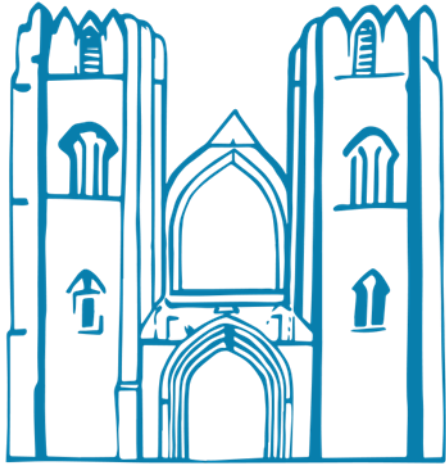




The Maryhill Group Practice

Elgin Health Centre, Maryhill, Elgin, IV30 1AT

Roths Medical Centre, High Street, Roth's, AB38 7AT

Practice Information Leaflet

The Practice Premises

There are car parking facilities for patients at the front of the Health Centre at both our Elgin and Rothes sites, with additional car parking space at the back of Maryhill Health Centre. We also have disabled access to the practice and within we have a disabled and wheelchair accessible toilet along with a baby changing facility available.



Opening Hours

Elgin Health Centre:

Monday – Friday: 8:30 – 18:00 (consultations 8:45 – 17:45)

Extended Hours of 07:00 – 08:30 Available on Tuesdays

Saturday – Sunday: Closed

Rothes Medical Centre:

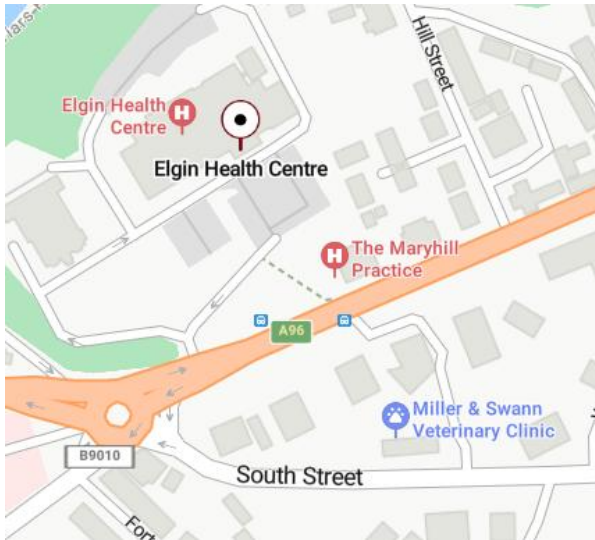
Monday 8:30 – 13:00 / 14:00 – 17:30 (consultations 9:15 – 16:45)

Wednesday & Friday – 8:30am – 13:00 (consultations 9:15 – 12:00)

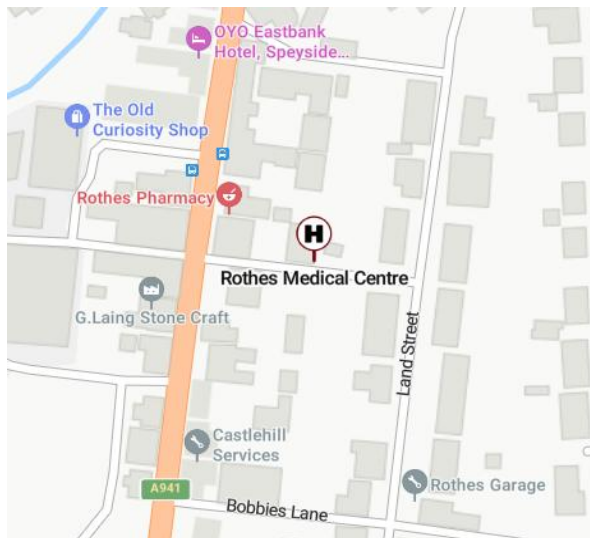
Tuesday & Thursday: Closed

Saturday & Sunday: Closed

Contact Us



Elgin Health Centre
Maryhill,
Elgin,
Moray
IV30 1AT
Tel No: 0345 337 0610
Email: (non-clinical matters)
gram.maryhillhcelgin@nhs.scot



Rothes Medical Centre
28a High Street,
Rothes,
AB38 7AU
Tel No: 01340 831435 (0345 337
0610 when closed)
Email: (non-clinical matters)
gram.maryhillhcelgin@nhs.scot



When we are closed...

If you dial the surgery number you will be directed to NHS 24 (111). You will get through to a member of the out of hours team who will help with you.

In medical emergencies dial **999** for an ambulance

Welcome to The Maryhill Group Practice

We are a 6 partner practice based in Elgin with a further branch practice in the town of Rothes. We provide a full range of primary care services to all of our patients within roughly a 9 mile radius around Elgin and Rothes. A full detailed map of our practice boundary is displayed in the reception area.

