



LINKS

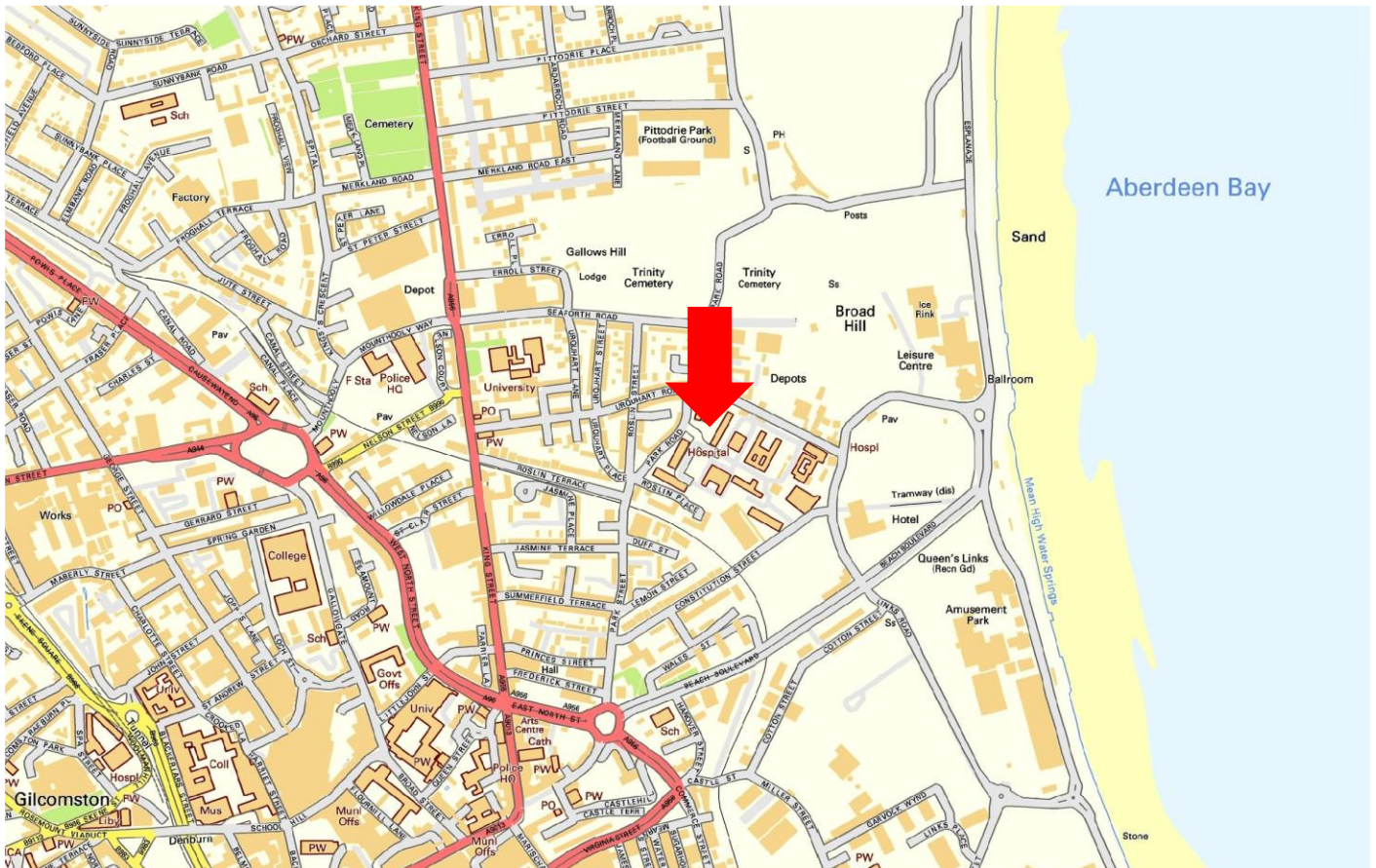
MEDICAL PRACTICE

City Hospital, Park Road
Aberdeen, AB24 5AU

Tel: 0345 337 6340

Prescription Line: 01224 555149

www.linksmedicalpractice.co.uk



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OPENING TIMES:

Monday to Friday
8.00am - 6.00pm

Please ask at reception for details of our early morning surgeries starting at 7:30am.

