

SALTOUN SURGERY



Lochpots Road, FRASERBURGH AB43 9NH

Tel: 01346 514154

Fax: 01346 585228

www.saltounsurgery.co.uk

A GUIDE FOR PATIENTS

WELCOME TO THE PRACTICE

The practice building was opened in January 2002. It is a Scottish Executive funded Health Centre.

Community nurses (district nurses and health visitors) also have office accommodation and use of consulting rooms. Additionally, the Fraserburgh Locality Conference Room is located on the upper floor.

THE GENERAL PRACTITIONERS

Partners

Dr Michael W J Dick
MB ChB (Aberdeen 1983) MRCCOG

Dr Robert Duthie
MB ChB (Dundee 1988)

Dr Martin G Thom
MB ChB (Dundee 1998)

Associate GPs

Dr Catherine Leven
MB ChB DFP DRCCOG

PRACTICE STAFF

Practice Manager

Mrs Sheena Simpson
Sheena is responsible for the overall administration, personnel, business and financial matters within the practice.

Assistant Practice Manager

Marie Cook

Secretary

Fiona Summers

Senior Receptionist

Caroline Irvine

Receptionists/Data Administrators

Karen Tait	Yvonne Davidson	Tracy Rollo	Laura Barron
Wendy Sim	Ann-Marie Simpson	Anne Summers	Fiona Summers
Brenda Watt	Angela Wilken	Diane Wilson	

Complaints Officer

Sheena Simpson

Advanced Nurse Practitioner

Susan Donn

Specialist Nurses

Christine Sim Susan Donn

Health Care Assistant

Susan Crawford

Practice Nurses

Michelle Mitchell Patricia Dick Priscilla Buchan

Vicki Davidson Laura - Ann Gibson Jelena Sinkerkuk

Kaye Weir Susan Crawford (Phlebotomist)

Community Nurses

Team leader Mrs Olive Watt

Community Nurses Tel: 01346 585248 Fax: 01346 585237

Health Visitors Tel: 01346 585245

REGISTERING WITH THE PRACTICE

All new patients over five years old will be offered a consultation with the practice nurse. This allows us to find out about health problems you may have and any repeat prescriptions you require. Your registration with the practice will not be completed until you have attended this consultation. Registrations are restricted to 10.00am - 12 noon and 2.00 - 4.00pm.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please give full details, including postcodes, to the reception staff.

DISABLED PATIENTS

Consulting rooms are all on the ground floor with easy access for people with disabilities. If you require to borrow a wheelchair to gain entry please speak to one of the receptionists.

If you need help with communication and cannot bring someone to help you, the practice can, if given adequate notice, provide help.

For the latest information click to: www.saltounsurgery.co.uk

Visit our website: www.saltounsurgery.co.uk

The Happy Plant

We are the largest Gifts and Garden Centre in the North East of Scotland and are a 4-star Scottish Tourist Board Garden Centre.

Nestling in the Buchan village of Mintlaw, close to Aden Country Park, a visit to us is an absolute must as we are renowned for our quality products.

Why not lift your spirits with a visit to us where you will be met with happy staff eager to help in any way they can. You will find it a pleasure to wander through our spacious garden and gift departments where you can find an array of beautiful gifts and homeware to brighten your home, and then drop in to our award-winning Coffee Shop. In our garden department we have lots of gorgeous colours to cheer up your garden and yourself, and lots of seasonal offers including great Christmas displays to wow all the family.

Our large parking area has ample space for both cars and coaches. We have disabled car spaces close to the entrance and the doors are automatic opening. Customer toilets and nappy changing facilities are available on-site.

ADVERTISING FEATURE

A Regular Service

Just as you have your own health checked regularly by your GP, it is important to take your car in to have it serviced on a regular basis.

A regular service will highlight areas of concern so that you can take the necessary action before a problem arises. Your local garage will also be able to assist you with your annual MOT test, should that be required.

Your local garage can in most cases assist with a whole range of services. They will fit child safety seats, making sure they are correctly fitted, so providing the maximum protection for any child.

Most garages offer a winter check on vehicles - just making sure your car is safe for the winter months - checking such things as tyres (not forgetting the spare) and brakes.

The majority of garages offer free estimates and have fully trained, experienced motor mechanics available to give help and advice on every aspect of your vehicle's condition and performance. Check out the facilities at your local garage and become a regular customer, for your safety's sake.

