



USEFUL TELEPHONE NUMBERS

KIRKCUDBRIGHT HEALTH CENTRE 01557 330755

GATEHOUSE SURGERY 01557 814437

DISTRICT NURSES 01557 331941

**DUMFRIES AND GALLOWAY
ROYAL INFIRMARY &
MATERNITY UNIT 01387 246246**

**MUSCULOSKELETAL MSK
SELF REFERRAL SERVICE:
OT/PHYSIO/PODIATRY 030 33 33 3001**

Solway Medical Group



Kirkcudbright Health Centre
St Mary Place
Kirkcudbright
DG6 4BJ
Tel: 01557 330755

The Surgery
Garden Street
Gatehouse of Fleet
DG7 2JU
Tel: 01557 814437

www.solwaymedicalgroup.co.uk

Solway Medical Group

Dr Catriona C Buchan MBChB MRCGP

Dr Lisa T Corrie MBChB MRCGP DRCOG DFSRH

Dr Timothy McClure MBBCH MRCGP

Dr Emma Coleman MBChB MRCGP

Dr Rohan Meldrum MBChB, MRCGP 2009, DFSRH,
DRCOG

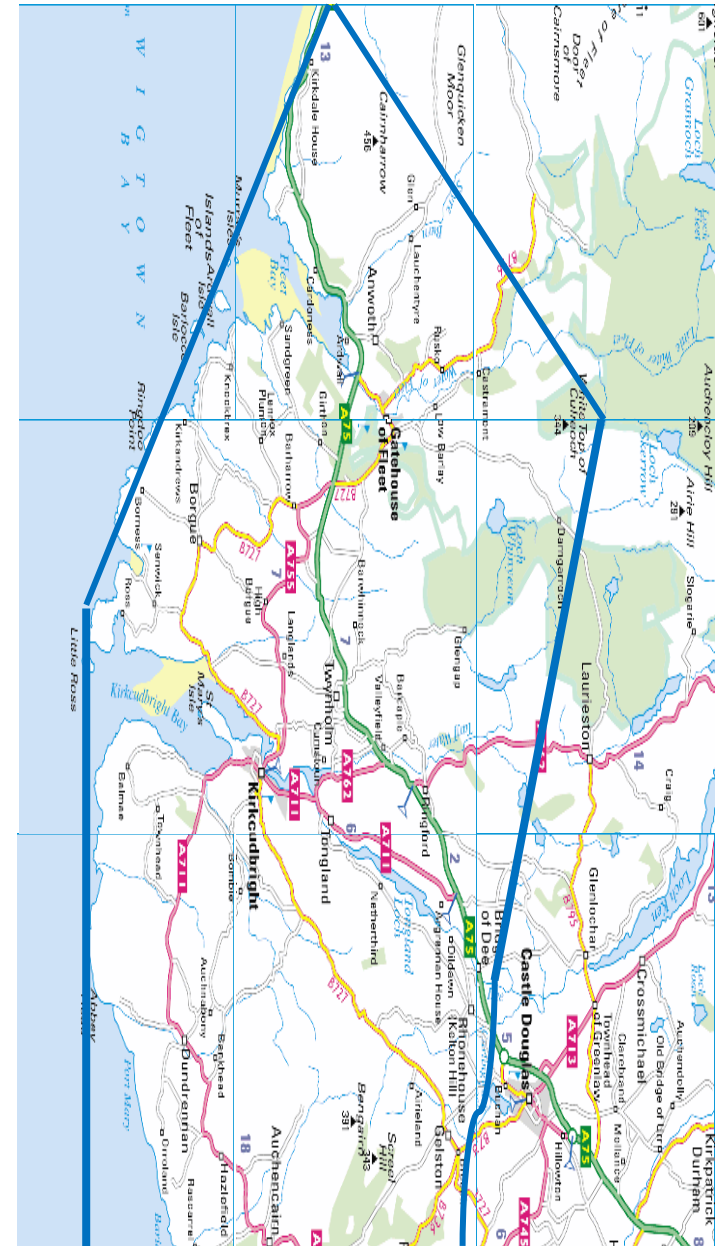
OPENING HOURS

MONDAY - FRIDAY 8.00AM - 6.00PM

EXTENDED HOURS

Early morning and early evening appointments
available with the GP/ANP/Nurse on a
Monday and Thursday

Our Practice Area



What is GDPR?

