

Front cover

Practice

Information

KINCORTH MEDICAL CENTRE

Kincorth Clinic, Provost Watt Drive, Aberdeen, AB12 5NA

For Reception, Visits, Appointments or Advice 0845 337 1170

For Repeat Prescriptions 01224 846875

Fax Number 01224 899182

COVE BAY HEALTH CENTRE

Earns Heugh Road, Cove Bay, Aberdeen AB12 3FL

For Reception, Visits, Appointments or Advice 0845 337 1170

For Repeat Prescriptions 01224 846786

Fax Number 01224 846857

Main txt

Welcome

to the Practice

BRIEF HISTORY OF THE PRACTICE

There has been a GP practice in Abbotswell Crescent since the first houses were built in Kincorth in the late 1940s. Over the years since then the practice has developed along with growth in the city generally. The original twice weekly surgeries at Cove Bay clinic have been transformed into a full-time second surgery for the practice and the number of partners in the practice has increased from two to eight partners. The non-limited partnership of Kincorth Medical Practice is contracted by Grampian Primary Care NHS Trust to provide general medical services to patients and we now look after nearly **11,000** patients. Under the new GMS Contract, all GP Practices are contracted to provide 'essential services', that is, basic treatment of ill people. We also provide 'additional services' such as cervical screening, contraceptive services, immunisations, child health surveillance, maternity services and selected minor surgery procedures. 'Enhanced services' which we offer include: access, minor injury, an annual flu campaign, anti-coagulant monitoring, childhood vaccination and MMR, monitoring of certain disease modifying drugs and IUCD and contraceptive insertion and removals. Details of all these services and the professionals who help us provide these services are contained within this booklet. For further information about NHS Grampian, please refer to their website at www.nhsgrampian.org.uk or telephone 558529. They can also be contacted at Summerfield House, Eday Road, Aberdeen.

FREEDOM OF INFORMATION ACT: PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions.

The Practice Publication Scheme Document is available to view. Please contact the **Business** Manager for more information.

MEDICAL STAFF

THE DOCTORS

Dr David Fowler	MBChB MRCGP FP Cert	(Reg Aberdeen 1982)
Dr Alasdair D Jamieson	MBChB	(Reg Aberdeen 1984)
Dr Henry F Forbes	MBChB DCH MRCGP	(Reg Edinburgh 1985)

Dr Andrew J Henderson	MBChB DRCOG MRCGP DFFP	(Reg Bristol 1989)
Dr Lynne J Mackenzie	MBChB DRCOG MRCGP DFFP	(Reg Aberdeen 1992)
Dr Richard Taylor	MBChB MRCGP BA (Theo)	(Reg Aberdeen 1990)
Dr Sam L Whiteside	MBChB, BSc Med Sci MRCGP DFFP DRCOG Loc IUT/Loc SDI	(Reg Aberdeen 2000)
Dr Senthil Govindarajan	MBBS, MRCGP	(Reg India 2001)

Dr Pauline Williams (Retainer) MBChB, BSc (Hons) DRCOG, MRCGP DFFP (Reg Aberdeen 1999)

KEY:

MBChB	- Medical Degree
MRCGP	- Member, Royal College of General Practitioners
DRCOG	- Diploma of the Royal College of Obstetricians and Gynaecologists
FP Cert	- Family Planning Certificate
DCH	- Diploma in Child Health
DFFP	- Diploma of the Faculty of Family Planning
MBBS	- Bachelor of Medicine/Surgery
BSc	- Bachelor of Science
Loc IUT/Loc SDI	- Letter of Competence in Intra-uterine Techniques and Letter of Competence in Sub dermal Implants

All share their time between the surgeries at Cove and Kincorth and all have areas of special interest. More details are available on request from reception.

Patients are registered with the practice, not an individual GP. For administrative reasons, your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. This preference can be recorded in your medical notes and we will do our best to respect your choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

Patients are encouraged to see the same doctor throughout an episode of illness.

When one of the doctors is absent for some reason their surgeries will normally be carried out by one of the other seven in the partnership. On some occasions it may be necessary to employ a locum doctor.

