



Nairn Healthcare Group



Main Surgery

Nairn Healthcare Group,
Cawdor Road, Nairn,
Nairnshire IV12 5EE

Tel: 01667 452096

Branch Surgery

142 Manse Road, Ardersier,
Inverness-shire IV2 7SR

Tel: 01667 452096



www.nairnhealthcaregroup.co.uk

Welcome to the Practice

Practice History

Nairn Healthcare Group was formed in April 2012 as a result of a merger between two practices, Ardersier Medical Practice and Lodgehill Clinic, Nairn.

General Practitioners

Name	Qualifications	Date of Registration
Dr Calum Macaulay	(M) MB ChB FRCGP	Aberdeen 1985
Dr Adrian Baker	(M) MB ChB MRCP DCH DRCOG DTM&H MBA	Birmingham 1989
Dr Jonathan Ball	(M) MB ChB MRCP DFFP	Edinburgh 1993
Dr Debbie Miller	(F) MBBCh BAO BA MRCP DFFP	(TCD Ireland 1988)
Dr David Simpson	(M) MB ChB MRCP	Aberdeen 2002
Dr Andrew Evennett	(M) MB ChB	Bristol 1987
Dr Colin McDougall	(M) MB ChB MRCP	Glasgow 1988
Dr Audrey Banks	(F) MB ChB	Aberdeen 1999
Dr Lee Smith	(F) MB ChB MRCP	Aberdeen 1999
Dr Minni Korhonen (Currently on maternity leave)	(F) MB ChB	Aberdeen 2005
Dr Kathryn Rusk (Currently on maternity leave)	(F) MB ChB MRCP	Aberdeen 2007
Dr Amy Carter	(F) MB ChB	Glasgow 2005
Dr Alison Browning	(F) MB ChB MRCP DPD	Glasgow 2001
Dr Laura Thomas	(F) MB ChB MRCP	Edinburgh 2008
Dr Tracy Erney	(F) MD	New York 1999
Dr Alice Scriven	(F) MB Bch MRCP	Cardiff 2004
Dr Katie Reid	(F) MB ChB DRCOG MRCP	Glasgow 2005

Practice Staff

Management

Tanya Barron (Practice Manager)

Practice Nurses

Anni Campbell (Advanced Nurse Practitioner)
Amy Mackay (Advanced Nurse Practitioner)
Nicola Thomson (Lead Practice Nurse)
Carolyn Simmons (Practice Nurse)
Mhairi MacKinnon (Practice Nurse)
Joan Fraser (Practice Nurse)
Debra Barnard (Healthcare Assistant)
Kate Benson (Healthcare Assistant)
Debbie Riach (Healthcare Assistant)
Julie Joyce (Healthcare Assistant)
Kevin Stuart (Practice Paramedic)

District Nurses

The District Nursing Team work out of Nairn Town and County Hospital. They work closely with your GP and other agencies to ensure the quality and continuity of your care is of a high standard. Tel: 01667 422702

Surgery Times

We run a full appointment system. The surgery is open from:

Nairn: Monday to Friday 8.30am – 6.30pm

Most Wednesday evenings 6.30pm – 8.00pm

Ardersier: WEEK 1 (NO LATE NIGHT)

Monday - Friday 8.30am – 1.00pm, 2.00 - 5.00pm

Weekend closed

WEEK 2 (LATE NIGHT SURGERY)

Monday, Tuesday, Thursday & Friday 8.30am - 1.00pm, 2.00 - 5.00pm

Wednesday 11.30am - 1.00pm, 2.00 - 7.30pm

Weekend closed

Appointments

Appointments may be made by telephoning 01667 452096 or by calling at the surgery. Routine appointments may be made well in advance (maximum one month), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible.

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.

Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families.

Contact a local care agency to discuss your needs today.



One to one 1st class care

G. R. Care Forres



- * Care for a loved one or need a break, allow them the comfort in their own home.
- * Sleepovers and waking nights also available * Short breaks or day or night out.
- * Self direct payments or private payment.

Gillian Ross SVQ 2 in health and social care.

Scottish social services council member.
Full PVG/Disclosure working with adults
Scottish manual handling passport



Experience with learning disabilities, brain, spinal injuries, Parkinson's, dementia, stroke clients, epilepsy, catheter and stoma care, and end of life palliative care.

Contact me today to find out how we can help you.

07541 486120

Email: Grcareforre55@gmail.com

10% OFF
ON PRODUCTION
OF THIS ADVERT



Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Normally, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS. It's your right to choose!