Out of Hours:

Between 6pm and 8am Monday to Friday, and 6pm Friday to 8am Monday, the surgery is closed.
In order to obtain medical advice at these times contact:

Out of Hours Service: NHS 24 on 111

www.nhs24.com

DOCTORS:

Dr Louise Elliot (Partner)
Dr Daisy Earl (Partner)
Dr Gairn Davidson (Partner)
Dr Fiona Lopez (Partner)
Dr VuiYung Chieng (Partner)
Dr Ammara Sohail (Partner)

Dr Dima Almoussally (Salaried GP)
Dr Mandeep Purba (Salaried GP)

NURSES:

Faye Carbis Advanced Nurse Practitioner
Sister Kirsty Minett RGN
Sister Fiona Milne RGN
Sister Hilary Yule RGN
Sister Christie Witter RGN
Carol Boyd Phlebotomist

Sr.Kirsty Minett heads our highly qualified nursing team. The practice policy is to encourage a healthy lifestyle, and our nurses run many of the screening programs which can help to prevent ill health. If you are invited to attend for such tests, please try to attend, as this can prevent complications in later life. The Practice Nurses can be contacted on 0345 337 6340.

COMMUNITY STAFF:

- **Health Visitors.** Health Visitors work within the *Getting It Right For Every Child* practice model (GIRFEC). They visit parents with children under 5 years within the family home, hold Well Child, Child Development and Immunisation Clinics. The Health Visitors can be contacted on 01224 611088, Monday to Friday. There is an answer machine service so if they are unavailable leave a message and they will get back to you. Out of hours call NHS 24.
- **District Nurses** provide care for those discharged from hospital and those who require home care. Their multifunctional role includes health promotion, teaching, rehabilitation and palliative care. In consultation with the doctors they can also refer patients to other community services such as physiotherapy and chiropody if required.

The Nursing Team can be contacted on 01224 611077, Monday to Friday 8.00am - 4.00pm. There is an answer machine service so please leave your NAME and TELEPHONE NUMBER and one of the district nurses will contact you when she returns to the office.

PRACTICE AREA/SURGERY ACCESS:

Our well-established Practice serves approx 8500 patients, covering a wide area throughout the city as well as surrounding areas.

Access to the surgery is within the City Hospital Site and is fully accessible to disabled patients and has dedicated car parking space.

REGISTERING AS A PATIENT:

You will be asked to complete a registration form for each person registering with the Practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. You will also need to provide us with 2 forms of ID (please ask at reception for further details)

We may be unable to accept new registrations if maximum capacity is reached. Please check our website or speak with a staff member for current information on new patient registrations.

APPOINTMENTS:

The practice operates "on the day triage" system. Please call the practice on 0345 337 6340. A member of the reception team will take some details and arrange a callback from the clinical team the same day. Appointments to see the practice nurse can be made by phoning 0345 337 6340. If it is a medical emergency, select option 1 to access the emergency line.

In addition please note that:

- Separate appointments should be made if more than one person needs to be seen.
- An adult should accompany children under the age of 14.
- If you think your problem will require more time than 10 minutes, please tell the receptionist and arrangements may be made for you to get a longer appointment.
- If you are unable to keep an appointment, please phone and let us know as soon as possible so that the appointment can be reallocated. You can also cancel your appointment by sending a text message to

If you cannot keep your appointment please let us know. We understand it can sometimes be difficult to get through straight away on the telephones, especially at peak times, which is why we have a text cancellation option.

Text: "Cancel", Date of Birth, Surname, and Date of Appointment to 07977814022. Please note this mobile number is for text cancellations only and cannot be used to call the practice to book an appointment.

0345 TELEPHONE NUMBER:

The 0345 service chosen by NHS Grampian utilises a networked based system that can offer callers a choice of options in order to route their call accurately and efficiently. The options, of this service, are controlled in the service provider's network completely independently of the make, type or capabilities of the lines or equipment at the receiving location.

The cost of this service (using the NHS 0345 number), to callers, is 3.36 pence per minute (ppm) during peak time, 1.85ppm evening and 085 ppm weekend which is exactly the same cost as making a local call. Calls are charged on a per second basis. The inclusion, or otherwise, of 0345 numbers in free calling plans is an issue that needs to be addressed with the various telecoms suppliers as each and every call provider has different ways of applying call charges. Non geographic numbers, call to mobile networks, and calls to other network providers' numbers are an ongoing source of debate, within the telecoms industry, that NHS Grampian has no control over but understands the confusion and concern that the wide and varied pricing plans evoke.

The use of a low cost service is seen as advantageous to the vast majority of patients calling their health centre or GP practice.

NHS Grampian adopted the use of the 0345 service to provide an improved service for both patients and staff and I include below some of the benefits we see by utilising this service

- The use of a single 0345 number ensures that all callers can be re-routed, in real time, in the event of an emergency or disaster recovery situation
- Use of a network based call queuing system to handle call volumes
- Menu options to direct callers and filter and prioritise calls including effective call distribution or call control
- The entire system is controlled, by the receiving location, based on timing stored in the network
- Network messages can be used to inform callers of outbreaks or common problems
- Real time statistics show how many calls are received / unanswered. This allows analysis of the history of our non-geographic number to help implement improvements in the current service
- Patients no longer receive engaged tone and no longer have to constantly re-dial the surgery
- Pressure is absorbed by the telephone network allowing staff to handle calls more effectively
- Web and phoned based control of built in disaster recovery option should the surgery be unavailable
- A single point of contact, independent of constraints on local / national telephone network provide.