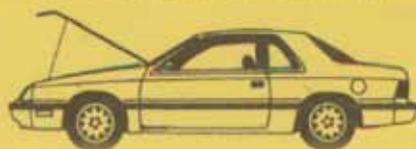
MICHAEL MAY

Motor Vehicle Repairs

Car Service and Repairs
 MOT Preparation
 All makes and models
 All parts and accessories
 Recovery service
 Diagnostic repair
 Car collection

Tel: 01346 512582

Mobile: 07885 456110



HOME VISIT (DAYTIME)

Home visits are for patients who are too ill to attend the surgery. If you wish a doctor to call, please telephone or send a message before 10.30am. When requesting a home visit, please state **the name and address of the patient and also your telephone number.**

The receptionist will need some medical details so that the GP can make a decision about urgency, need for x-rays etc.

Remember we can see three or four people in the surgery during the time an average visit takes.

SURGERY APPOINTMENT POLICY

1) If you are not able to attend for a pre-booked appointment, please phone the surgery to cancel. This will allow another patient the chance to be seen. Patients that repeatedly fail to attend for appointments without advising the surgery will be removed from the surgery list.

2) If you are more than five minutes late for your appointment you will be asked to make a new appointment.

VIOLENCE AND THREATENING BEHAVIOUR

Patients are advised that this practice operates a zero tolerance policy for aggression, violence and threatening behaviour towards all members of the surgery health care team. In the event of any instances of the above behaviour the Police will be called and the patient will be immediately and permanently removed from the surgery list. Please note that this policy covers all cases of verbal abuse, both face to face and on the telephone.

CLINICS

EPILEPSY	ASTHMA	WELL WOMAN
DIABETES	CHILD ASSESSMENT	ANTENATAL
ELDERLY SCREENING	MINOR SURGERY	CHOLESTEROL
OEDEMA	POSTNATAL	CERVICAL SMEAR
BABY ADVICE	HYPERTENSION	IMMUNISATIONS
WART	COUNSELLING	ADULT PSYCHIATRY
WELL MAN	CARDIOVASCULAR	BLOOD TESTING

BOWEL SCREENING

Bowel cancer is the third most common cancer in Scotland after lung and breast cancer. Every year, almost 4000 people are diagnosed with the disease. For men the risk of getting colorectal cancer over the age of 50 is 1 in 18 (5.5%) and for women the equivalent risk is 1 in 22 (4.5%). The Scottish bowel screening programme invites all men and women in Scotland between the ages of 50 to 74 for screening every 2 years. The GPs wish to encourage all patients who are eligible for the test to visit www.bowelscreening.scot.nhs.uk for further details.

Visit our website: www.saltounsurgery.co.uk

ADVERTISING FEATURE

NURSE SPECIALIST

Do You Need a Doctor?

Are you sure you really need to see a doctor? We offer the services of a specialist trained nurse who is able to deal with various common ailments, some of which are shown below. This service frees doctors to deal with more complicated and serious conditions. The nurse is also available for telephone consultations Monday to Friday between 8.00 - 9.00am.

Colds and Flu	Sore Throat	Sinusitis
Cough	Earache	Headache
Fever/Hayfever	Nosebleeds	Cold Sores
Sore Eyes/Styes	Neck Pain	Mouth Problems
Rashes/Eczema	Boils	Infected Wounds
Head Lice	Constipation	Diarrhoea/Vomiting
Threadworms	Minor Head Injuries	Vaginal Discharge
Urinary Tract Infection		

CERVICAL SMEARS

Cervical smears are carried out in the surgery either by a doctor or nurse. The practice policy is to ensure that every woman aged between 18 to 60 years of age is tested every three years unless the cytologists recommended repeating the smears more often. You will receive an invitation by letter to make an appointment. Please contact any of the nurses if you feel that you have not received an invitation.

CONTRACEPTION

A wide range of methods of contraception is available via the surgery. Advice can be sought from all GPs, practice nurses, midwives and health visitors. If you require emergency contraception please arrange an emergency appointment with a practice nurse or GP.

TEST RESULTS

Patients can telephone anytime but preferably after 10.00am to enquire about the results of their tests. Your test results will only be given to you personally. If reception staff have any doubts as to your identity during a telephone call they will ask you to come into the surgery to be given the results by a doctor or nurse in private. It is not in your best interests to ask for results at reception.