THE PRACTICE NURSES

Nurse Nina Ashby	(Full Time)	BN RGN DIPLOMA IN COPD
Nurse Jacinta Leaper	(Part Time)	RSCN RGN

Nurse Sylvia Pratt (Full Time) RMN RGN Diplomas in Asthma Management, COPD, Cervical & Breast awareness (pending) Cardiac Rehabilitation Certificate <should appear first in list of nurses followed by Nina then Jacinta>

KEY:

RGN - Registered General Nurse
RSCN - Registered Sick Children's Nurse

RMN-- Registered Mental Nurse

Our practice nurses provide a variety of medical and nursing services and assist in the running of clinics. They may be consulted by appointment; it is not necessary to be referred by a doctor. They are happy to answer queries or, if appropriate, give advice over the telephone and can be contacted on **0845 337 1170**. We also employ healthcare assistants Sarah Cran and Heidi Durno, to assist the nursing team with blood tests, ECGs and other procedures in the hope that this reduces your waiting time for an appointment.

Examples of the range of services provided by our practice nurses include:

- **Chronic Disease Management clinics such as asthma and diabetes**
- Advice on, and administration of, vaccines.
- Advice on lifestyle matters such as diet, weight, exercise and giving up smoking.
- Measurement of basic health parameters such as blood pressure.
- Removal of stitches, removal and replacement of dressings and ear syringing.
- Well woman advice and cervical smears.

THE COMMUNITY NURSING TEAM

This team includes the district nurses, health visitors, community nurses and health assistants. The team leader is Gillian Grant (BSc, RGN, Diploma in Health Visiting & Teacher and Assessor of Specialist Care in Health Visiting).

These staff are employed by NHS Grampian to work with the surgery providing a full range of nursing, health visiting and midwifery services within the community. They operate from Cove Bay Health Centre, Earns Heugh Road, Cove Bay.

They can be contacted on the following numbers:

District Nurses	01224 846822
Health Visitors	01224 846828
Community Midwife	01224 552071

ADMINISTRATIVE STAFF

PRACTICE MANAGER

Our business manager, **Louise Dey**, is in charge of the day-to-day running of the practice. She is also responsible for ensuring that the service we provide is always of the highest quality. To that end, should you have any suggestions about improvements to the service, telephone or write to **Louise** or ask to see her at **Cove**. **Louise** is always your first point of contact for complaints you may wish to make about the practice. We also have an **Office Manager, Susan Gillan** who will be happy to assist you.

REGISTERING AS A PATIENT

If you are living within our practice boundary and wish to register as a patient, you are required to complete a registration form which is available from reception. In addition, you will be invited to attend a registration appointment with one of our practice nurses, allowing us to provide medical care in the interim period whilst your medical records are transferred from your previous practice. If you move out of our practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

MEDICAL STUDENTS AND GP REGISTRARS

From time to time medical or nursing students are attached to the practice for us to provide them with first-hand experience of general practice. Part of this experience is best gained by 'sitting in' with a qualified doctor or nurse during consultations. You will always be asked for your permission to have a student sitting in and you always have the right to refuse, if you wish.

In some cases the GPs may be asked to submit some video consultations as part of their own ongoing reaccréditation requirements. Again you will be asked for your permission in advance and will have the right to refuse if you wish.

MEDICAL RECORDS

Every member of the practice team is required to sign a confidentiality agreement, which means they may not divulge information relating to patients to anyone other than medical, nursing or other professional staff who are concerned directly with the care, diagnosis and/or treatment of the patient or other authorised persons.

Kincorth Medical Centre is registered under, and complies with, the Data Protection Act 1998 and The Freedom of Information Act (Scotland) 2002. You have the right under the Data Protection Act to know what information is kept about you and how it is used. You can apply to see that information, including your medical records, whether manual or automated. For further details, ask for an application form at reception or contact the practice manager.

As part of our contribution and commitment to clinical care, we provide important data on diseases and treatments for research by third parties including academic, patient and commercial organisations. This is always anonymised. If you do not wish information from your notes to be used in this way, please let us know. Sometimes patients' records may also be checked by other healthcare professionals and NHS staff who are under the same strict duty of confidentiality as your usual primary care team members, including RCGP and NHS assessors.

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or staff, please let us know. We operate a complaints procedure which complies with the NHS system for dealing with complaints.

In the first instance please ask at reception for a complaints form or ask to speak to our practice manager (**Louise Dey**) either in person at **Cove Bay Health** Centre or on **Tel: 0845 337 1170**.