Our Mission Statement

“The Maryhill Practice promotes integrated team working aiming to deliver appropriate high quality health care. We aspire to be a well-motivated, skilled team making efficient use of available resources”

We are a recognized training practice and host GP trainees and medical students. We are committed to delivering high-quality, patient-centered care in line with NHS Scotland’s General Medical Services (GMS) contract. We as a practice hold a GMS contract with NHS Grampian.

Our Team...

We have a multidisciplinary team including GPs, practice nurses, advanced nurse practitioners, health visitors, midwives, pharmacists and administrative staff.

GP Partners:

- ~ Dr. Robert Lockhart MBChB (Aberdeen 2005) BSc Med Sci, FRCGP Clinical Lead for Primary Care Moray, Chairperson NHS Grampian Area Medical Committee
- ~ Dr. Kerry Cattnach MBChB (Aberdeen 2012) MRCGP DFSRH DROCOG, BMS Menopause Specialist
- ~ Dr. Graeme Taylor MBChB (Aberdeen 2009, Hons), MRCGP 2017
- ~ Dr. Vicki Thomson MBChB (Aberdeen 2012) MPharms (Aberdeen 2007) MRCGP
- ~ Dr. Alasdair Macgregor BMBS (2011 Peninsula Medical School) MRCGP
- ~ Dr. Sarah Moran MBChB (Cardiff 2007) MRCP

Salaried GPs:

- ~ Dr. Ronald Stewart
- ~ Dr. Graham Taylor
- ~ Dr. Elouise Mair
- ~ Dr. Sophie Keddie
- ~ Dr. Gordon Crawford
- ~ Dr. Edmund Stewart
- ~ Dr. Laura Holtham
- ~ Dr. Venkata Donkenna

We have FY2 doctors and GP Trainee Doctors both working at the practice under supervision of their GP Trainer. These are qualified doctors who have already worked in the Hospital

Emergency Care Team:

The Emergency Care Team, or Duty Team, is made up of Emergency Care Practitioners and Advanced Nurse Practitioners. This team provides our same day consultations for a range of acute illnesses, such as sore throats, chest infections, urine infections and back or abdominal pain. They can issue prescriptions and always have at least one duty doctor working alongside them with every session. Please give the receptionist as much detail as possible when you call so we can provide the duty team with everything they need to know.

Practice Nurse Team:

- ~ Lisa Britten ANP & Lead for practice nursing
- ~ Shona Forbes NP
- ~ Emma Smith
- ~ Diane Currie
- ~ Karen O'Donnell

Treatment Room Nurses

Our treatment room services are delivered by the NHS Grampian CTAC (Community treatment and care team). Standard procedures such as removal of stitches, wound dressings and blood tests are dealt with in the treatment room.

District Nursing Team

Our District Nursing team look after our patients who are housebound (i.e physically unable to attend the health center) and carry out a number of nursing tasks within patients own homes. They work alongside doctors and emergency care practitioners carrying both planned and unplanned care.

Health Visitors and Midwives

We have a team of Health Visitors and Midwives here at the practice who work alongside our team to provide care to those who are pregnant and children aged 0-5.

Practice Management and Administration

The practice manager Mrs. Eileen Rae is responsible for the day to day administration and management of the practice. We have an office supervisor heading up the team of Receptionists who are here to assist you. Anything you tell them will be treated in the strictest confidence. Behind the scenes we have a large team who are dealing with letters, test results, appointments, insurance papers etc. You can speak directly with a member of our administration team if you feel this is appropriate.

Our Services

We offer a wide range of services here at the practice these include:

- ~ Routine GP Appointments (bookable up to 4 weeks ahead)
- ~ Same Day / Urgent Appointments (via the duty clinical team)
- ~ Home Visits (for the housebound or severely ill)
- ~ Specialist Clinics (Asthma/COPD, Diabetes, Well Woman, Family Planning, HRT and Minor Surgery)

Appointments for GPs can be booked via the telephone, at Reception or via an online request on Engage.

Repeat Prescriptions

You can order repeat prescriptions online, via your pharmacy, or by posting a request to the surgery. Please allow 5 working days for full processing of these requests.

Test Results

If you need to ring the practice to check any test results, please ring between 10am and 5pm when the surgery is less busy and the results have been entered into the computer. For Hospital results please contact NHS Grampian Switchboard on 0345 4566 000 and ask for the clinician who arranged the test.

Language Line

Here at the practice we are mostly all English speaking. We can arrange for an interpreter to translate should we need to. We would ask that you tell us prior to your appointment so we can arrange this.