For the latest information click to: www.saltounsurgery.co.uk

REPEAT PRESCRIPTIONS

The practice is not a dispensing practice.

To obtain a repeat prescription:

- Mark the items required and hand the repeat prescription form into your pharmacist or, if it is more convenient, hand into the surgery.

The prescription will normally be ready for your collection at either the chemist or surgery after two working days.

The chemist will arrange for the practice to prepare the prescription and can collect the signed prescription from the surgery.

- A 24 hour answering machine service - 01346 585200 - is available for ordering repeat prescriptions.
- We also accept posted, faxed or e-mailed requests; the e-mail address for repeat prescriptions only is saltoun.prescriptions@nhs.net

Prescriptions for addictive drugs will not be replaced if lost or stolen.

It is practice policy that if a prescription is found to have been altered, the police will be informed and the patient will immediately be removed from the surgery list.

SURGERY TIMES

The surgery operates an appointment system with both doctor and nurse consultations.

You can make an appointment with any of the doctors or nurses, but if you wish to see the doctor or nurse of your choice, you may have to wait longer to be seen. We will always see you the same day if you require urgent medical attention.

Our receptionists cannot advise on medical problems. They can, however, relay messages to the practice nurses and GPs, though do bear in mind they are very busy and cannot interrupt their work to answer enquiries. Messages will be recorded in a book and brought to the nurses' or doctors' attention when they are free.

PLEASE LET US KNOW IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT.

Appointments can be made either by telephoning on 514154 or by calling into the surgery.

Practice Opening Hours

Monday - Friday 8.30am - 6.00pm

Saturday and Sunday Closed

Appointments can be booked by telephone from 8.00am

APPOINTMENT DETAILS

Doctors' Appointments

Morning appointments are available from 8.40am - 12 noon.

Afternoon appointments are available from 2.00 - 5.30pm.

Doctors' consultation times may vary when we are using locums.

Visit our website: www.saltounsurgery.co.uk



If in doubt, get checked out.

Early diagnosis of **mouth cancer** transforms survival rates from **50% to 90%.**

Make regular visits to your dentist.



Do you have aches and pains?



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

Contact a qualified local physiotherapist today to see how they can help you.

High-quality treatment in a friendly environment

Our modern health-promoting approach with continuing care means:

- Fewer fillings
- Less dental decay
- More choice
- Less likelihood of toothache
- Reduced costs
- More attractive teeth

SOME NHS PLACES AVAILABLE

Tel: 01346 517757 www.clarkdentalclinic.co.uk
Email: paulineclark1@btconnect.com
52 Hanover Street, Fraserburgh AB43 9HX



Injury Time Physiotherapy Clinic Need a Physiotherapist?

We offer a wide range of services
Daytime and evening appointments available
Registered with major insurance providers
T: 01779 822000 / 01244 316502
(call either number for Peterhead clinic)

www.injurytime.co.uk
Burnside Business Centre, Burnside Rd
Peterhead AB42 3AW



Telephone Appointments

Telephone appointments are also available if you feel your condition can be dealt with in this way. We will arrange a suitable appointment with you and either the GP or nurse practitioner will call you back. When making the appointment the receptionist will request some brief details.

Nurses' Appointments

Appointments are available from 8.40am - 5.20pm.

For Your Guidance

- The average length of appointments is 10 minutes.
- One appointment is for one person (even if they are a child).
- Please limit the number of problems you bring to each appointment - the more you bring the less time the doctor has to deal with each problem.
- Do stay with the same doctor doing the investigation and treatment of any illness.

Those who repeatedly miss appointments without cancelling will be removed from the practice list.

HOSPITAL DISCHARGE

Please hand in your discharge letter to the surgery as soon as possible after arriving home from hospital. Patients are usually given a supply of medication on discharge from hospital. If you require further treatment please contact the surgery. If appropriate, the hospital will arrange for the district nurse to visit you.

MEDICALS (NON NHS)

The practice undertakes medicals for various purposes including private insurance, LCV/PCV etc. Please arrange appointments with the receptionist and be sure to mention that you are making an appointment for a medical; this is because the nurse usually needs time to assist the doctor.

A list of fees is available at reception.

