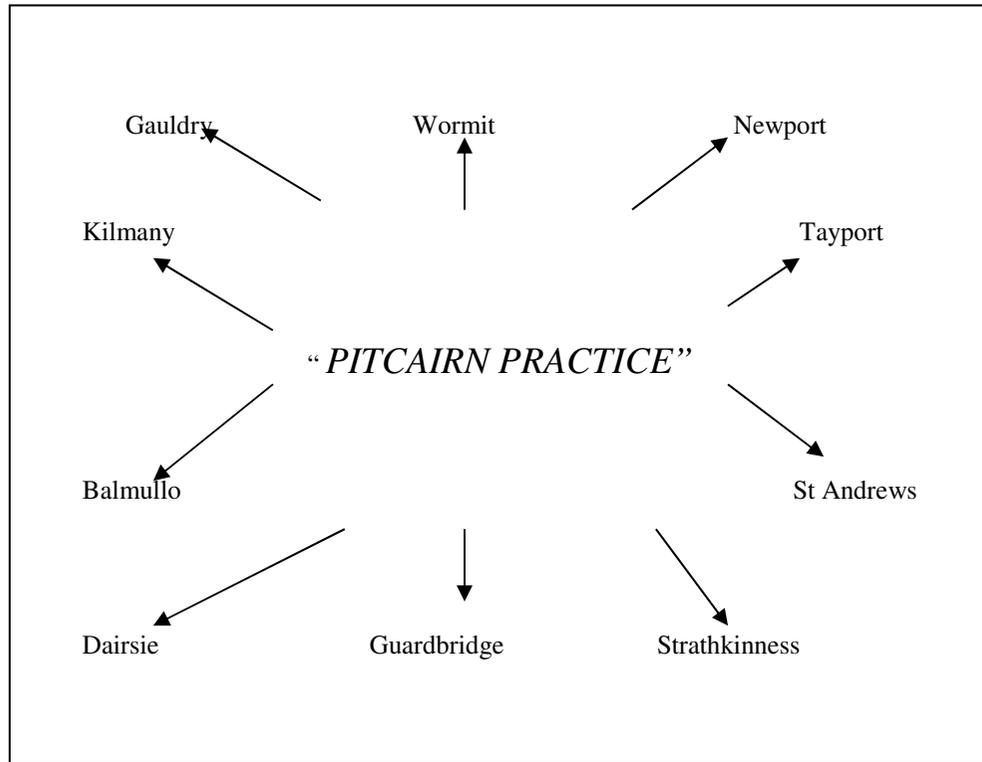


## 10. PRACTICE BOUNDARIES



## 11. USEFUL TELEPHONE NUMBERS

<b>NHS 24</b>	<b>111</b>
<b>Emergency Doctor (24 hrs)</b>	<b>111</b>
<b>All Dundee Hospitals</b>	<b>(01382) 660111</b>
<b>Stratheden Hospital</b>	<b>(01334) 652611</b>
<b>Victoria/Forth Park Hospitals</b>	<b>(01592) 643355</b>
<b>St. Andrews Community Hospital</b>	<b>(01334) 465656</b>
<b>Social Work Department</b>	<b>(01334) 653711</b>

## PITCAIRN PRACTICE

Leuchars & Balmullo  
www.pitcairnpractice.co.uk



### DR ANN V MITCHELL

MBChB (Aberdeen University 1984)

### DR JOHN KENNEDY

MBChB, (Aberdeen University 1990), DRCOG, DFSRH.  
DCH, MRCGP

### DR JENNIFER KENNEDY

MBChB, (Dundee University 1999), MRCGP DRCOG DFSRH

### BALMULLO SURGERY

1 PITCAIRN DRIVE  
BALMULLO  
FIFE  
KY16 0DZ

TEL : (01334) 871164  
FAX: (01334) 871601

### LEUCHARS SURGERY

11 MAIN STREET  
LEUCHARS  
FIFE  
KY16 0HB

TEL: (01334) 839210  
FAX: (01334) 838770

### OPENING HOURS:

**BALMULLO:** Mon – Fri 08:00 – 18:00  
Tuesday evening 18:00 – 20:00

**LEUCHARS:** Mon – Thu 09:00 – 13:00  
Fri 08:00 – 13:00

April '15

**"WELCOME TO THE PRACTICE!"**

We hope the information contained in this leaflet will help you make the best use of our Services. All new patients are offered a nurse consultation so that we can meet each other, learn your medical history and give you a simple check-up. We strongly recommend you take advantage of this service.

### **SURGERY BUILDINGS:**

We have two Surgery buildings; Balmullo being our main site and Leuchars our branch site.

Both buildings have been purpose built to provide all aspects of family medicine in pleasant surroundings.

You may use either Surgery at your convenience.