GDPR stands for *General Data Protection Regulations* and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU, it covers anywhere in the world in which data about EU citizens is processed

The GDPR is similar to the Data Protection Act (DPA) 1998, which the practice already complies with but strengthens many of the DPA principles. The main changes are

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioners Office must be notified within 72 hours of data breach

Higher fines for data breach - up to 20 million Euros

Patient data is information that relates to a single person, such as their diagnosis, name, age, past medical history etc

Consent is permission from a patient

INTRODUCTION

This booklet is to help you understand how the practice is organised in order that you may get the best out of the services offered. The practice staff are here to help you and as well as arranging appointments, will also deal with any enquiries. They are often busy, so please be patient if they are otherwise occupied and they will attend to you as soon as

THE PRACTICE TEAM

Practice Manager

Jody Dorans handles the daily running of the practice along with Assistant Practice Manager Angela McAdam.

Secretarial and Reception Staff

All staff are trained and competent to work within practice protocols. They deal with appointments, prescriptions and records, making sure all information is accurate, up to date and available when needed.

Advanced Nurse Practitioner

Robert Morrow is our Advanced Nurse Practitioner

An Advanced Nurse Practitioner has undergone additional advanced training and is qualified to Masters level. This means that they are able to take on many of the responsibilities of a doctor. i.e. prescribe, refer, assess and diagnose.

Practice Nurses

Karen Murray, Joanne Durham, Miriam Proctor and Brenda MacDonald are available by appointment during normal surgery hours. They deal with wound dressings and injections. They are qualified and trained in the management of chronic conditions such as asthma, diabetes and heart disease.

They also run Healthy Woman Clinics.

Health Visitors

Susan Kirk deals with all aspects of health care involving mothers and children. Susan can be contacted on 01556 505710.

Midwives

Stewartry midwifery team provides antenatal care for our patients and run the antenatal clinics. Appointments can be booked through reception.

District Nurses

There is an experienced team of nurses. They deal with residential homes as well as giving advice and visiting housebound patients. They can be contacted directly on 01557 331941.

Health Care Assistants

Gail and Megan are trained in phlebotomy and assist the practice by dealing with blood tests, blood pressure monitoring, ECGs and new patient appointments and much more.

General DATA Protection Regulation

The General data protection regulation (GDPR) is a new law and applies from 25th May 2018-05-21

What GDPR will mean for patients

The GDPR sets out the key principles about processing personal data for staff or patients

- Data must be processed lawfully, fairly and transparently
- It must be collected for specific, explicit and legitimate purposes
- It must be limited to what is necessary for the purposes for which it is processed
- Information must be accurate and kept up to date
- Data must be held securely

It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them

- Being informed of how their data is used
- Patients to have access to their own data
- Patients can ask to have incorrect information changed
- Restrict how their data is used
- Move their patient data from one health organisation to another

The right to object to their patient information being processed (in certain circumstances)

Details of Primary Medical Services in the area may be obtained from:

Primary Care Development
1st Floor
Crichton Hall
Bankend Road
Dumfries

Practice Complaints Procedure

Please contact us if you have any concerns. Any complaint will be investigated in the strictest confidence and you will be kept informed of what action is being taken. Our aim is to give the highest possible standard of service and we try to deal promptly with any problems that may occur.

If you feel that you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you can approach

Senior Manager
Quality Improvement
Department of Nursing
Dumfries & Galloway Royal Infirmary
Cargenbridge
Dumfries
DG2 8RX

Telephone: 01387 241761

Trainee/Students

Solway Medical Group is an accredited training practice for medical students from Dundee University and for trainee doctors at different stages of their career.

GP TRAINEES

These are doctors who are doing their General Practice Speciality Training (GPST) over 3 or 4 years. They will spend 18 months of their training with us here at Solway Medical Group and the rest of their time in a hospital setting.

FY2 DOCTORS

Foundation Year 2 Doctors are also qualified but have yet to choose their preferred speciality. FY2's spend four months with us before going on to train in their field of expertise.

SCOTGEM STUDENTS

ScotGEM is designed to develop doctors interested in a career as a GP within NHS Scotland. This is a unique and innovative four year graduate entry medical programme tailored to meet contemporary and future needs and focuses on rural medicine and healthcare improvement.

UNDERGRADUATE STUDENTS

Solway Medical Group have a long standing relationship with Dundee University for providing placement experience for 4th or 5th year medical students. These students spend four weeks with us in General Practice.

TRAINEE ADVANCED NURSE PRACTITIONER

Qualified nurses who are undertaking a two-year training position to build on existing skills and develop a higher level of advanced practice.

Appointments with our Trainees/Students

You may be offered an appointment with any of our doctors in training or asked if they can sit in and observe the consultation with your usual doctor. You may also be asked for permission for your consultation to be recorded, with the video used part of their assessment process. Although these requests can seem strange, they are of enormous educational value and enhance the trainees' skills significantly.

