

**Seafield and Cullen  
Medical Group  
(Dual Centred)**

# PRACTICE LEAFLET



**Seafield Site**  
Barhill Road  
BUCKIE  
Moray  
AB56 1FP

**Cullen Site**  
1 Reidhaven Street  
CULLEN  
Moray  
AB56 4SZ

**Telephone:** 01542 835577 (8am – 6pm)

**Prescription Line:** 01542 837007 (24hrs)

**Fax:** 01542 837014

**Opening Hours: 8am – 6pm Monday to Friday**

**Out of Hours**

**(between 6pm and 8am Weekdays, Weekends and National/Local Holidays)**

**NHS 24 on 08454 24 24 24**

Welcome to the Seafield & Cullen Medical Group, a dual-centred, three Partner Practice covering two sites, one in Buckie and the other in Cullen.

### **PRACTICE AIMS**

- a) To provide a full range of family doctor services with the emphasis on personal care.
- b) To integrate general practitioner services with community hospital services.
- c) To facilitate continuity of care by providing accommodation for and liaison with community nursing staff.

The catchment area for the practice comprises Portsoy to the east, Buckie and its environs to the north, Spey Bay and Fochabers to the west and Deskford, Clochan and Drybridge to the south. The number of patients currently registered with the practice is approximately 5050.

### **The Doctors:**

|                      |                                |                  |
|----------------------|--------------------------------|------------------|
| Dr James G Tuckerman | MBChB FRCGP                    | <b>(Partner)</b> |
| Dr Richard Stoker    | BSc MBChB MRCGP                | <b>(Partner)</b> |
| Dr Kirsty Shaw       | MBChB MRCGP DRCOG DFFP DOccMed | <b>(Partner)</b> |
| Dr Claire Hood       | MBChB MRCGP DRCOG              | (Part-time)      |
| Dr David Mickel      | MBChB MRCGP                    | (Part-time)      |
| Dr Rachel Eagle      | MBChB MRCGP DRCOG DFFP         | (Part-time)      |

### **The Practice Nurses:**

Margaret Tuckerman, Michaela Coull, Angie Hopkinson, Audrey Thain and Claire McKay support the doctors in the practice. They are available, by appointment only.

They have a varied workload which includes, cervical smear testing, diabetes, asthma and coronary heart disease management and cholesterol monitoring, immunisations, wound management, general health advice, health screening and travel health,

### **The Practice Manager**

Heather Pirie is our Practice Manager. She is responsible for the overall management and organisation of the practice. Should you have any matters you wish to discuss with her she is available from 9am – 5pm, Monday to Friday.

### **Administration**

Our Practice Administrators are Gillian Hay and Eileen Wright. They are responsible for the administration of the practice and are available between 9.00am – 5.00pm, Monday to Friday.

Aileen Farquhar is the Medical Secretary who provides secretarial support to all members of the practice. Should you have any queries regarding a referral made by your Doctor then Aileen can be contacted from 1.00pm – 5.00pm Monday and Tuesday and from 9.00am – 1.00pm Wednesday, Thursday and Friday.

The Administration Assistants, Carole Smith, Morag Mair, Jill McGregor, Carolyne Grant, Claire Rhind, Meg Munro and Lesley Sinclair are available from 8.00am – 6.00pm Monday to Friday. They deal with all requests for appointments, home visits, repeat prescriptions and all general enquiries.

### **District Nurse**

Our District Nurse, Mary Lewis, leads a team of community nursing staff who offer home nursing care to those patients who are unable to attend the surgery.

**Contact Telephone No.: 01542 837005**

### **Health Visitor**

Helen Andrew and Shelley Taylor are our Health Visitors and are based in the practice. They can provide help, advice and support on health matters, particularly for the under 5's, expectant mothers, the elderly and disabled.

**Contact Telephone No.: 01542 837028**

### **Midwife**

Connie Sims is the midwife attached to the practice. She is part of a team of community midwives who provide antenatal and postnatal care to patients at the Clinics held on a Tuesday afternoon and Wednesday morning, in classes or within your own home.

**Contact Telephone No.: 01542 835577**

### **Practice Pharmacist**

David Ellerby is our Practice Pharmacist and is available for you to discuss medication queries on a Wednesday or Friday morning. He also has regular hypertension clinics where blood pressure and appropriate medication can be reviewed.

### **Appointments**

The practice operates an appointment system for consultation with both the Doctors and Practice Nurses. Patients should telephone the practice for a suitable appointment time.

We also offer an early morning surgery on a Tuesday, Wednesday and Friday from 7.30am until 8.30am.

When making an appointment it helps the Receptionist if you let her know if the appointment is routine (when the next available appointment will be given) or if you require to see a Doctor urgently.

### **Services available from the practice**

All GP practices are contracted to provide "essential services", that is, basic treatment of ill people. We also provide the following "additional services":

- Child health surveillance, together with the Health Visiting team
- Contraceptive services
- Maternity services in the ante natal and post natal period
- Routine immunisation of children, together with the Health Visiting team
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our practice nurse for details
- Cervical smears
- Freezing of warts and other small skin lesions

We also hold contracts with NHS Grampian for the following "enhanced services"

- An annual flu immunisation programme to protect the elderly and at risk
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems
- Minor Surgery
- Annual comprehensive reviews for patients with heart disease
- Annual comprehensive review for patients with diabetes; this includes appointments with the dietician and podiatrist

Routine appointments are available both morning and afternoon, Monday to Friday. Medical emergency appointments are available every day in the morning and afternoon. If you need an urgent appointment you will be seen as soon as possible on that day. Please help the administration staff by telling them whether or not your problem is urgent. The surgery is open continuously from 8.00am-6.00pm. Doctors are available for telephone advice between 09.30am and 10.00am every day. If you have not been seen at the surgery for three years (or one year for those over 75) you can request a check up appointment if you wish.