FREEDOM OF INFORMATION

Under Section 23 of the Freedom of Information (Scotland) Act 2002, a 'public authority', which is defined as including General Practitioners, must prepare a publication scheme setting out the information it routinely makes publicly available.

The British Medical Association Model Publication Scheme for General Practitioners in Scotland has been approved by the Scottish Information Commissioner who is responsible for promoting and enforcing the Act. In addition, we have to review the scheme from time to time.

Visit our website: www.saltounsurgery.co.uk



Transplants save lives

Join the NHS Organ Donor Register

0300 123 2323
www.organdonation.nhs.uk

PRACTICE BOOKLETS

ARE SPECIALLY PREPARED BY

Neighbourhood Direct Ltd

A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street,
St Annes-on-Sea, Lancs FY8 2ER
Tel: 01253 722142 Fax: 01253 714020
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.





**Generate more business
with a Pay - Monthly
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £24 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call
0800 612 1408
or email us at payasyougo@opg.co.uk**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 40 YEARS**

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

This Publication Scheme is a complete guide to the information routinely made available to the public by Saltoun Surgery. It is a description of the information about our General Practitioners and practice which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness. In adopting (or reviewing) our publication scheme, we are required to have regard to the public interest in allowing public access to information we hold; and the publication of reasons for the decisions we make.

A copy of the Publication Scheme is on display at the surgery. Individual copies are available both to patients and/or the general public by request at reception.

PERSONAL RECORDS

Patient records are held on computer and patient rights are protected under the Data Protection Act 1998.

SALTOUN SURGERY POLICY

Our receptionists have signed an agreement of confidentiality. No-one will be told of either your attendance at the surgery or details pertaining to your condition without your permission in writing.

FOR YOUNG PATIENTS

1. If you see a doctor or nurse, your parents will not be told without your complete agreement.
2. You may see a doctor or nurse without your parents' consent - as stated in 'The Age of Legal Capacity (S) Act 1991'.

For the purpose of research and to improve treatment it may be necessary for medical personnel or Primary Care NHS Trust officials from outwith the practice to check medical records. Any person granted such access will be bound by the same rules of confidentiality which apply to surgery staff. If you object to your records being checked in this way please advise the practice manager.

RIGHTS AND RESPONSIBILITIES

We aim to provide the best possible service to our patients and hope you will feel we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Visit our website: www.saltounsurgery.co.uk

Our Responsibility To You:

- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your Responsibility To Us:

- Please treat all surgery staff with the same respect - we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name, address or telephone number so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend the surgery
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please report to the receptionist on arrival
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us (usually two to three weeks after appointment)
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

COMMENTS

Suggestions on how to improve our service are always welcomed. There is a box by the front door where you may leave any written comments. If you would like a reply please leave your name and a contact phone number.

For the latest information click to: www.saltounsurgery.co.uk

COMPLAINTS

Patients who wish to make any complaints should complete a complaints form or ask to see Mrs Sheena Simpson who will advise on the complaints procedure. Alternatively, the complaint can be submitted in writing to Mrs Simpson. If you have a complaint, try speaking to the person concerned first. If you are still unhappy please write to either our complaints officer or to the practice manager.

All complaints will be acknowledged in writing within three working days. Our target is to resolve 90% of complaints within 20 working days following a full and fair investigation.

In exceptional cases this may be longer but you will be informed of the reason for the delay. If you are not satisfied with the outcome of your complaint the practice manager will advise you about the independent review process.

SICK LINES

For the first seven days of an illness you must fill in a self certificate (your employer should have forms). The doctor can write a medical certificate from the eighth day of the illness onward. You must see the doctor to get the certificate. It cannot cover any period before you see the doctor (unless you have a hospital letter) ie it cannot be backdated.

TRAVEL OVERSEAS (INCLUDING IMMUNISATIONS)

Advice with regard to travel overseas is available from all our practice nurses. Please collect a questionnaire from reception and complete it before your appointment with the nurse.

LOCAL HOLIDAYS (FRASERBURGH)

The surgery will be open all day as normal.

NATIONAL HOLIDAYS

The surgery is closed December 25/26, January 1/2 and May Day Monday.

Any other days will be advertised by notices in the surgery.

CAR PARKING

There is a car park at the front of the surgery. The car park at the rear is reserved for doctors and staff only.