All trainees are carefully supervised by one of the GP partners each day. In the earlier years of training, they will likely feel more comfortable discussing each patient with this partner. Although these appointments will take slightly longer than seeing one of the usual partners, you will benefit from the collective thinking of the trainee and the supervising partner.

At the end of each day, trainees have dedicated time with their trainer partner. This is a time of learning, facilitating discussion about all the patients consulted during the day. If a trainee doesn't discuss your case with a partner during your appointment, it will be reviewed during this evening meeting. Occasionally the reviewing partner will suggest different management plans and you may receive a call from the trainee to explain the changes. This won't happen often, but represents the learning path the trainees are taking.

We are always grateful for feedback on our trainee performance both positive and negative.

All our training partners have undertaken rigorous training in the art of educating. Like all GP training practices, we are accredited by NHS education for Scotland and undergo regular training inspection visits in addition to regular training updates (both locally and at a national level).

As part of Quality Assurance, it is sometimes necessary to check individual records to ensure agreed standards of care are being met.

Under no circumstances is information about you shared with third parties who do not directly contribute to, or support, the delivery or planning of your health care unless your consent has been obtained.

In these circumstances, under the Data Protection Act 1998, we are not obliged to obtain your explicit consent for sharing relevant information, but if you do have specific requests for some aspects of your health record to remain confidential from some parts of the NHS, please let us know and we shall take action to comply with your wishes.

FREEDOM OF INFORMATION ACT

The practice has adopted the British Medical Association Model Publication Scheme for General Practitioners in Scotland in order to comply with section 23 of the Freedom of Information (Scotland) Act 2002.

Most of the information required under this act is provided in the Practice Leaflet, but for a full copy of our Publication please contact reception.

Equality for all

Gender Identity, Belief, Sexual Orientation, disability, age, Relationship Status and Race

We do not discriminate - everyone has an equal right to care and confidentiality

Our commitment to our patients is to:

- Treat you as an individual, with courtesy and respect
- Offer quickly the most appropriate care
- Ensure the practice premises are clean, comfortable and accessible.
- Offer you an emergency appointment on the same day, although it may not be with the doctor of your choice.
- Provide home visits to the genuinely housebound or seriously ill.
- Provide repeat prescriptions within 2 working days of request.
- Give clear explanation of any treatment, if you wish.
- Treat your health records with the strictest confidence

We ask you to:

- Share in the responsibility for your own health and co-operate with agreed treatment plans.
- Arrive on time for appointments and if you have to cancel an appointment, do so as soon as you can
- Make every effort to consult at the surgery to make best use of nursing and medical team
- Treat the practice team with courtesy and respect
- Inform us if you change your address or telephone number

Health and Safety:

We aim to provide a safe environment for our staff and patients whilst within our premises.

Services

Telephone Advice

We offer telephone appointments daily for doctors and practice nurses. You will be called back on your UK landline or mobile number at an agreed time for a short consultation to discuss minor illnesses where an examination is not required.

Repeat Prescriptions

You can order a repeat prescription by phoning the prescription line on 01557 331809. You will record your name, address, required medication and collection details. Please allow 2 working days for your prescription to be sent to chemist. If you are registered in Gatehouse please telephone 01557 814875. You can also hand in to reception the re-order counterfoil attached to your prescription, order by prescription mail box dg.kbt-repeats@nhs.scot or order through the website www.solwaymedicalgroup.co.uk

Appointments

Consultations are by appointment only, normally booked at 10 minute intervals. If you feel you will need more than 10 minutes with the doctor or nurse, please ask for a double appointment. If you require an urgent appointment, a suitable time will be arranged or your call may be transferred to a GP to assess the situation.

Patients wishing to see a specific doctor will be accommodated when possible but should note that this may incur a delay and you will be offered an appointment with another doctor.

Dr Corrie has limited availability due to taking on extra responsibility as a GP Trainer and also taking on an outside leadership role with the Local Medical Committee (LMC).

Visits

Please contact us as before 10.00am if you need to be seen at home. If you feel it is urgent then please say so at the time. You will be asked for some brief details for the GP to assess priority, otherwise it will be later in the day before you are seen. Remember that we expect most people to come to the surgery when possible.

Healthy Woman Clinic

From the age of 25 you will automatically be reminded that your smear is due and asked to contact the practice for an appointment. The clinics are performed by a practice nurse who will offer general health advice at the same time.

Outside Normal Hours

Medical attention can be obtained by calling NHS 24 on 111.

