

# Keith Health Centre

---

## **Practice Leaflet**



---

**Turner Street**

**Keith AB55 5DJ**

**Main Tel: 0345 337 9944**

**Prescription Line: 01542 881001**

**Email: [gram.keithadministrator@nhs.scot](mailto:gram.keithadministrator@nhs.scot)**

**Website: [www.keithhealthcentre.co.uk](http://www.keithhealthcentre.co.uk)**

## WELCOME TO KEITH HEALTH CENTRE

Keith Health Centre is located in the centre of Keith, adjacent to Turner Memorial Hospital. Here we provide medical services to over 7000 people living in Keith and the surrounding area. In addition, the doctors have a commitment to the patients in the community hospital. They also provide minor injuries cover during working hours.

Visiting consultants from Elgin also hold outpatient clinics on the site eg psychiatry. Other services provided here are podiatry, physiotherapy, counselling and x-rays.

## CONTACTING US

Main Telephone: 0345 337 9944 and follow the menu for practice services.

Prescription Line: 01542 881001      Email: [gram.keithadministrator@nhs.scot](mailto:gram.keithadministrator@nhs.scot)

## OPENING HOURS

Monday	8.00am - 6pm	Saturday	CLOSED
Tuesday	8.00am - 6pm	Sunday	CLOSED
Wednesday	7.30am - 6pm		
Thursday	8.00am - 6pm		
Friday	8.00am - 6pm		

## NEW PATIENT REGISTRATION

Individuals and families living within the Practice Boundary can register with Keith Health Centre. You will be asked to complete a registration form for each individual wishing to register. Forms can be completed online on our website, printed off and brought to reception. They are also available at the health centre. If you are over 16 years of age you will be asked to bring two forms of ID (one of which should be photographic), along with proof of address eg utility bill. Although not essential for registering as a patient, we do require this information to register you for online services. You will also be required to fill in a medical questionnaire, and to bring with you details from your previous practice of any medication which you regularly take. This helps us to treat you whilst we await the arrival of your medical records from your previous practice. Please note that if registering your baby, you must bring the form from the Registrar.

Once the registration process has been completed, and we have received your medical records, you will be invited to attend an initial screening appointment.

## **TEMPORARY REGISTRATION**

If you are ill whilst away from home on holiday or on business and need to receive treatment for a medical condition, you can register as a temporary patient with a practice for up to 3 months. This will allow you to be on the practice list in that area, whilst still remaining a patient of your usual GP. Simply contact a local practice for advice about this. Please be aware that you cannot register as a temporary patient anywhere within reasonable travelling distance of your own practice, and that practices are not obliged to accept you on to their list.

Temporary registration expires after 3 months, at which point you will have to reapply or register permanently with that practice.

If you run out of medication whilst away from home, and are registered with a Scottish GP practice, you can attend any community pharmacy who will be able to help you without the need to be seen by a GP.

## **CHANGING YOUR NAME, ADDRESS OR TELEPHONE NUMBER**

Please pop into reception, telephone the health centre, or go to our website as soon as possible to inform us of any change to your details. It is very important that the health centre holds the correct information for you and your family.

## **APPOINTMENTS**

Consultations with doctors and practice nurses are by appointment only. We do not provide a walk-in service. Reception staff will ask for brief information about your symptoms when booking your appointment, in order to ensure that they can direct you to the most appropriate person for your needs. Routine GP appointments can also be booked online (ask staff for further information). You may make an appointment with any doctor or practice nurse.

As a courtesy we send SMS text messages to mobile phones reminding patients about their forthcoming appointments. It is important that you let us know as soon as possible if you cannot attend an appointment, so that we can offer it to another patient. On receipt of your SMS reminder, you can cancel by replying to the prompt.

## **TELEPHONE CONSULTATIONS**

Telephone slots are also available with a GP/Nurse for issues which can be dealt with by phone. These slots should be booked in advance. Please be aware that for reasons of confidentiality the health centre telephone number is withheld. This can cause issues for patients who choose to use a call-barring system. Please ensure that reception staff are given a number on which the clinician can reach you.

If you feel that you require a home visit or need to see or speak with a GP or nurse **urgently** ie that day, you should contact the surgery between **8am –10.00am**. Reception staff will ask about the nature of the problem and pass this to the **emergency triage** team. You will then receive a call back and will be given advice or allocated an appointment as appropriate.



