions will be available usually within 48 hours. You may be invited to make an appointment to see the doctor to discuss your repeat drugs.

**USEFUL TELEPHONE NUMBERS**

<b>CULLEN MEDICAL CENTRE</b> .....	01542 840272
Fax .....	01542 842940
Aberdeen Royal Infirmary.....	0845 4566000
Accident and Emergency Department – Dr Gray’s.....	01343 543131
Ambulance Bookings (Appointments).....	Telephone Surgery
Chemist (Cullen).....	01542 840220
Chemist (Portknockie).....	01542 840268
District Nurse.....	01542 837005
Dr. Gray’s.....	01343 543131
<b>Emergencies</b> .....	<b>999</b>
Health Visitor.....	01542 840272
Moray Alcohol Team.....	01343 552211
NHS 24.....	08454 242424
Police (Buckie).....	01542 832222
Seafeld Hospital, Buckie.....	01542 832081

Seafeld Hospital has **NO** resident medical staff and the minor injury unit is looked after by specially trained nurses.

Social Work Department.....	01542 837200
(Moray Access Point)	



**HOW TO SEE A DOCTOR**

Consultations with the doctors and nurses are by appointment only. Our staff will make every effort to give you a convenient and early appointment but you may need to wait a little longer to see a specific doctor or at a specific time e.g. after work or school. If an appointment with your usual doctor is not available you will be offered an appointment with one of the other doctors. If your doctor is fully booked you will be able to speak to him/her by telephone. If you cannot keep your appointment please let us know as soon as possible so that the appointment can be offered to someone else.

**Urgent appointments**

If you feel you have an urgent problem that will not wait, please tell the receptionist who will make sure that you are seen as a priority.

**Emergencies**

Between 8am and 6pm telephone the surgery on Cullen (01542) 840272 for advice, or an urgent visit from the doctor. The doctor may also send a paramedic to assess you on his/her behalf. Between 6pm and 8am please call NHS 24 on 08454 242424. **If appropriate, do not hesitate to dial 999 for an ambulance.**

**Home visits**

Should you require a home visit due to being housebound or too ill to come to the surgery, please telephone Cullen (01542) 840272 **BEFORE 10.30am** if possible.

**Sick Children**

Sick children will always be seen as soon as possible if brought to the surgery but please telephone for an appointment first. (This is often much quicker than waiting for a visit). If in doubt about bringing the child out, please phone and speak to the doctor. Please be punctual. If you cannot keep an appointment please let us know as soon as possible.

**Working Away During the Week?**

For patients whose work means they are away all week or late home each evening we now offer early morning appointments on a Monday and Wednesday and early evening appointments on a Tuesday.