I hope this explains why it is important and sensible for NHS Grampian to utilise the 0345 service.

TRIAGE SYSTEM:

The practice is operating a triage system. To ensure that your request for an appointment / telephone call / home visit is directed to the correct healthcare professional, and to ensure there is adequate time to deal with your problem, reception staff will ask for a brief description of your problem. This will also allow emergencies to be dealt with promptly. Reception staff abide by the code of confidentiality. Please remember that reception staff are not medically trained so cannot give medical advice.

HOME VISITS:

Home visit requests should be requested before 10am unless it is an emergency as this allows for the allocation of visits and efficient use of time for visiting clinicians.

Home visits are discretionary. We wish to provide safe, high quality care for all of our registered patients. It is important to assess a patient in the safest environment; this is rarely a patient's home and the doctor will also not have full access to a patient's records or to a chaperone in a patient's own home. It is also inefficient as in the time it takes one practitioner to perform a visit, many more patients could be seen face-face in the surgery.

Only patients who are terminally ill or housebound will normally be granted a home visit. All other patients are generally expected to attend the surgery.

The general rule is that if a patient is fit enough to visit an optician, dentist, friend, relative, attend a hospital appointments, do their own shopping or visit the hairdresser, they can come to the surgery.

A patient may not be well enough to travel by bus or walk but travel by car can be arranged via friend, relatives or taxi firms. It is not the doctor's duty to arrange such transport. Having no transport is not a reason for a home visit request.

All home visit requests will be triaged by the clinical team. Some symptoms can be self-managed and patients may not require to be seen by a clinician. Some symptoms can be dealt with by other professionals who are more appropriate for your needs e.g. pharmacist or district nurse.

Please telephone before 10:00am with house call requests

TEST RESULTS:

For reasons of confidentiality, we cannot give results at our reception desk. Once your results are available, we will be in touch via text message if your results are normal, or over the phone if any further action is required. Please note we will only give results to the patient, unless we have prior permission to speak to somebody else. Please allow at least 7 working days before chasing your results.

SICK LINES:

You are responsible for self-certification for the first seven days of any illness (including Sundays) These forms are available on line www.gov.uk

For other certificates, our doctors are legally obliged to speak to the patient before they sign one.

You can also request sick line online: <https://www.linksmedicalpractice.co.uk/med3sick-line-request-form>

REPEAT PRESCRIPTIONS:

If you are taking medication on a repeat basis please order in plenty of time, and allow us **four working days from order until you pick up the prescription**. They can be ordered in the following ways.

- **By Post**: The right hand side of your last prescription gives details of your current medication. Tick the items you require and post the slip to us. If you enclose a stamped address envelope we will post your new prescription back to you. Please allow a minimum a week if ordering by post and consider potential postal delays.
- **In Person**: Leave your request in the letterbox which is situated in the door on the right as you come up the path to the main surgery entrance.
- **By Telephone**: The prescription request lines are open 24 hours a day. Telephone: **01224 555149**. Please leave the following information on our answer machine:
 - 1) Name
 - 2) Address
 - 3) Date of Birth
 - 4) Contact telephone number

- 5) Items required
- 6) Where you will collect the prescription eg surgery or specify chemist
- **On-Line Services** - You can register to order your repeat prescriptions via Vision On-Line Service (please ask for details)
- **Via your Local Pharmacy**: Some local pharmacies provide an ordering and collection service. Further details are available at reception.

EMERGENCIES:

In life-threatening emergencies, such as severe bleeding, collapse, unconsciousness or severe chest pain, telephone "999" for an ambulance.

SERVICES AVAILABLE FROM THE PRACTICE:

Links Medical Practice has signed a contract with NHS Grampian to provide the following Services:

Essential Services

All GPs must provide essential services, that is, basic treatment of ill people.

Additional Services

Links Medical Practice also provides the following "additional services":

- Child health surveillance, together with the Health Visiting team
- Contraceptive services including contraceptive advice, oral contraceptive pills, contraceptive injections and implant fitting, and IUCD (coil) insertion.
- Maternity services in the ante-natal and post-natal period, together with the midwives from the Aberdeen Maternity Hospital
- Routine immunisation of children, together with the Health Visiting team.
- Cervical smears
- Minor Surgery Clinics.