Both sites have full disabled and wheelchair access and specially adapted toilets with all services being on one level

### **HOW TO REGISTER**

Bring your NHS Medical Card to the Practice or if you do not have this, you will be able to obtain a Registration Form at the Reception Desk, or from our website. You may see any Doctor you prefer to see and are not tied to see any one Doctor. Just ask for the Doctor you wish to see when you book an appointment.

### **BOOKING APPOINTMENTS:**

Surgery clinics are run by appointment only. Our Practice Policy is to see patients within a timely fashion of request, and we will make a determined effort to uphold this policy whenever possible.

Our Receptionists are trained to ascertain the approximate reason for your appointment. This is to help ensure you see the right person in the right kind of appointment. The information you provide can be accessed by the relevant Doctor which helps them plan your care. It remains confidential and we fully understand and respect that there may be times when you do not wish to comment - just let the receptionist know this. The appointments are 10minutes long, (and usually a maximum of 3 areas can be covered). If you have a long list please either book a double appointment or be prepared to come back for areas not covered during the 10min appointment.

Regardless of any ailment, patients, not seen within the last three years, may ask for a consultation with a GP; and patients aged 75 and over, who have not been seen by a GP within the last twelve months, may ask for a consultation.

### **URGENT APPOINTMENTS:**

We make special arrangements to ensure that all those who are unwell or need to be seen urgently can be seen on the day. Please tell us as early as possible if you feel you have a condition that needs seen on the day. A Doctor may speak to you by phone to help clarify the problem.

### **HOME VISITS**

Home visits are for the truly housebound and those too ill to come to the Surgery. Difficulty with transport is not a valid reason to request a home visit

### **RIGHTS & RESPONSIBILITIES**

As a patient it is your right to expect prompt access to one of our Health Professionals and receive proper sympathetic care. Such care should be entirely confidential. It is your responsibility to keep appointments made and inform the practice at your earliest convenience if you are unable to attend. Remember, non attendance will cause that appointment to be lost and prevent someone else being seen. This could happen to you! Patients arriving more than 10 mins late for their appointment will be asked to re-book.

### **VIOLENT/ABUSIVE PATIENTS**

Violent or abusive behaviour, either face-to-face or on the telephone, to any member of staff, will not be tolerated and will result in patients being removed from the Practice list after one warning. People who are violent to any member of staff, or those who cause any other person in the Surgery to be frightened by their behaviour, will be removed from the Practice list with no warning and the Police will be called to attend

### **COMPLAINTS**

If you have any complaint about our Practice, a member of staff, or a Doctor, please ask to see the Practice Manager. Alternatively you could put your complaint in writing addressed to the Practice Manager.

It is our aim to acknowledge your complaint within 48 hours and offer a full explanation within 14 days

### **PRACTICE WEBSITE**

You will find all this information on our website; [www.pitcairnpractice.co.uk](http://www.pitcairnpractice.co.uk), along with up to date Health News and links to other useful information.

**BABY CLINICS:**

**Balmullo Surgery:** 10:30 – 12:00 on the 1<sup>st</sup> Wednesday of each month with the Health Visitor. No appointment required.

**Leuchars Community Centre:** Every Tuesday afternoon 13:30 – 15:00.

**CHILDHOOD IMMUNISATIONS**

By appointment only; sessions are Thursday mornings at Leuchars with the Health Visitor.

**YOUR PERSONAL HEALTH INFORMATION**

To provide you with the care you need, we store all medical records that have been recorded by everyone involved in your care and treatment, e.g. GP, Health Visitor, and Practice Nurse. This information may be disclosed to other organisations involved in your care, e.g., when your GP refers you to a Hospital Specialist. Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act which gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you. Everyone working for the NHS has a legal duty to keep information about you confidential and adhere to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at [www.nhs.uk/confidentiality](http://www.nhs.uk/confidentiality). Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information or would like to access your information, please contact our Practice Manager. In addition you can contact Mrs. Joyce Kelly, Primary Care Department, Cameron House, Cameron Bridge, Leven, KY8 5RG, Tel 01592 226440. Mrs. Kelly represents the Health Board which is party to the contract and from whom details of primary care can be obtained.

**CHAPERONES**

It is Practice policy to offer a chaperone for intimate examinations. If you anticipate you may require one then please let the receptionist know so that this can be arranged for you.

Requests for home visits should be made before 10.00. Please outline your problem to the Receptionist; a Doctor may phone to discuss the urgency of the problem and the most appropriate way of managing it

**OUT-OF-HOURS CALLS**

In common with all North East Fife GP's, this Practice is part of the NHS 24 Emergency Care Scheme; further details are available on line at [www.nhs24.com](http://www.nhs24.com).

This service is for emergencies, urgent treatment or advice that cannot wait until the Surgery opens.

When you telephone the Practice between the hours of 18:00 and 08:00 on weekdays, or between 18:00 on Friday and 08:00 on Monday, you will be given an emergency number to ring, (111)

The telephonist will put you through to a Nurse Practitioner who will arrange either a telephone or face to face consultation with the duty Doctor at the Community Hospital (St Andrews), or have a home visit organised as necessary. Details of these contacts are sent to your own Doctor.