If you phone after 10.00am morning emergency triage will be finished and you will be asked to call back **between 2pm-3.30pm** to discuss a condition that cannot wait until the next day. This is to allow GPs time to complete morning surgery, attend hospital patients, carry out home visits and catch up on tasks such as checking test results and hospital referrals.

## HOME VISITS

All requests for a home visit are put to the duty team in the first instance. The call will be triaged by the Duty GP/ANP/Practice Nurse. The patient will be called back and a decision made as to whether a house call is required.

Patients who are housebound or too ill to come to the surgery should telephone before **10.00am** to request a home visit. Please try to provide staff with as much information as possible so that the GP/Nurse can prioritise the visits.

**Remember—it may not always be possible to see your usual doctor.**

## NHS NEAR ME APPOINTMENTS



Keith Health Centre can also provide NHS Near Me video appointments, powered by the Attend Anywhere system. Video calling is as convenient as a phone call, with the added value of face to face communication. This type of consultation can be used to assess patients and provides care closer to home.

Although “Near Me” appointments are not suitable for all conditions and situations, it can be a very useful tool.

To use this service you **MUST** have a **BOOKED** video appointment with the Practice. Your clinician will advise you if a video call is appropriate and you will be given a date and time at which he/she will be expecting you in the virtual waiting room.

## WHEN WE ARE CLOSED

**NHS 24** provides medical cover from **6pm—8.00am** from Monday to Friday, at weekends, during public holidays and Practice protected learning sessions. If you need to access medical services during these times you can contact NHS 24 direct on **freephone number 111** or via the **website: [www.nhs24.com](http://www.nhs24.com)**

Patients are reminded that Out of Hours services are generally very busy, so please think carefully before asking to see a doctor during these times, and only do so if you feel that your condition genuinely cannot wait until the surgery re-opens.

**Details of public holiday and protected learning dates and opening hours will be posted throughout the health centre and on the Practice website in advance.**

## MEDICAL EMERGENCIES

**If at any time your condition is thought to be life-threatening, you should call 999.**

Some examples of emergencies requiring hospital attendance are:-

- chest pains and/or shortness of breath,
- collapse, overdose,
- choking
- sudden severe bleeding
- accidents involving unconsciousness.

**We recommend that patients living in rural areas keep a note of their postcode or six figure grid reference to assist the Scottish Ambulance Service in finding their address urgently. It would also be helpful to give instructions on accessing more remote addresses.**

## MINOR ILLNESS

Please remember that you do not need a GP appointment to treat minor complaints or ailments. Medications for these can be obtained through your local Pharmacist and also through the Pharmacy Minor Ailments and Pharmacy First schemes. Please ask your pharmacist for details.

Bairds Pharmacy, 144 Mid Street, Keith AB55 5BJ. Tel: 01542 882512

Clarks Pharmacy, 12-16 Regent Street, Keith AB55 5DU. Tel: 01542 882533



---

## GENERAL INFORMATION

### ACCESS

Patient areas in Keith Health Centre are suitable for wheelchair access. The main entrance door has a ramp and push button automatic doors. For patients with hearing difficulties, we can offer the support of a BSL interpreter, and for those whose first language is not English, we have access to a translation service. Interpreting services must be organised in advance and extra appointment time allocated. Please ask at reception. This leaflet is also available in large print.

### MEDICAL CERTIFICATES

The first 7 days of your illness is covered by a self-signing (SC2) certificate, which is available from the HMRC website at <https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2> or can be collected from reception. After 7 days you should speak to a doctor for a “not fit to work certificate” (sick note).

Ongoing sick notes may be requested via the Practice Office. Fitness or return to work certificates are **NOT** issued. If your employer insists upon one, a GP will consider your request.

### TEST RESULTS

To check on your test results please phone the surgery between **2pm and 4pm (press 3 for results)**. Where appropriate our reception staff will be able to give out the result from your doctor.

The practice has a strict policy regarding confidentiality and data protection. Test results will only be given to the person to whom they relate, unless that person has given prior consent for the release of the results to someone else.

### TEXT MESSAGING

Under the data protection regulations introduced from 25th May 2018, we can still contact patients via text messages regarding appointments and healthcare .

