

The Group Practice



STORNOWAY SURGERY

Health Centre
Springfield Road
Stornoway HS1 2PS
Tel: 01851 703145

HABOST SURGERY

Habost
Ness HS2 0TG
Tel: 01851 810689

PRESCRIPTIONS

Online: www.groupmedical.co.uk OR www.patientaccess.com

Phone: 01851 701687 (Monday—Friday 2.00-5.00pm)

Email: prescriptions.group@nhs.net

WEBSITE

www.groupmedical.co.uk

The Group Practice

We are a family medical practice based in Stornoway and Habost, Ness. We are a training practice, with a Practice Area covering the whole of the island and work closely with NHS Western Isles to provide the full range of General Medical Services for patients registered with us.

You can register as a patient by visiting either surgery and completing a registration form. You will be offered a new patient health check at the time of registration. You will be registered with the practice and not a specific doctor. However, if you would prefer to see one doctor please let the receptionist know and this will be noted in your record.

Many of our clinics are nurse led, and include:

- Asthma Clinic
- Heart Disease
- Stroke and TIA
- High Blood Pressure
- Diabetes Clinic
- Cervical Smear
- Travel Advice
- COPD Clinic

We provide minor surgery, ante-natal shared care, and contraceptive and sexual health services.

In addition, the practice offers and charges for private services provided to NHS patients. We have doctors registered to undertake a variety of medicals, tests and procedures. These are available both to patients registered with the practice and those not registered: fees are charged for these services. Additionally, the practice is a registered yellow fever vaccination centre. Ask at Reception for more information.

The Practice Team

We have a practice team of three Doctor Partners and three salaried GPs, who are supported by: a Community Pharmacist one or two days a week, four Advanced Nurse Practitioners; Practice Nurses; Dispensing Assistants; and Health Care Assistants. In addition to this we have a Practice Manager, Administrative Team, Reception Team and Secretarial Support.

The Group Practice is a partnership of the three partners listed below. All doctors hold surgeries in Stornoway and Habost.

Partners:

Dr Brian Michie

(male) MB, BS (London 1982), DipIMCRCSEd

Dr Louise Scott

(female) MBChB (Dundee 1989), FRCGP, FFFLM, MSc, DRCOG

Dr Juanita Macleod

(female) Col Rtd L/RAMC, MB, ChB (Dundee 1984), MRCGP, DCH, DRCOG

GP: Dr Duncan Simpson

(male) MB, ChB (Sheffield 2005)

GP: Dr David Fearon

(male) MBChB (Glasgow 2001), DTMH, MRCGP

GP: Dr Raphaele Freeston

(female) MBBS (Newcastle 2013), MRCGP

Community Pharmacist

Community Pharmacist, Natalie Bowling, is based in the surgery one or two days a week and is available to carry out medication reviews in person and by telephone. Our patients can make appointments with a receptionist if they would like to discuss their medication with the pharmacist.

Appointments

To make an appointment, please telephone the practice. We have an automated phone system in Stornoway, which releases extra appointments in the evening and early in the morning. There is an option to speak to a receptionist, if you would prefer. Our receptionists are available between 08.30 and 17.30.

If you are too unwell to attend the surgery one of our Advanced Nurse Practitioners, or a Doctor, can visit you at home. Please request a home visit before 10am. If your call is urgent, please make this clear to the receptionist. You can make an urgent call at any time.

Our receptionists may ask you what your appointment is for. This is so that they can ensure you are seen by the most suitable clinician.

Chaperones: All patients are entitled to have a chaperone present during any consultation, examination or procedure. Please inform your doctor or nurse, or ask at Reception.

NHS 24

If the surgery is closed and you want medical advice call NHS 24 on 111 or visit their website: www.nhs24.com, or visit NHS Scotland's website www.scot.nhs.uk.

Prescriptions

Requests for repeat prescriptions can be made online (if you are registered with Patient Access), by email or by phone (see the front of the leaflet).

Alternatively, you can post or drop off the slip which came with your last prescription and mark which medications you require. Prescriptions are ready within 72 hours, and can be sent to a local chemist of your choice for collection.

Habost surgery is a dispensing surgery, and you can collect medication from there when it is ready.