PRACTICE BOUNDARY

The practice is happy to look after patients within the practice boundary as shown on the map at the back of this booklet. Please tell us if you move house, even temporarily. We may not be able to offer a full service if you move outside the practice boundary.

DISABLED ACCESS

We have disabled access at both our sites. Please contact reception for assistance. Toilet facilities for the disabled are available at both surgeries.

REPEAT PRESCRIPTIONS

Please allow 48 hours' notice when ordering your prescription. These may be requested in person, by post or by telephone. If requesting by post please enclose a stamped, addressed envelope. If requesting by phone please use the dedicated prescription line numbers:

Kincorth 01224 846875

Cove 01224 846786

Always remember to check in good time whether you need repeat prescription items before a holiday weekend or if you are going away, as we cannot guarantee repeat prescriptions will be ready in less than 48 hours.

TEST RESULTS

In order to maintain confidentiality, test results will only be given to patients themselves or parents of minors if appropriate.

Test results may not be fully available until the afternoon so please call only between 1.00 and 4.00pm daily.

CHRONIC DISEASE CLINICS

We are currently developing a range of clinics to assess and support people with specific illnesses such as asthma and hypertension. Please ask at reception for details.

MATERNITY MEDICAL SERVICES

These are provided by all doctors by appointment. A midwife clinic is run once weekly at both surgeries in conjunction with Aberdeen Maternity Hospital. Please ask at reception for more details.

FAMILY PLANNING SERVICES

All our doctors are trained to give confidential advice on contraception. In addition, Dr Whiteside and Dr MacKenzie can advise on and fits coils (IUCD). Dr Whiteside also advises on implants. If you have any queries, please ask at reception.

If you are thinking about having a baby, we recommend that you see a doctor first for some advice and basic health checks.

CERVICAL SMEARS

All women between the ages of 20 and 60 years (except those who have undergone a hysterectomy) are invited to attend for a cervical smear every three years. Please make an appointment with one of the practice nurses or GP. Please tell the receptionist your appointment is for a smear.

CHAPERONES

If you require an examination and wish a chaperone be present, please ask the person that you are consulting with and this will be arranged. If this is not possible for some reason, your appointment will be rescheduled to allow a chaperone to be available.

MINOR SURGERY

Various minor surgical procedures such as the removal of benign moles, cysts and ingrowing toenails can be undertaken at the surgery under local anaesthetic. These are done by Drs Forbes, Henderson and Govindarajan. Please make a routine appointment for a GP to assess your problem and, if it is suitable, a minor operation appointment will be made for you. More difficult procedures will be referred to the hospital surgeons.

CHILDHOOD IMMUNISATIONS

By immunising your child you are not only protecting them from serious illnesses but also helping to limit the spread of these infections within the community.

Our practice nurses do all our childhood immunisations from birth.

CHILD HEALTH SURVEILLANCE

The first surveillance check is carried out at eight weeks of age by Drs Henderson, Whiteside and Govindarajan. You should receive an invitation for these clinics when your baby is first registered with the practice at birth. Please contact Heidi Durno on the usual surgery numbers if you are unsure of your appointment.

Subsequent checks at eight months and onwards are performed by the health visitors. They can be contacted on 01224 846828.

HALF DAY CLOSURES FOR STAFF TRAINING AND DEVELOPMENT

Along with other practices in Aberdeen City, we take part in half day closing for staff training and development. This involves us closing from 1.30pm onwards approximately one Wednesday afternoon a month, in order that we can improve our service to you. If you need urgent advice or require to see a doctor during this time, please telephone the surgery as normal and you will hear a recorded message with NHS 24's telephone number which you should call. They will offer advice and, if necessary, refer you to G-MEDs or the most appropriate service. Please see posters in-house of the dates involved.

CHEMISTS

We do not dispense medicines from the surgery, but several local pharmacies operate a prescription collection service. Please ask at reception for details.

DISCHARGE FROM HOSPITAL

Before you leave hospital, you will be given a letter that contains details of your illness and any treatment that is required. Please have this delivered to the surgery as soon as possible so that we can arrange continuing care as appropriate.

MEDICALS (EMPLOYMENT, INSURANCE ETC)

The doctors can undertake medical examinations on your behalf and complete the necessary paperwork, for example for employers or insurance companies. There is a charge for this service. Please ask at reception for further details.