We routinely send out appointment reminders for all consultations by SMS. Within the text message there is a cancellation option to allow you to cancel an appointment which is no longer required.

If you would like to opt out of any future contact via text messaging , please contact reception staff. If you have recently changed your mobile number, please let us know.

## REPEAT PRESCRIPTIONS

If you take regular medication, we will attach a list of your regular items to your prescription. To order your medication, simply tick the box next to each item you require, select the chemist you wish to use and return the slip to reception.

If you prefer, you can use our Repeat Prescription Order Line — **01542 881001**. You will be asked to state your name, date of birth, telephone number, the items you wish to order and which chemist you would like the prescription to go to.

However, we also offer an on-line service which can be used both to order repeat prescriptions and to book your routine GP appointments. To join up, please pick up a registration form from reception or visit [www.keithhealthcentre.co.uk](http://www.keithhealthcentre.co.uk) where you can download the form via the Online Services link. Once you have gone through this process, you will receive your registration details and the information you will need to complete your registration (this must be completed within 30 days).

We regularly monitor our prescribing, and may ask you on occasion to make an appointment for a medication review. Our practice pharmacist is happy to answer any questions.



**Please ensure that you do not run out of your medication. Allow 48 hours (2 working days) before collecting your prescription from the practice/ pharmacy.**

## AMBULANCE TRANSPORT

If you are due to attend a hospital appointment and need transport on medical or mobility grounds, you should phone the booking line on **0300 123 1236** to arrange this.



## CARERS

The practice encourages unpaid carers to identify their role at registration or indeed at any time, so that we can give information or referral to free local carer support services. We have a carers' register, and carer status is displayed on practice PCs so that clinicians are made aware that patient may have extra demands on their health and time. Please ask staff for information.

Quarriers Carer Support Service (Moray) is based in Elgin and provides support to carers within Moray. For further information see: [www.quarriers.org.uk](http://www.quarriers.org.uk)

## MEET THE PRACTICE TEAM

### YOUR DOCTORS (GP Partners)

**Dr Clare L Green MBChB, FRCGP, DFFP**

Partner (Edinburgh).

**Dr David Rathband MBChB, MRCGP**

Partner (Aberdeen).

**Dr Louisa Brown MBChB, MRCGP, DFFP**

Partner (Edinburgh)

**Dr Ben Johnson BSc, BM, PhD, DCH, DFSRH, MRCGP**

Partner. (Liverpool), PhD (Bristol), BM (Southampton).

**Dr John Nicol MBChB, FRCGP**

Partner (Edinburgh).

**Dr Cate Bulmer DipNut, BSc, MBChB (2013)**

GP Trainee, Caledonian Training Scheme.

**LOCUM DOCTORS**—From time to time, locum doctors may be employed by the practice. They are fully qualified doctors with experience in general practice.

### ADVANCED NURSE PRACTITIONER

**Mrs Gillian Walker**—Registered General Nurse 1991, Qualified in Minor Injuries and Minor Illness.

### PRACTICE NURSES

The practice currently has 2 practice nurses;

**June Jamieson**—Lead Nurse and **Heather Strathdee**. June is part of the triage team dealing with emergency calls. Both nurses provide the chronic disease management in the practice, offering a one stop shop clinics for patients with Diabetes, Hypertension, Heart Disease, Asthma and COPD. Heather also provides Contraceptive and Sexual Health clinics. In addition, the nurses offer a wide range of treatment room appointments, including INR testing and dressings.

### HEALTHCARE ASSISTANTS

The practice currently has a fully trained Healthcare Assistant and a phlebotomist who is training in additional skills:

**Caroline Leggat** - HCA and **Judith Mitchell**—phlebotomist

Caroline and Judith both take bloods and check blood pressure. Caroline can also administer some injections, perform ECGs and dress wounds.



## MEET THE PRACTICE TEAM

### **Practice Manager—Lynn Ross**

The Manager's responsibilities include the organisation and management of practice staff, staff training, finances, planning and quality issues. If you have any suggestions or queries, she will be happy to discuss these with you.

