

TAIN & DISTRICT MEDICAL GROUP

DRS BRIAN FITZSIMONS, JAMES FINLAYSON AND EMILY MACDONALD

We wish to announce to all our patients that the Practice has recently appointed several new members of staff to our clinical team. This has given us the opportunity to review and improve the method which we deliver our services to our patients. Our aim is to provide an enhanced service and in order to implement this we are to use a **Signposting System** for appointments to ensure patients are seen by the most appropriate member of the clinical team based upon medical needs and condition at the time.

Nurse Practitioner

Highly trained and qualified nurses who work very closely with the General Practitioners who deal with and treat a wide range of both minor and acute conditions as detailed:-

Minor Injuries	Eyes, Wounds
Minor Ailments	Sore throat, Coughs, Cold/Flu symptoms, Earache, Urinary Tract Infections, Rashes
Acute Conditions	Chest Pain, Abdominal Pain, Back Pain, Headaches
Contraception	Advice and Emergency Contraception (not Implanon or coil fittings /removals)
Exacerbated Conditions	Shortness of breath, Asthma, COPD

Practice Nurses

Qualified specialists who manage/review and treat a full range of ongoing illnesses.

Ongoing Illness Management	Asthma, Diabetes, COPD,
Well Person Checks	Both Male and Female
Travel Advice	Full Service
Cryotherapy	Warts, Skin Tags
Contraception	Advice, Reviews, Injections
Injections	Annual Flu, Triptorelin, Child Vaccinations
Minor Surgery	Assists General Practitioner

Healthcare Assistant

Trained specialists who undertake the following:-

Phlebotomy- All blood tests	Height, Weight, BMI
Blood Pressure – inc 24hour monitor	Smoking Status and advice
Urinalysis	
ECGs	

When appointments are being booked Administration Staff will allocate the appointment to the most suited person depending upon your need at the time. It is therefore very important that when asked, you provide the Administration Staff with an idea as to what the appointment is for, in order to expedite your care with the most appropriate person. Our Administration Staff are not prying: they are working under our explicit instructions, and are bound by the same code of confidentiality as the Clinical Staff. Please help them to help you.

We would wish to re-assure patients that the General Practitioners work very closely at all times with all clinical staff and are fully involved in every aspect of your medical care.

Overleaf you will find some helpful information about appointments and contacting the practice.

APPOINTMENTS

PRE-BOOKED APPOINTMENTS

Appointments can be pre-booked in advance. To arrange appointment to see a doctor please telephone **01862 892203** or call at the health centre during opening hours 8.00am to 6.00pm Monday to Friday. The receptionist will try to give you a time convenient to you and with a doctor of your choice. If this is not possible an alternative will be offered.

- Each appointment is for 10 minutes and the doctor can only deal with one or two problems per visit.
- It is not possible, however, to adhere rigidly to 10 minute appointments and **patients should be aware that surgeries may run ahead or behind schedule.**
- If you feel 10 minutes is insufficient please advise us that you wish to make a double appointment.
- If the doctor specifically asks you to make a longer appointment or a combined appointment with a nurse, then please ensure you let reception know of this request. (e.g. coil insertion or joint injection).
- Urgent medical matters will ALWAYS be dealt with on-the-day (see following section)
- Phone appointments can be pre-booked

Please inform the receptionist if you have a time constraint (e.g. a bus to catch) and we will do our best to see you as close to your appointment time as possible if the surgery is running late.

Each appointment is for named patient only.

DUTY DOCTOR AND NURSE PRACTITIONER TRIAGE

These health professionals will deal with many conditions by phone (see overleaf), or by seeing patients following a phone call. All urgent matters will go through to triage to ensure that you receive appropriate advice in a timely manner. Triage can deal with not only urgent matters but also appropriate routine matters, advice and information (see overleaf). If your problem is genuinely urgent phone 01862 894040 otherwise call 01862 892203

EXTENDED HOURS

The practice is now providing some evening appointments – these are mainly for minor surgery and chronic disease management.

PHONE CONSULTATIONS

Telephone appointments with a duration of 5 minutes are available daily for minor clinical matters should you wish to speak to a doctor. Please contact our reception for a list of appropriate subjects for consultation in this way.

HOME VISIT BY DOCTORS

If your illness prevents you from attending the surgery, you can request a home visit by telephoning **01862 892203** by 11.00am if possible. Our reception staff will ask for further details of your illness and you may be telephoned by the Duty Doctor/Nurse Practitioner to discuss your request for a visit or provide advice by phone. Please do not ask for a home visit if you cannot attend the health centre only because of transport difficulties. In an emergency situation phone **01862 894040**

PHONING FOR RESULTS

If you have been asked to phone for results of a laboratory test, then please contact the practice between **11am and 2pm**. Often the doctor will leave a message on your result that the receptionist will pass on to you. We will **NOT** contact patients routinely with normal results.

MINOR INJURIES –

The practice deals with a range of minor injuries in-house. However, please be aware that we have booked-in patients and other work to deal with and you will often have a wait until you are seen.

However, please note if you or your family member has an injury to your **ankle or wrist** you should make your way directly to A&E at Raigmore Hospital, Inverness, instead of coming to the Health Centre.

OUT OF HOURS ARRANGEMENTS (NHS 24)

If you urgently require a doctor outwith normal opening hours (6.00pm – 8.00am Monday to Friday and all day Saturday and Sunday) please contact the telephone number below:

NHS 24 PHONE – **08454 242424**

<http://www.nhs24.com>