MEDICAL CERTIFICATES

The law says you may self certify your illness for seven days before any need for an official Department of Health sick note. Your employer should provide you with a self certification (SC2) so that you can declare your illness (legally you do not need this for the first three days of your illness).

If your illness continues for more than seven days, under the NHS your GP can issue an official Department of Health statement (called the MED 3) as a statement of your illness. Please note, if you require a sick note for an

illness of fewer than seven days' duration, a private doctor's statement may be requested. The fee for this statement is £15.00, which is a set BMA Rate, to be met by the patient or the employer.

OCCUPATIONAL HEALTH VACCINES

The practice does not provide these services. Patients should consult with their occupational health provider for assistance.

CARERS

We are keen to hear from people within our practice who are carers to ensure they have access to all the services which may assist them. Please contact reception if you are a carer for some information leaflets.

EMAIL

The practice makes good use of its email system. However, we are sorry that we do not, at present, accept emails from patients regarding requests for appointments, prescriptions or other clinical matters.

SOURCES OF INFORMATION

We have a range of leaflets available for your information and interest. Please ask at reception for the list that we currently stock.

ZERO TOLERANCE POLICY

Our doctors, nurses and staff provide a vital service to patients and they have the right to go about their duties without fear of attack or abuse. Patients who abuse or threaten to abuse members of the Kincorth or Cove Bay Medical Centre team will be asked to leave the practice and find another doctor. In serious cases, police involvement may be necessary.

HOW TO CONTACT US

APPOINTMENTS

You can contact reception by telephone from 8.00am to 6.00pm Monday to Friday.

Kincorth Surgery 0845 337 1170

Cove Surgery 0845 337 1170

An appointment system is in operation. Each appointment with the doctor is 10 minutes. If you think you might need more time, please ask the receptionist to book you a double appointment. Some procedures may be better attended to by the practice nurse. **REMEMBER TO REPORT TO RECEPTION WHEN YOU ARRIVE AT THE SURGERY!**

Each doctor has a small number of appointments which can be booked only on the same day. This is to ensure that there are always some available appointments for patients requiring urgent access to a GP. If there are no appointments left for the day and you feel it is an urgent matter, please inform the receptionist of this fact and they can then take some details and ask the duty doctor to call you back.

If you have not been seen at the surgery for over three years (or one year if 75 years or over) you can request a health check with one of our practice nurses if you wish. Please inform the receptionist that you require a health check when booking your appointment.

TRIAGE SERVICE

Kincorth Surgery 0845 337 1170

Cove Surgery 0845 337 1170

During the day there is always a clinician available at **the surgery** to speak to patients on the telephone. The doctor can assess the symptoms as described by the patient and can offer advice, or arrange an appointment or a home visit as required. They can offer same-day emergency consultations if necessary.

HOME VISITS

Kincorth Surgery 0845 337 1170

Cove Surgery 0845 337 1170

Please try and come to the surgery where better facilities and equipment are available and, by saving the doctor travelling time, more patients can be seen in a given time. Home visits are for the housebound or those too ill to go out. If you feel a home visit is absolutely necessary please telephone BEFORE 9.00am as all the visiting doctors leave the surgery at 9.00am.

OUT OF HOURS

Kincorth Surgery 0845 337 1170

Cove Surgery 0845 337 1170

NHS Grampian is responsible for patient care outwith normal opening hours. Currently all calls to the practice in the evenings, weekends and public holidays are dealt with by NHS 24 and G-MEDs. Please ring the usual surgery number and you will hear a message giving you NHS 24's number which you should ring (08454 242424). Any calls which require GP advice, consultation or a home visit will be passed on to G-MEDs. If a consultation is required you will be encouraged to attend the David Anderson Building, Foresterhill Road.

NHS 24 is also available at any time for nurse advice and health-related information. Their number is 08454 24 24 24 and their website is available at www.nhs24.com

Remember, in serious emergencies, dial 999 and ask for an ambulance.

KINCORTH AND COVE SURGERY CHARTER FOR PATIENTS AND GPs

WHAT WE WILL DO FOR YOU AND WHAT YOU CAN DO TO HELP US

THE MEDICAL PRACTICE

Patients will be treated with courtesy, respect and confidentiality at all times.

Urgent problems will be seen the same day by whichever healthcare professional is available.

The practice will try to reduce the wait for routine appointments.