### **Office Manager—Denise McWilliam**

### **Practice Pharmacist—Fiona Duncan and Alistair Boyd-Orr**

### **Pharmacy Technicians—Katie Mickleburgh and Mandie Cooper**

### **Administration Staff**

Lorna Henderson

Sarah Carnegie

Pamela Reid

Judith Mitchell

Frances Greig

Susan Smith

Catherine Sinnott

Claire Hastie

Audrey Wilson

Joanne Swift



Our admin team are the first point of contact with the practice. All staff members are responsible for a wide variety of duties including appointments and reception. Please help us to provide the best possible service by giving our admin staff all relevant information.

### **Doctors in Training**

Keith Health Centre is now recognised as a training practice to teach doctors the skills of General Practice. These doctors are fully qualified and their placements in the practice will vary from 6 months to a year.

As part of their training, junior doctors may sometimes wish to record patient consultations. Your consent will always be asked for before and after any such recordings are made. If you feel uncomfortable about video recordings, please let us know before the appointment. This will not affect your consultation in any way.

We are grateful for your cooperation in the important work of teaching future GPs.

### **Medical and Nursing Students**

Keith Health Centre offers training for Aberdeen University medical students. The students may sit in during doctors' consultations and also consult with the full supervision of a GP. The community and practice nursing teams support placements for nursing students from the Robert Gordon University. Student nurses may sit in with practice nurses or attend home visits with the community nurse or health visitor.

We will always ask you when making an appointment or attending the surgery if you mind seeing a student. Please tell us at any time if you would prefer not to.

## MEET THE PRACTICE TEAM

### Community Nursing Team

District nurses and health visitors work closely with the GPs to provide a range of services to our patients:

<b>Health Visitors</b>	Sue Martin HV (Team Leader East)
<b>01542 881009</b>	Fiona Cruden HV and Practice Teacher
	Bethany Wood—Health Visitor
	Pauline Dick—Nursery Nurse

A Health Visitor is a qualified nurse (or midwife) who has completed specialist training in child and family health. They offer support and advice regarding the wellbeing of your child until the school years. Your health visitor will visit you and your baby in your home, and provide you with specialist advice on a range of health and wellbeing topics such as immunisations, breast-feeding, formula feeding, weaning, bed-wetting, behavioural problems and minor ailments.

**District Nurses:** Ally Lister, Team Leader is a Specialist Practitioner District Nurse and also a Queen's Nurse.

Ally, along with Kristal Ward (District Nurse) and the team of community nurses and Healthcare Assistants, also work from our site. They visit house-bound patients and provide the necessary advice and care regarding wound management, catheter care, palliative care and much more. They also provide support for carers. They work closely with GPs, social services, hospitals and other healthcare staff to provide a service tailored to meet individual needs.

**Community Midwife:** Connie Sims

Community midwives are responsible for planning, managing and delivering care during pregnancy and childbirth. This involves helping women and their families to learn about pregnancy and the processes of childbirth. They advise on healthy lifestyle choices, run antenatal classes, monitor the baby during labour and birth and providing postnatal care. Midwives may also have to provide support and advice about miscarriage, stillbirth, terminations and neonatal abnormalities.

### Dementia/Frailty Nurse Service

The dementia/frailty nurse assists the practice team in identifying patients who are perhaps struggling because of frailty or with early stage dementia. This nurse can offer a holistic assessment and signpost the patient to the appropriate services to get any additional support and care that is required. The nurse may make contact by telephone, face to face appointment or, if required, via a home visit. Please ask at reception for further details.



### **Inpatients**

Patients admitted to Turner Memorial Hospital receive care from the dedicated team of nursing staff, led by nurse manager Anita Kreft. The hospital provides acute care, palliative care, rehabilitation and assessment. This service is overseen by the GPs in the practice who provide regular ward rounds, with input from the Geriatrician.

### **Minor Injury Service**

A Minor Injury Service is also provided by the nurses and GPs.

### **Outpatients**

A number of clinics are held in Turner Hospital including orthopaedics, general surgery, gynaecology, podiatry, psychiatry and x-ray. These are run by specialist doctors and a referral is needed from your GP in order to access these services.



## **SERVICES**

### **General Medical Services**

Keith Health Centre provides the following services:-

- Full range of general medical services
- Care for terminally ill patients
- Management of chronic diseases including asthma, chronic obstructive pulmonary disease, diabetes, stroke, coronary heart disease, epilepsy, mental illness, cancer, hypertension and hypothyroidism.
- Cervical screening
- Contraceptive services
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Minor surgery
- Monitoring of patients on Warfarin or disease modifying drugs.





