

USEFUL TELEPHONE NUMBERS

Several other health care workers are in our Practice team, and these include District Nurses (whose skill and experience allow them to care for those with chronic and terminal illnesses within their own homes), Health Visitors (who work closely with families and their doctors to monitor the development and progress of babies and children) and Midwives (who offer antenatal and postnatal care to women in clinics, classes and within their homes).

District Nurses:	816336	Health Visitors:	816330	Midwives:	01343 567714
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PRACTICE CHARTER

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

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 seen by your own doctor whenever possible
- 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
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 2 working days of your request
- 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 practice staff with the same respect – we are doing our job as requested by the GPs. Any patient who is violent or abusive to any member of the Primary Health Care Team or any other persons on the Practice premises, on social media or in the place where treatment is provided may be removed from our Patients' list.
- 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. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical settings of a well equipped surgery or hospital
- Requests for help and advice for non-urgent matters should be made during surgery hours only
- Phoning out-of-hours should be for emergencies only
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- We expect that patients will understand that appointments are for one person only. Additional appointments should be made for more than one person
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us. You will be advised by the referring clinician of the usual length of time to wait
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription
- Patients are responsible for their own health, and the health of their children, and should co-operate with the Practice in endeavouring to keep themselves healthy. We give you professional advice – please act on it
- 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

30/06/2021

Last Updated 30/06/2021

MORAY COAST MEDICAL PRACTICE

www.moraycoastmedicalpractice.co.uk



MURTON ROAD, LOSSIEMOUTH,
MORAY, IV31 6TU.

Tel: 0345 337 1190

Fax: 01343 816300

LOSSIEMOUTH OPENING HOURS 8AM-6PM, MONDAY TO FRIDAY
OUTWITH THESE HOURS, PLEASE DIAL 111(NHS24) FOR
URGENT MEDICAL ADVICE

Burghead Surgery

18a Grant Street, Burghead,

Moray, IV30 5UE.

Tel / Fax: 01343 835780

BURGHHEAD OPENING HOURS 8.30AM-12NOON, Mon/Tue/Wed/Fri
CONTACT THE LOSSIEMOUTH SURGERY (ABOVE) FOR MEDICAL ADVICE
MON-FRI 8AM-6PM, OUTWITH HOURS PLEASE DIAL 111 (NHS24)

Hopeman Surgery

Harbour Street, Hopeman,

Moray, IV30 5SJ.

Tel / Fax: 01343 830269

HOPEMAN OPENING HOURS 2PM-5.00PM, Tue/Wed/Thu/Fri
CONTACT THE LOSSIEMOUTH SURGERY (ABOVE) FOR MEDICAL ADVICE
MON-FRI 8AM-6PM, OUTWITH HOURS PLEASE DIAL 111 (NHS24)

PRACTICE STAFF

Doctors:

Dr Sandy Barclay (1986, Aberdeen) MB ChB
Dr Margaret Sinclair (1993, Aberdeen) MB ChB MRCP
Dr Elizabeth Barr (1990, Liverpool) MB ChB FRCP DFRH DRCOG
Dr Ronald Ferguson (1999, Aberdeen) MB ChB BSc (Hons) MRCPG DCMAC
Dr Carol Jack, 2001; (2005, Aberdeen) MB ChB, DRCOG, MRCPG
Dr Kirsty McArthur (2008, Aberdeen) MB ChB
Dr Jess Ledingham (2011) MB ChB
Dr Emily Monk (2011) MB ChB
Dr Susan Macfadyen (2012) MB ChB

Nurse Consultant:

Ben Sutherland (Advanced Nurse Practitioner)
Anna Elliott (Advanced Nurse Practitioner)
Matt Offer (Advanced Nurse Practitioner)

Practice Manager:

Alison Frankland

Practice Nurses:

Jo Fraser-McKenzie
Paula Broughton
Lynette Fraser
Paula Brander
Gwen Munro HCA
Kelly Croudace HCA

Practice Pharmacists:

Fiona Duncan
Alistair Boyd-Orr

Pharmacy technician:

Amanda Cooper

As a practice, we assume that patients have consented to the disclosure of personal health information, to the extent that it is necessary for the purposes of the operational management of the Practice and related facilities concerned with the provision of care. The Practice complies with the Data Protection Act 1998. Our Practice premises are covered by CCTV for the safety and security of our patients, staff and premises.

Patients who live in the Lossiemouth, Burchard or Hopeman area are welcome to join the Practice, and may do so by completing a registration form. The premises of the Practice are purpose built and suitable for people with disabilities. We are contracted with NHS Grampian, based at Summerfield House, Eday Road, Aberdeen to provide primary medical services. For other providers, please contact Practitioner Services Medical, Bridge View, 1 North Esplanade West, Aberdeen, AB11 5QF. Tel: 01224 358400.