Patients can also dial the NHS 24 number (111) during normal surgery hours where they will receive a full nurse consultation.

Family Planning

Completely confidential advice is available by making an ordinary appointment.

Diarrhoea

This is often due to a viral illness and lasts a few days. Adults should take fluids only until they improve. You need to seek advice if it is prolonged and you are unable to take enough fluid. Babies are more at risk of dehydration so if symptoms persist for more than 24 hours or there is vomiting as well then consult the doctor.

Fever

Paracetamol liquid, light clothing and tepid bathing help reduce fever in children. Consult if it persists or other symptoms develop.

Head Lice

Prefer clean hair. Medicated lotion may be used but washing and conditioning hair and then combing with a special comb is also effective. Please contact the chemist for further advice or medication.

Minor Cuts and Grazes

Clean with soap and water. To stop bleeding apply firm pressure for 5 minutes. Cover with a dry dressing.

Nose Bleeds

Lean forward and pinch the nose just below the bone for 10 minutes.

Sprains

Elevate and apply a cold compress to reduce swelling. Apply a firm crepe bandage and rest until the discomfort eases then start to mobilise gently.

Self-Treatment of Common Conditions

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine is made up of 24 bones and associated cartilage and tendons. It supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong. It is advisable to consult your doctor if back pain persists for more than a few days. If the pain has been caused by heavy lifting etc, then be sensible and take things easy. Take care to sit upright with a support for the small of the back. Take aspirin or paracetamol, which will relieve pain and inflammation. Your doctor may prescribe stronger painkillers, gentle exercise or physiotherapy.

Burns

Apply large quantities of cold water until the pain has subsided. This may take up to 15 minutes. If the skin is blistered but not broken, apply a dry, loose dressing. If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

There is no magic cure for the common cold. You need to rest, take plenty of fluids and take aspirin or paracetamol for pain and fever. Antibiotics have no effect.

Immunisations

Childhood immunisations by appointment every Tuesday morning alternating weeks between Kirkcudbright and Gatehouse.

The elderly and those with chronic illnesses are offered flu vaccines in October each year and the Health Board now carry out these clinics.

Violence and Aggression

Should a patient become violent or abusive to any member of the practice team or public whilst on practice premises this will lead to removal from the premises and/or practice list.

Registering

Under the new GMS contract patients now register with the practice rather than a named GP. However, you may continue to consult the doctor of your choice. It is best to see the same doctor for follow up of any one condition. You will be offered a consultation soon after you register to discuss your general health, previous illnesses and medication. The Health Care Assistant will perform some routine checks e.g. height, weight, blood pressure.

ARE YOU SEEING THE RIGHT PERSON?

Pharmacy

For advice on minor illnesses, UTI's, skin infections, sun burn, shingles, coughs, colds, hay fever, diarrhoea and sickness, emergency contraception and help to stop smoking and over the counter medicines.

Dentist

Any condition involving your mouth and teeth. GPs will not see or treat anything that your dentist can deal with. Dentists do have emergency appointments
0845 602 6417 8.00am – 6.00pm weekdays
08454 24 24 24 after 6.00pm and weekends

Optician

For many eye problems consider an appointment with your optician.

Health Visitor

Pre-school children - Child development, feeding, behaviour issues, sleep, toileting, teething and speech and language

Advanced Nurse Practitioner

An ANP is qualified to Masters level and is able to prescribe, provide treatment and refer to consultants etc, just like a doctor

Practice Nurse

Cervical screening tests, travel advice and vaccinations, ear syringing, wound dressing, suture removal, chronic disease management, blood tests, BP checks

(APP) Advanced

Specialises in musculoskeletal conditions (muscles, bones and joints). Will do a full assessment, diagnose, give expert advice refer for further treatment/investigations. Book an appointment through reception.

Health Care Assistants

ECG, new patient appointments, vitamin B12 injections, blood tests, ear wash outs, simple dressings, removal of stitches/staples, blood pressure,

NHS Inform

For help with muscle and joint problems.
Call 0800 917 9390 Mon – Fri 9am – 5pm or visit [www.nhsinform.co.uk /msk](http://www.nhsinform.co.uk/mask) and they will offer advice or organise an appointment with physiotherapy if necessary.
An informative website for advice on self- treatment of common conditions. i.e. allergies, coughs, constipation, fever, earache, flu, nosebleeds etc.

Due to the increasing demand for GP appointments, please help us to direct you to the person most appropriate to help. Our receptionists have been asked by the GPs to check and make sure you are seeing the correct person so you will be asked by the receptionist why you need to see a GP