Engage

Engage consult is our online consultation provider. In order to submit an Engage consult to us, you will need to register for an account and you only have to do this once. Please head to our website and follow the link for Engage to register. Please note we cannot register you for this. We have a number of questionnaires and admin templates that you can submit to us like sick note requests, annual reviews for contraception, HRT and asthma and skin lesion questionnaires. These are available 24/7 5 days a week and are not limited to when medical Engage consults are open

Sick Notes

If you are off work for more than seven days, your employer will normally ask you to provide a medical certificate from your GP. You can phone the practice to request a sick note, or alternatively the best option is to submit an Engage consult. This provides the clinical team with all the information that they need in order to process your request. *Please note* you do not need a sick note for the first seven days you can sign yourself off and we have self-certificate forms at reception you can fill in and give to your employer.

Registration

When registering, please bring proof of identity (photo ID or birth certificate) for both yourself and for any other person registering with you. We have to see each person in person with their ID. You will be asked to complete a registration form for each person. In addition, all patients will be asked to complete a new patient questionnaire this allows us to provide medical care whilst we await transfer of your medical records from your old practice. If you move out with the practice boundary, you will need to register with a new practice as soon as you move.

Online Prescriptions

You can now order repeat prescriptions online. If you are already a patient with us and are not registered for this we would need you to ask at reception for a VOS form. Once completed this form we can then register you and you will receive an email with codes and instructions on how to complete your registration. If you are new to the practice your VOS form will be in your registration pack so once completed we can then register you for this when we put your full registration on the system.

Confidentiality and Information Sharing

We comply with Data Protection and Access to Medical Records Legislation. All staff here at the practice have a professional and legal duty to maintain confidentiality and safeguard your personal health information. However there can be occasions when it is important that identifiable information about you will be shared with others in the following circumstances –

- ~ When you have agreed to treatment which requires communication between health professionals and partnership organisations e.g. hospitals, district nurses
- ~ To help you get other services e.g. from the social work department. This requires your consent.
- ~ When we have a duty to others e.g. in child protection cases.
- ~ To undertake health screening programmes e.g. cervical cancer
- ~ To manage outbreaks of communicable diseases such as meningitis.
- ~ To inform health registers such as cancer registers.

Anonymous patient information will also be used at local and national level to help the Health Board and Government undertake planning of services.

Under GDPR, we act as a Data Controller alongside NHS Grampian. You have rights regarding access to your records, correction of inaccurate information, and control over certain uses of your data.

GDPR 2019 Privacy Notice

How we use your information

- We collect and hold data about you for the purpose of providing safe and effective healthcare. Under new GDPR rules we are known as Data Controllers and hold this post jointly with NHSL
- Your information may be shared with the health board and allied healthcare professionals to audit services and help provide you with better care.
- Information sharing is subject to strict agreements on how it is used.
- We will only share your information outside of the health board and allied healthcare professionals with your consent. (Unless the health and safety of other is at risk, the law requires it or it is required to carry out a statutory function.)
- If you are happy with the way we use your information you do not need to do anything.
- You can however object to sharing information with other health care providers but if this limits your treatment options we will tell you.
- Our guiding principle is that we are holding your personal information in the strictest confidence and only for the relevant time required.

Personal information should be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which those data are processed
- Processed in a manner that ensures appropriate security of the personal information.

Patient Rights and Responsibilities

Our staff strive to provide you with a quality service, giving you the best care we can. You will be treated with courtesy and respect and as a partner in your care. You being a partner in your care also comes with some responsibilities.

Our Responsibilities:

We will...

- Ensure our patients receive the best care and treatment we can give, within the resources available to us.
- Ensure that everyone working in our organisation has the necessary training and skills for their job.
- Provide where needed arrangements for assistance with consultations e.g. language line interpreters.
- Keep up to date and accurate records of the care you receive.
- Involve you and listen to your opinions and views in all aspects of your medical care.

Your Responsibilities:

We would kindly ask that you...

- Inform us as soon as possible if you are unable to attend an appointment.
- Be punctual for your appointment – if you are going to be late inform us of this.
- Inform us if you have a change to any of your personal details such as address or telephone details
- Treat the staff with courtesy and respect. Our reception team may have to ask some personal questions to assist the medical team to provide you with the best service.

Violence Statement

A zero tolerance policy towards violent, threatening and abusive behavior is now in place throughout the National Health Service. At no time will any violent, threatening or abusive behavior be tolerated in this practice. This practice considers aggressive behavior 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 member of staff, other patient or who damages property. All instances of actual physical abuse to any member of staff, by a patient or their relatives will be reported to the police as an assault.

Discrimination Policy

The practice does not discriminate against anyone who wishes to register with the practice, but the GP's reserve the right not to accept patients to their list.

Complaints and Suggestions

We do try to provide you with the best possible services, but realise that on occasions you may not feel this has happened. Our practice follows NHS guidelines which means we have a complaints procedure in place. Written information on how to make a complaint or a suggestion is available from reception.