TRAINING

The Practice undertakes training of health care professionals. You will be asked before your consultation begins if you are in agreement for a trainee to sit in on an appointment.

APPOINTMENTS

You can consult any of the doctors, though it would be helpful to see the same doctor most of the time. Consultations are by appointment only, and these can be made by telephone during office hours (between 8.00am and 6.00pm Monday to Friday) or via our internet website. Please ensure that you arrive in time for your appointment. If you are late, then your health professional may not be able to see you, and you may be asked to re-book. Urgent cases will be seen the same day, though not necessarily by the doctor of your choice. You may be asked to provide further information when booking appointments (e.g. symptoms) and this is to ensure that the most suitable appointment is booked for you with the appropriate clinician. We now offer a Minor Illness Clinic which can deal with common ailments such as earache, urinary tract infections, eye infections, etc. Appointments can be made by phoning Lossiemouth 0345 337 1190, or online at www.moraycoastmedicalpractice.co.uk

CLINICS

We offer a range of clinics, including Ante Natal, Asthma, Baby Immunisations, CHD, COPD, Diabetes, Dietician, Family Planning, Heart Failure, Hypertension, Minor Illness, Minor Surgery. Please telephone the Practice on Lossiemouth 0345 337 1190.

HOME VISITS

If you are too ill to attend the surgery and require a home visit, please telephone the surgery by 10.00am unless, of course, an emergency arises. The receptionist will ask you for some details of your illness, so that the doctors can plan to attend to the most urgent cases first. **Please remember that home visits are for serious illnesses and people who are housebound and cannot be reached where no transport is readily available. The doctor can see 4 or 5 patients at the surgery in the time it takes to do one home visit.**

OUT OF HOURS

If you need urgent medical advice out of hours, dial 111. You will be transferred through to NHS24 (dial 111 or visit www.nhs24.com) who will triage your call and advise whether you need to be seen either by a nurse or doctor at the Out of Hours service – GMED – based at The Oaks in Elgin. If you need to see the nurse or duty doctor, you will be expected to attend.

TELEPHONING THE SURGERY

Whenever possible please call the surgery during opening hours, when a receptionist will be available to take your call (see front page). When you phone to ask to speak to the doctor or practice nurse, please note that they may not always be available, so a message will be passed to them to let them know you have called. **When telephoning for a test result, please call after 2.00pm.** When calling out-with opening hours, please dial 111 (NHS24) for medical advice.

REPEAT PRESCRIPTIONS

We operate a computerised repeat prescription system. If your doctor agrees, you may order some prescriptions without being seen. Please post your re-order request (right hand side of your prescription) in the box provided in the foyer area or sign up to order online by visiting our website www.moraycoastmedicalpractice.co.uk. There's also the MCR service. You don't need to contact us to order, you can go straight to the chemist. If this is something you would be interested in, speak with your local chemist and they can get you signed up. You must allow at least 2 working days for the processing of your prescription, and these can be forwarded to the local pharmacy of your choice. If you are due a medication review, you may be invited to speak with the doctor or practice pharmacist. Please order your repeat medication only as needed and if you no longer take any of your medicines please let us know.

NON-NHS SERVICES

Certain services provided by your doctor are not covered by the NHS, and you will be asked to pay a fee in line with BMA policy. These include Pre-employment Medicals, Insurance Claims, Fitness to Drive Medicals, Private Medicals and Private Certificates.

EQUIPMENT FUND

Donations to this fund are always welcome and have enabled valuable equipment to be purchased, both for use in the surgery, and by the district nurses and health visitors for use in patient's homes.

CANCELLATIONS

If you cannot keep your appointment, please notify the Practice as soon as possible so that others can benefit from the doctors' or nurses' valuable time. Should you fail to attend an appointment in good time, this will be recorded as having not attended. If you are more than 10 minutes late for your appointment you may not be seen, and may have to re-book your appointment. If two appointments are recorded as having not attended in a one year period, a letter will be sent from the Practice reminding you of your obligations. If a third appointment is missed, the Practice reserves the right to remove you from the Practice list, and you will be informed of this in writing and asked to register with a new practice. A copy of Absentee Appointments Protocol is available from the Practice Manager on request.

COVID

Under the current guidelines, if you are attending the Surgery for an appointment it is necessary to wear a face mask/covering, unless you are exempt. Please also be mindful of the social distancing guidelines. We request that you do not attend the Surgery unless it is for an appointment, or we have requested your attendance. If you wish to see or speak with a Clinician, or have any queries please phone the Surgery.