**TELEPHONE ADVICE**

We have a system where you can book a telephone 'advice slot' with either a GP or Nurse as appropriate. They will usually call you back to discuss your problem at an allotted time. Please ensure you let the receptionist know what it is in connection with and confirm your telephone number, (landline or mobile number)

**ANSWER PHONES/MESSAGING SERVICES**

Please ensure you give us your consent if you wish us to leave a message for you to contact the surgery. Also you must update us of any change in phone numbers – especially mobiles.

**REPEAT PRESCRIPTIONS**

We encourage patients to use the right hand side of the prescription sheet for ordering repeats – simply tick the medicines you require and hand into reception at either surgery. We do not accept telephone requests. You can also order via the Practice Website, or use Patient Access, (details available from reception) It will take 4 working days for your medication to be ready for collection from your preferred pharmacy. Alternatively you can collect your prescription from the surgery and take it to a pharmacy; although we will still require 2 working days to process your prescription. Your Doctor regularly checks your medication to ensure you receive the best possible care. You may be asked to attend for consultation from time to time to check your medication

## YOUR DOCTORS

### Doctor Ann Mitchell

Dr Mitchell has been with the practice since 1993 and became a full partner in the Practice in October 2010. Her interests include dermatology, respiratory medicine, women's health, and hypertension.

### Doctor John Kennedy

Dr Kennedy joined as a full time partner on 1<sup>st</sup> April 2011. He worked as a full time principal GP, in an urban practice in Inverness for 12 years. His interest is in family medicine but also includes cardiovascular, elderly medicine, paediatrics, minor surgery and prescribing.

### Doctor Jennifer Kennedy

Dr Jennifer Kennedy joined the practice in August 2011 for 2 sessions per week. Her interests are in medical education

### GPST: General Practice Specialist Trainee

The Practice is a training practice, meaning we teach at both undergraduate and post graduate level. Thank you for your help in training doctors of the future.

Our Registrar is a fully qualified doctor undergoing post graduate training in General Practice. They have their own clinics, and do house calls.

### Medical Students

Medical student's from the Universities of St Andrews and Dundee also spend time with us. They are at different stages of their training and have different needs. Again, they may sit in on consultation. Please indicate whether you have any objections to this arrangements when booking in at reception.

### THE PRACTICE TEAM

**Practice Manager:** (*Marie Ferguson*): Please feel free to contact Marie if you have difficulty using our services or have a non-medical enquiry; she will be pleased to help you.

**Receptionists:** Our Receptionists are here to help you with appointments, prescriptions, repeats and other queries during opening hours.

**Practice Nurses:** We have two Practice Nurses who provide a range of services including Chronic Disease Management, dressings, blood tests, ear syringing, and treatment of minor injuries.

**District Nursing Team:** The team is based at Balmullo and is available to provide nursing care at home. If you need a District Nurse, please telephone 01334 870788 or leave a message at the Surgery.

**Health Visitors:** The Health Visitors are based at the Balmullo Branch. To contact them please telephone 01334 870788

## SERVICES AVAILABLE

### CHRONIC DISEASE MANAGEMENT

We like to follow up all those with chronic conditions, or on repeat medication, in a structured way. We recommend that patients are reviewed annually, in their birthday month for their major check up and in-between depending on the condition. The conditions we monitor closely include:

- Diabetes
- COPD
- Hypertension
- Severe Mental Illness
- Epilepsy
- Stroke
- Ischaemic Heart Disease
- Asthma
- Hypothyroid

### SCREENING PROGRAMS:

Our Practice runs active screening programs for:-

- Well-man
- Weight problems
- Alcohol Advice
- Well-woman
- Smoking Cessation
- Pre-pregnancy checks

### ANTE-NATAL CARE: *By appointment only:*

If you are newly pregnant and require antenatal care, please book directly with the midwife through reception. They are available every second Friday morning at Balmullo

### POST-NATAL CARE: *By appointment only:*

Care is shared between GP, Midwife and Health Visitors. Clinics are on a Thursday morning at Leuchars.

### PHYSIOTHERAPY: *By referral from GP:*

Sessions are available on a Thursday morning and afternoon at Balmullo.

### CHIROPODY: *Please ask at reception for contact number:*

Sessions are available on Tuesdays; am at Leuchars and pm at Balmullo.

### SMEAR TESTS : *By appointment only*

With Practice Nurse or GP

### FAMILY PLANNING

Contraceptive implants and Coil fitting by special arrangement with Doctors

### MINOR SURGERY: *By appointment only*

with GP and Practice Nurse [Balmullo only]

### TRAVEL ADVICE / VACCINATIONS

By appointment only with Practice Nurse

*Please Note We Are A Registered Yellow Fever Vaccination Centre.*