### **Home visits**

If possible please try to telephone before 10.00am. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. House visits are only available for patients who are housebound because of illness or disability.

### **Repeat prescriptions**

Please telephone **01542 837007** (Prescription Line) or complete a request form (the tear off page opposite your last prescription) and hand it in to the surgery. Please allow **48 hours** between ordering your prescription and collection at the chemist.

**Leaflets** and other written information about various illnesses and conditions are available on display and from the Practice.

### **Disabled Access**

Our medical centre has suitable access for disabled patients, and all the patient areas including waiting areas, consulting rooms and toilets have wheelchair access. A hearing loop is in place at the reception desk.

A wheelchair is available at reception. Designated disabled parking spaces are located nearest to the entrance at the Seafeld Centre.

### **Out of Hours Cover**

Between 6.00pm and 8.00am Mon-Fri, and 6.00pm Fri-8.00am Mon, the surgery is closed. In order to obtain medical advice at these times, contact:

**NHS 24 on 08454 24 24 24.**

A receptionist in the emergency call centre will answer your call.

She will either:

- 1) Arrange advice from a doctor or nurse
- 2) Invite you to attend the centre to be seen by the doctor.
- 3) Arrange a home visit if you are too ill to visit the centre.

Transport to and from the centre is available if you cannot arrange this yourself. Please take a leaflet for further details from reception. Out of hours cover is now the responsibility of NHS Grampian.

### **Training & Teaching Practice**

We are a training and teaching practice which means we will have

Medical Students, FYII and ST1 & ST3 Doctors working alongside the GP's. All are closely supervised by the Partners. Dr Tuckerman is the Educational Supervisor for the Medical Students and FYII Doctors, Dr Stoker is the Educational Supervisor for the Medical Students at Cullen whilst Dr Shaw is the Educational Supervisor for the ST1 & ST3 Doctors.

An FYII Doctor is a fully qualified Doctor who has yet to decide what speciality they wish to undertake training in. Regardless of their choice of speciality, it is important that they get a taste of work as Doctors in the community.

ST1 & ST3 Doctors are fully qualified Doctors who are in training to become General Practitioners. Sometimes they are referred to as "Trainees",

### **Students**

Medical students and Nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance, and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

### **Obtaining Test Results**

The Practice has a strict policy regarding the confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results or are not capable of understanding them. Our administration staff are not permitted to give test results without speaking to the doctor first.

### **Information sharing**

The practice complies with Data Protection and 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 and hospital services
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases

Anonymous patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

### **Suggestions or Complaints**

We make every effort to give the best service possible to everyone who attends our practice. However, we're aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the Practice Manager and she will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception.

### **Access to Doctors/Nurses**

In keeping with Government guidelines we aim to allow access to a doctor or nurse within 48hrs. This is not always possible, particularly at times of high demand. However, we guarantee to see anyone the same day if the patient considers this to be necessary.

### **Medical Certificates**

For periods of sickness lasting **less than five days** patients do not require a medical certificate from their Doctor. A self-certification form, available from reception, should be completed and handed to your employer.

For absences over five days, and for which a medical certificate is required, patients must make an appointment to see one of the Doctors for this to be issued.

### **Clinics held at Seafield & Cullen Medical Group**

The following clinics are held at the surgery with patients being referred to these clinics by their Doctor.

Coronary Heart Disease  
Asthma  
Coronary Obstructive Pulmonary Disease  
Diabetes  
Hypertension  
Anti-coagulation (INR)  
Stroke  
Podiatry  
Ante-natal  
Minor Surgery  
Acupuncture

The clinics listed below are held by the Practice Nurses and patients can attend without first seeing their Doctor.

Well Person Clinic  
Wart Clinic  
Smear Clinic  
Travel Clinic

### **Registration**

In order to register with the practice you should bring along some form of photographic identification. The receptionist will ask you to fill in a registration form and a new patient questionnaire.

### **Carers**

We encourage unpaid carers to identify their role at registration or at any time so that we can give information or referral to free local carer support services. You will find information about carer support on our notice board and leaflet displays but please ask staff if you do not find what you are looking for.

### **Rights & Responsibility**

#### **Patients Rights and Responsibilities**

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

## **Lifestyle**

**Smoking** – We are keen to give all our patients who smoke as much help as possible to stop. Please ask at reception or at any consultation for information and support.

**Walking** – Even the smallest effort can improve your quality of life and make you feel healthier and livelier. As walking is a very good exercise which most people are able to do, and don't need special equipment for, then why not get started on your fitness campaign. Simply start by walking for 15 to 20 minutes at a brisk enough pace to get your heart beating faster, 3 times a week regularly. When you can easily walk for an hour you are ready to move on to swimming, cycling or running!

**Healthy Eating** – A healthy diet does not need to be a boring one. Health experts tell us we are eating too much fat, salt, etc, but what exactly does this mean? Why not speak to the Doctor or Nurse or pick up some of our information leaflets so you can enjoy a healthier diet?