ADVERTISING FEATURE

Home Visits

Patients are requested to telephone before 11.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out of Hours Service

Please call 01667 452096. This will put you through to the Primary Care Emergency Centre based at the Nairn Town and County Hospital. This phone line will be answered by a nurse. The nurse will take some details and either give you advice, contact the Doctor, invite you to the hospital or arrange for the Doctor to visit you at your home. Please note that we do not use NHS24, our out of hours service is staffed by doctors from Nairn Healthcare Group.

Registration

You will be asked to fill in a questionnaire when you register. You will also be invited to attend for a new patient medical with a Health Care Assistant. This is a straightforward health check and brief examination which takes twenty minutes. Please take a urine sample, please request a sample bottle from reception. You will also be required to show a form of identification (birth certificate, driving licence, passport etc) to the receptionist when handing back your registration forms.

Repeat Prescriptions

All prescriptions are recorded on and issued from our practice computer system. The counterfoil attached to your prescription will detail all of your prescribed medicines. The prescription can be collected from the Practice or we can arrange for it to go to either Ardersier Pharmacy, the Nairn branch of Boots or the Nairn branch of Lloyds Pharmacy. It will be ready for collection 48 hours later or 72 hours if you wish to collect from the Pharmacy.

Occasionally you will be asked to see the GP or Practice Nurse in order to review your treatment. This is to ensure that it is helping your medical condition and to see that you are well. Please make a routine appointment with your GP or Practice Nurse at the requested time. Unfortunately, we cannot accept prescription requests by telephone.

Online prescriptions

Please note that you can now make a request for repeat prescriptions online by visiting our website. Any other acute or one off requests must be approved by your Doctor via the normal means. Our website address is

www.nairnhealthcaregroup.co.uk

Test Results

Nairn Healthcare Group receives a high volume of calls first thing in the morning. In order to prioritise urgent requests, please do not phone for test results before 11.00am.

You can only set up a continuing and welfare power of attorney while you have mental capacity. Once you have lost capacity it is too late.



So if you think your own decision making ability may fail, contact a local Solicitor who will be qualified to advise you.

Donaldson & Henderson

SOLICITORS & ESTATE AGENTS



We are a local, long established firm of solicitors offering a personal and professional service, specialising in:

- Wills and Administration of Estates · Preparing Continuing and Welfare Power of Attorney
- Estate Agency · Conveyancing · Civil Court Work

75/77 High Street, Nairn IV12 4BW

**☎ 01667 453395 // www.donaldsonandhenderson.com
property@donaldsonandhenderson.co.uk**

Your Solicitor – A Friend in Deed!

In the normal course of our lives there may be several times when we require the help, guidance, reassurance and representation of a solicitor.

It is vital that you feel confident with your solicitor since they are going to act on your behalf. To assist with this many firms offer the first consultation free of charge so that they can assess if they are able to help you. It also gives you the opportunity to make sure you feel comfortable with them.

Your local solicitor will be able to act on your behalf in a whole range of circumstances, from house purchases and sales to making a Will, and a Continuing & Welfare power of Attorney. Inheritance and probate enquiries.

Over the last few years there have been a number of large national firms springing up, who specialise in one specific area of law. However, it is worth first contacting a local firm, with local knowledge, to see how they can help you.

Remember, your local solicitor is there to act on your behalf and advise you, and will be happy to advise what is best for you on all legal matters.

ADVERTISING FEATURE

Antenatal Clinic

We offer shared care (your GP, midwife and Raigmore) during your pregnancy. Your antenatal checks are shared between your GP, nurses and midwife. You should attend your GP for a six week postnatal check. We run a drop in clinic for children's immunisations on Wednesdays from 9.30-11.00am in Nairn.

Family Planning

Our Practice Nurse is available to provide confidential and comprehensive advice on all forms of contraception. Routine checks/repeat prescriptions are carried out by your GP. Coil fittings and contraceptive implants are by arrangement with a doctor and the Practice Nurse.

Non-NHS Examinations

We can provide a number of occupational health services. These include aviation medicals, ionising radiation, asbestos, UKOOA offshore medicals, HGV/LDV/PGV driving medicals and more.

Contact reception for further details.

Patients 75 years and Over

If you are 75 years of age or over, you should be seen annually, either by your doctor, the practice nurse, the district nurse or the health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

Travel Immunisation / Vaccinations

Speak to our reception staff. They will give you a form to complete which allows us to access the appropriate information. We will check with your medical records and confirm your vaccination requirements.

Please note that we are a Yellow Fever vaccination centre. There may be a charge for our travel advice and travel vaccination services.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff at the end of October for details of the vaccination dates and to make an appointment. If you are housebound, a home visit will be arranged with the District Nurses.

Comments and Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

Protect your family against future costs & save money



Organising a prepaid funeral plan allows you to pay for your funeral at today's prices.

Contact your local funeral director for more details today.