Visit our website: www.saltounsurgery.co.uk

WHEN THE SURGERY IS CLOSED

When the surgery is closed, you can phone **NHS 24** for advice (Tel: 08454 24 24 24). NHS 24 is a 24-hour telephone health advice and information service that is available in Grampian. It works alongside other services and is provided by highly experienced and fully qualified nurses.

If either yourself or someone you look after is unwell you can call NHS 24 and a nurse advisor will assess the situation and help you get the care you need.

Daytime

You should still contact your GP for urgent medical help or a routine appointment but, if you are not sure what to do, you can call NHS 24 and speak to a nurse advisor who will advise you on the best course of action. This may involve treating symptoms yourself, visiting a pharmacist or doctor or, in more serious situations, advising you to go to an accident and emergency unit. NHS 24 also provides a health information service. If you are looking for information on medical conditions or a particular health service, you can contact one of the health information advisors who will be able to provide you with advice or direct you to other organisations and sources of advice and information.

IF THE CONDITION IS LIFE THREATENING PHONE 999.

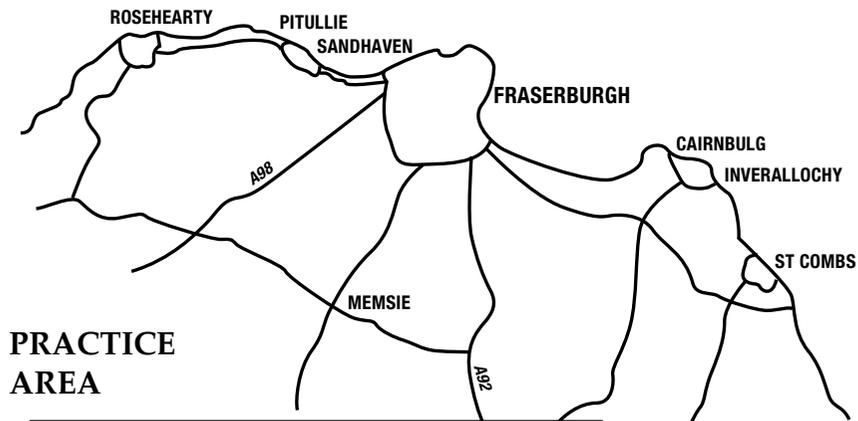
THERE IS ALWAYS A DOCTOR ON DUTY FOR MEDICAL EMERGENCIES; IT MAY NOT BE A DOCTOR FROM YOUR PRACTICE; WHEN YOU PHONE 514154 YOU WILL BE ADVISED BY AN ANSWERING MACHINE HOW TO OBTAIN HELP.

NOTES

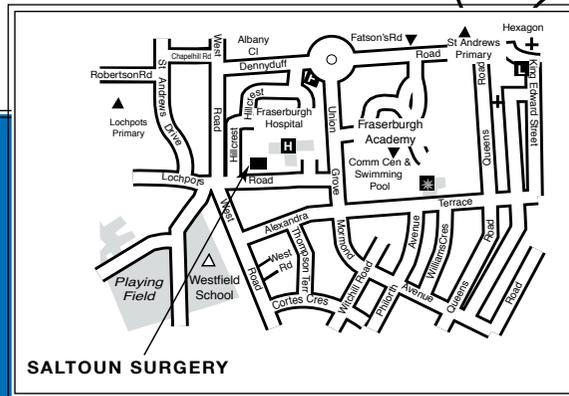
A woman with her hair in a ponytail, wearing a green jacket and a pink scarf, is looking down at a small blue and white booklet she is holding in her hands. The background is a blurred outdoor setting.

Let our practice
publications
promote your
business
for you!

To place an eye catching
advertising feature in our vitally
important Practice Booklets and
our indispensable Appointment
Cards and Website
simply phone Veronica Smith
now on **0800 612 1516.**



PRACTICE AREA



HOW TO FIND US

USEFUL TELEPHONE NUMBERS

Fraserburgh Hospital	01346 513151
Aberdeen Hospitals	08454 566000
Social Work Department.....	01346 513281
Ambulance.....	01224 662711
CHEMISTS	
Boots	01346 519176
Gardens.....	01346 513298
Summers	01346 513395
Bairds	01346 513372
DENTISTS	
Donaldson & Associates.....	01346 517757
Shaw.....	01346 518556
Tasker.....	01346 517964
OPTICIANS	
Shedden	01346 518877
Duncan & Todd.....	01346 519269