Patient Rights and Responsibilities

You have the right to be treated as a partner in your care. We will try to ensure that you receive the best medical care possible and we will listen to your opinions. In return you have a responsibility to attend appointments, treat staff courteously, inform the Practice of any change to your circumstances and cooperate with your agreed care plan.

Test Results

Results will only be given when authorised by a GP. Results may only be given to the specific patient to whom they apply. In the interest of confidentiality please be prepared to identify yourself. Please do not phone for results for friends/relatives without prior arrangement.

Access for the disabled

At both surgeries the consulting rooms are on the ground floor, there is ramped access to the front door and a toilet with space to manoeuvre a wheelchair. In Stornoway there is a reception hatch at an appropriate height for a wheelchair user.

Patient comments

If you have any comments, complaints or suggestions about the service we provide please speak to the Practice Manager. We operate an in-house complaints procedure in accordance with national guidelines. Our Practice Manager will give you more details on request.

Conduct

Coming to see the doctor can be stressful. However, we operate a policy of zero tolerance in respect of violence or abuse, whether physical or verbal to our staff. Patients who are violent or abusive may be removed from our list of patients.

Confidentiality

In order to provide you with the care you need, we hold details of your consultations, illnesses, tests, prescriptions, and other treatments that have been recorded by anyone involved with your care. Where necessary, relevant information is exchanged with other health professionals, such as for hospital referrals.

No information is disclosed outside of the health service without your permission unless we are required to do so by law.

General Data Protection Regulation (GDPR)

Under the GDPR you have a right to request a copy of your medical records, by making a Subject Access Request (SAR).

In order to do this you can ask our receptionist at the front desk for a SAR form. If you require any assistance completing the form please ask our receptionist who will be happy to help. Once you have completed and returned this form we have 28 days to provide you with the information you have requested.

For further information please contact:

Jennifer Hepburn, Data Protection Officer

T: 01851 703145, Ext. 239

E: jennifer.hepburn2@nhs.net

Did you know you can SELF-REFER!

You can self-refer simply by contacting the appropriate local service:

AUDIOLOGY

If you have an NHS hearing aid you can contact Audiology direct for an appointment.

Tel. (01851) 708213

DIETETICS

Tel. (01851) 708279

OCCUPATIONAL THERAPY

Tel. (01851) 708287

PHYSIOTHERAPY

www.wihb.scot.nhs.uk/physio-about

(Click on self-referral)

PODIATRY

Tel. (01851) 708285

QUIT YOUR WAY – Smoking cessation service

Tel. (01851) 701623

SPEECH and LANGUAGE THERAPY

Tel. (01851) 708282

Useful phone numbers

CHEMISTS

Back Pharmacy	820333
Boots Pharmacy	701769
KJ Macdonald Chemist	703131

HOSPITALS

Western Isles Hospital	704704
Raigmore Hospital, Inverness	01463 704000
Queen Elizabeth University Hospital, Glasgow	0141 201 1100
Glasgow Nuffield Hospital (private)	0141 530 9874
Western General, Glasgow	0141 211 3000

CARE HOMES, HOSPICE, SHELTERED HOUSING

Bethesda Care Home and Hospice	706222
Blar Buidhe Care Home	706067
Dun Berisay Care Home	822817
Dun Eisdean Care Home	703335
Kirk Care Housing	705284

OPTICIANS

Robert Doig (Optician)	704200
Claire Whyman (Optician)	700808

NHS WI SERVICES

Alcohol Counselling	763305
BHF Nurses	763329/763311
(CAMHS) Child and Adult Mental Health Services	701868/704288
District Nurse, Habost (0830-1630)	810468
District Nurse, Stornoway (0830-1630)	703145
Health Promotion	701545
Mental Health	763323/703069
MS Nurse	763320
NHS WI Primary Care	763316/763321
Overnight Support Nurse (out of hours, via NHS24)	111
School Nursing Team	763340
Social Work - Community	822708
Social Work - Home Care	822711
Social Work - Out of Hours	701702
Western Isles NHS Board	702997

OTHER

DWP (Department for Work and Pensions)	0345 602 8244
Faire Community Alarm	701702