Whenever possible you will be seen by the doctor of your choice for routine appointments.

You will be seen as near to your appointment time as possible.

Medical staff will visit you at home if you are too ill to come to the surgery.

The practice will inform you of the services it provides, how you can access them, and information to help you to be healthy.

Advice will be given and/or medication prescribed to patients as required.

We will try to process repeat prescriptions within two working days.

The practice will provide and publicise ways patients can be involved in decisions about the services the practice provides.

Patients will only be removed from our practice list as a last resort if the practice/patient relationship has broken down irretrievably.

For emergencies outside normal surgery hours the local GPs provide 24 hour cover through NHS 24. If you telephone our practice out of hours you will hear a message which tells you NHS 24's number: 08454 242424.

Your doctor will always do their best for you.

PATIENTS

Patients have a responsibility to treat our practice staff with courtesy and respect.

Only request an urgent appointment when medically necessary.

If you cannot keep your appointment please let us know as far in advance as possible so another patient may take that appointment.

Please try and be flexible in setting appointment times to allow yourself to see the doctor of your choice.

Please understand that some patients' medical problems take longer to deal with.

Please do not ask for a home visit unless it is absolutely necessary. The surgery has the best facilities for treating patients and home visits should be only for the very ill/housebound.

Please read the practice booklet and information (notices and newsletter) in the waiting area.

Please be aware that your local pharmacist and NHS 24 are also able to provide health information.

Please be aware that a prescription is not always necessary. Good advice is often the best treatment.

Order repeat prescriptions before your medications run out.

Please telephone our repeat prescription line - Kincorth **846875**, Cove 846786.

Please do not ask for repeat prescriptions during consultations.

Please forward any suggestions to our **Business** manager and take part in any surveys or discussion meetings about particular issues when you can.

If you are unhappy with us please contact our **Business** manager, **Louise Dey**, and we will try to resolve the problem for you.

Please do not call for a doctor out of surgery hours except in emergencies.

Please remember doctors are only human, they cannot solve all your problems and some illnesses cannot be cured!

This charter was produced following consultations with staff and patients of the Kincorth and Cove Medical Centres in 2002 and reviewed in 2006.

CONSULTING HOURS - BY APPOINTMENT**CHANGE AS PER ATTACHMENT**

MONDAY	K Surg	K Surg	K Surg	C Surg	C Surg	C Surg
8.00 - 11.00am	DF	ADJ		LJM	SG	
11.00am - 1.00pm	HFF	AJH		SLW		

2.00 - 4.00pm	ADJ	DF		LJM	SLW	
4.00 - 6.00pm	AJH			SG		
TUESDAY	K Surg	K Surg	K Surg	C Surg	C Surg	C Surg
8.00 - 11.00am	SLW			AJH		
11.00am - 1.00pm				DF		
2.00 - 4.00pm	SG			ADJ	AJH	HFF
4.00 - 6.00pm	RT			ADJ		
WEDNESDAY	K Surg	K Surg	K Surg	C Surg	C Surg	C Surg
8.00 - 11.00am	LJM			DF	ADJ	
11.00am - 1.00pm	HFF			SLW		
2.00 - 4.00pm	LJM	RT		ADJ	SG	
4.00 - 6.00pm	HFF			DF		
THURSDAY	K Surg	K Surg	K Surg	C Surg	C Surg	C Surg
8.00 - 11.00am	ADJ	SG	AJH	SLW		
11.00am - 1.00pm	AJH	DF		RT		
2.00 - 4.00pm	SLW	SG		HFF	RT	
4.00 - 6.00pm	ADJ					
FRIDAY	K Surg	K Surg	K Surg	C Surg	C Surg	C Surg
8.00 - 11.00am	AJH			RT		
11.00am - 1.00pm	SLW			LJM		
2.00 - 4.00pm	Fri Rota			Fri Rota		
4.00 - 6.00pm	Fri Rota			Fri Rota		

G-MEDS undertake the care of our patients on Saturday, Sunday and public holidays.

Outwith these times the GPs have other duties to undertake. Times may vary due to other commitments and also to address patient needs.

Back cover

Dr D Fowler

Dr A D Jamieson

Dr H F Forbes

Dr A J Henderson

Dr L J Mackenzie

Dr R Taylor

Dr S L Whiteside

Dr S Govindarajan

Reviewed May 2008