David M Ellen

FUNERAL DIRECTORS

"A family business to help you in your time of need"

66 HIGH STREET, NAIRN

At David M Ellen's we offer a service providing all aspects of funeral care and arrangements including pre funeral planning. It is our aim to provide an individual, tailored funeral service for a loved one with the utmost dignity & respect.

You can call us any time on 01667 453023



Golden Charter
Funeral Plans



Pre-paid Funeral? The Obvious Choice

Ever thought about the grief that your loved ones would suffer in the event of your death? That, along with the burden of expensive funeral costs, could lead to anxiety of almost intolerable proportions. That's why taking out a pre-paid plan to pay for your funeral in advance makes such good sense.

It has the power to not only lift the burden of expense from your loved ones, but also enables you to plan and budget every detail to your own choosing.

Lump sum or convenient monthly payment plans are available and it's so easy to arrange. So why delay?

Talk to your local funeral directors; they can give you sound advice on selecting the most appropriate plan for you.

ADVERTISING FEATURE

Disabled Access

At the surgery, reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient's WC is provided near the front entrance and another is available on the first floor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure

If you have a suggestion or complaint about the care or service you have received please do not hesitate to contact a member of the reception team. Contact details for our surgeries and staff are on pages 2-4 of our complaints booklet.

It is always best to speak to someone there and then. Whenever possible you should tell someone close to the cause of your complaint. Very often they will be able to sort things out straight away.

Confidentiality

Practices undergo regular visits by external assessors, whose purpose is to verify the process of the practices quality of care to the patient. Therefore they may need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality. If you do not wish your records to be inspected then please inform the Practice Manager.

Freedom of Information – The Act

The Freedom of Information (FOI) Act was passed on 30 November 2000. It gives a general right of access to all types of recorded information held by public authorities, with full access granted in January 2005. The Act sets out exemptions to that right and places certain obligations on public authorities.

FOI will replace the Open Government Code of Practice, which has been in operation since 1994. To read the full act please visit:

<http://www.lcd.gov.uk/foi/foiact2000.htm>

The Freedom of Information Act will be enforced by the Information Commissioner, formerly, the Data Protection Registrar. The Commissioner is responsible for the enforcement of:

- *Data Protection Act 1998
- *The Freedom of Information Act 2000 and;
- *The forthcoming Environmental Information Regulations

This act came into force on the 1st of January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities (GP Practices) to be more open and accountable and to organise their information in an efficient and accessible way. Please note that this excludes personal data.

Zero Tolerance

The practice is committed to delivering the highest standard of care. This necessitates understanding and co-operation from all of our patients. The partners are responsible for the welfare of all members of staff and for ensuring that they are working in a safe environment.

In order to protect our staff and our patients the following behaviour is viewed as unacceptable and will not be tolerated:

*Verbal abuse of a member of the practice staff, either on the surgery premises or on the telephone.

*Threatening behaviour of any sort.

*Physical violence or aggression.

In this regard we have a zero tolerance policy and instances of such behaviour will result in individuals losing any entitlement to treatment and being asked to leave the premises. Removal from the practice list will also be considered.

Practice Charter Standard

Your Doctors' Responsibilities

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when you need it.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

Your Responsibilities as a Patient

To treat all staff with respect and courtesy at all times.

To tell us if you are unsure about the treatment we are offering you.

To ask for a home visit, only when the patient is unable to attend the medical centre through illness or infirmity.

To request such a visit if at all possible before 11.00am.

To ask for an out of hours visit only when necessary.

To keep your appointments and contact the medical centre in advance if you cannot.

To be punctual for appointments, and to make a separate appointment for each member of the family wishing to see the doctor.

Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.

To take medicines according to the instructions and to only ask for a repeat prescription if you need one.

To let us know when you change your address or telephone number.

Help Us to Help You

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out of hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

Inverness & Black Isle



Complementary Healthcare

Mobile complementary healthcare service offering a variety of treatments for the whole family.



- Remedial Massage
- Clinical Aromatherapy
- Clinical Reflexology
- Pregnancy Massage

Fully insured member of the CThA and CNHC. To book an appointment call Sara on 07856 278475



Or find us on Facebook @complementaryhealthcare

Do you have aches and pains that have built up over time?

A massage therapist is trained to help reduce pain, correct postural damage and bring flexibility back into your life.

Contact a qualified massage therapist today to see how they can help you.



Useful Telephone Numbers

Nairn Healthcare Group	01667 452096
District Nursing Team	01667 422702
Midwives.....	01667 422833
Health Visitors	01667 422832
Community Mental Health Team.....	01667 422786
Physiotherapy.....	01667 422704
Podiatry.....	01667 422705
Boots the Chemist (Nairn)	01667 453169
Lloyds Pharmacy (Nairn)	01667 453100
Ardersier Pharmacy.....	01667 462615

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.