Enhanced Services

Links Medical Practice also has a contract with NHS Grampian to provide the following "enhanced services":

- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis.
- Regular monitoring, by blood tests for patients on warfarin.
- Annual comprehensive reviews for patients with heart disease
- Annual comprehensive review of Chronic Disease Management and Monitoring .
- Minor Injury Service
- Substance Misuse

Please note that not all of the doctors provide all of the services. This is a Practice Contract.

Childhood Immunisations:

The following are the recommended Routine Immunisations, which every child should have:

8 weeks	1 st DTaP/IPV/Hib, Hep B(Diphtheria, Tetanus, acellular Pertussis/ Inactivated Polio Haemophilus Influenzae B, Hepatitis B) and Pneumococcal rotavirus Meningitis B
12 weeks	2 nd DTaP/IPV/Hib, Hep B.. Rotavirus
16 weeks	3 rd DTaP/IPV/Hib, Hep B, & Prevenar. Meningitis B
12-13 months	Haemophilus Influenza B/ Meningitis C (Hib Men C)

4 years MMR (Measles/Mumps/Rubella) & Prevenar. MeningitisB
dTap/IPV (low dose Tetanus/acellular Pertussis/Inactivated polio) and MMR

For under 5s your Health Visitor will advise you on the current UK Vaccination Schedule.

NON-NHS WORK:

Most of the services provided within the practice are free under the National Health Service. However, this does not cover examinations for special purposes (e.g. fitness to drive or to undertake certain sports); the completion of forms such as holiday cancellations or sickness insurance claims; private medical insurance claim forms. For all private requests please ask for cost and forms at reception.

PATIENT RIGHTS & RESPONSIBILITIES:

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- **Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.**
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.
- As patients, you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

SHARING OF PATIENT INFORMATION:

From time to time it is necessary for us to share your medical details with other Health Care professionals. E.g. - Hospital consultants, Health visitors, Out Of Hours Doctors and our Integrated Social Care Team. This will only be done with your approval. If we have to pass on details to Insurance companies' etc we will only do this with your written permission.

FREEDOM OF INFORMATION ACT:

You are entitled to access certain information about the surgery, its staff, and activities. You are also entitled to access clinical and personal information held about you.

All information at Links Medical Practice is held, retained and destroyed in accordance with NHS Scotland guidelines.

For further information <http://www.gov.scot/About/Information/FOI>

PROTECTION AND USE OF PATIENT INFORMATION:

Data Protection Act 1998

GPs place paramount importance on service and your expectations to provide you with optimum health care and treatment. To this end, we need accurate personal information from you, which we review regularly for changes in circumstances. To ensure that you receive the best possible care and that we can all work together for your benefit, there may be occasions when we need to share some information about you with others.

You have a right to obtain information we hold about you by making a Subject Access Request (SAR) Access can be arranged by contacting the practice manager.

General Data Protection Regulations (GDPR)

How we use your medical records - Important information for patients

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- We may also share medical records for medical research and to check the quality of care provided to you.
- We share information when the law requires us to do.
- For more information ask at reception for a leaflet OR visit our website www.linksmedicalpractice.co.uk

COMPLAINTS:

All the Doctors and Staff in the Practice hope that we are offering an effective and efficient service. However, in view of the complexity of problems we deal with, we cannot guarantee that everything will always be perfect.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Should this not happen and you wish to make a complaint or concern please contact the Practice Manager or in their absence the Office Manager who will assist you further. They will also provide you with a copy of NHS Scotland Complaints Handling Procedure leaflet which gives details of our Complaints Procedure.

Complaining on behalf of someone

If you are complaining on behalf of someone else, please be aware that this Practice is bound by strict rules of medical confidentiality and we cannot divulge a patient's medical history unless we have their permission to do so. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. A form for this purpose is available at the practice upon request.

Complaining to NHS Grampian

We hope that if you have a problem you will make use of our complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. But this does not affect your right to approach NHS Grampian if you feel that you cannot raise your complaint with us or you are dissatisfied with the results of our investigation. You should contact:

NHS Grampian Feedback service
Summerfield House
2 Eday Road
Aberdeen AB15 6RE
0345 337 6338
Email: gram.nhsgrampianfeedback@nhs.scot

HOW CAN YOU HELP US AVOID PROBLEMS?

The majority of problems arising between the primary health care team and patients are ones of communication. You can help us avoid these in a number of ways.

- If you feel unhappy about anything please say so at the time. We will not take offence and will be happy to try and put matters right immediately.
- If you are unsure about any information given please ask for it to be repeated or written down.
- If you feel that a member of staff has not dealt with your problems adequately please ask to speak to the Practice Manager.
- Be prepared to give some clinical details if asking for an urgent appointment or call. The receptionist will be able to help you better if they understand your situation.
- If you have worries about clinical problems please ask to speak to a doctor.

ZERO TOLERANCE POLICY:

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.