### ANNUAL BIRTHDAY CHECK

#### If you have been diagnosed with... ?

High Blood Pressure	Mental Health Problems
Diabetes	Stroke /TIA
Kidney Disease	COPD
Heart Disease	Dementia
Thyroid Disease	Vascular Disease

We will offer you an annual review of your condition(s) and medications, normally during the month of your birthday. These will mostly be nurse-led. Children with a diagnosis of asthma will be reviewed regularly, as will asthmatic patients whose symptoms are not well controlled.

You may need to have a urine test or blood test with the healthcare assistant prior to your review. Please contact the surgery between reviews if you feel your condition is unstable.



## SEXUAL HEALTH AND PREGNANCY

### Contraception

We offer a wide range of contraceptive services including coils and Implanon, as well as the contraceptive pill, patches and injection (Depo Provera). Our family planning nurse will be able to assist with advice on this, and will inform you of any follow up appointments required.

### Sexual Health

Sexual Health issues can also be discussed in confidence with our specialist nurse or with a GP. Some common sexually transmitted infections can be screened for without the need for a medical examination. Please ask for further information. In some cases the GP or nurse may need to examine you. Should this be the case, you will be offered a chaperone in accordance with General Medical Council best practice guidelines.

### Cervical Smears

A smear test is recommended every 3 years in Scotland for women aged 25-49, and every 5 years for women aged 50-64 who have ever been sexually active. Our practice nurses offer appointments at various times throughout the week for the convenience of working females and young mothers. You will be recalled automatically for your appointments. All patients are informed by letter of their smear results.

## HEALTHY LIFESTYLE ADVICE

We are not here to judge, but to advise and support you in making positive changes to your life-style which will benefit your health.



### Alcohol Consumption

If you are concerned about your drinking, discuss this with the nurse or doctor. They will discuss your issues and can refer you for specialist care if necessary. Cutting down on the amount you drink can have a positive impact on your life, both mentally and physically.

### Stopping Smoking

If you are trying to give up smoking there is a lot of help available. Our visiting Healthpoint Adviser holds a weekly clinic at the Practice on Wednesday mornings. Please ask reception staff for details. The local pharmacies also provide a smoking cessation service:-

**Bairds, Keith—01542 882512**

**Clarks, Keith— 01542 882533**

### Weight Management

For those patients with a chronic disease, the nurses will advise on healthy eating and exercise to help your condition. For general weight management, the Healthpoint Adviser (see above) can also suggest useful exercise programmes and dietary changes to help you take the necessary steps towards a healthier lifestyle.

## MINOR SURGERY

Dr Rathband provides minor surgery clinics for certain complaints such as lumps and cysts. Steroid injections can also be administered where necessary by specific GPs for different joints.

Please discuss this with your doctor.

## FIRST CONTACT PHYSIOTHERAPY (FCP)

The First Contact Practitioner is a physiotherapist who works independently within our practice to assess, diagnose and plan the management of patients with new presentations of musculo-skeletal conditions. The FCP will support the GPs by offering a second opinion/advice where required. The clinician aims to manage your condition within the initial consultation. If you require ongoing physiotherapy, you will be offered onward referral to the core service. Our FCP runs a fortnightly clinic at Keith Health Centre.

Alternatively, patients with muscle or joint problems can self-refer for physiotherapy on **tel: 0800 917 9390**. This is a non emergency service for advice, information and assessment of muscle and joint problems.

## NON NHS SERVICES

Some of the services provided by the practice do not form part of our contract with the NHS and therefore attract charges. Examples include the following:-

- Medicals for employment and driving requirements (HGV, PSV, etc)
- Insurance Claim Forms
- Adoption Medicals
- Private Sick Notes
- Vaccination Certificates
- Shotgun licence report
- Holiday Cancellation Report

Our reception staff will be happy to advise you about fees and charges, along with appointment availability (if appropriate). All fees must be paid on the day. Payment should be made by cash, cheque or bank transfer only.

## PATIENT PARTICIPATION GROUP (PPG)



Keith Health Centre has an active PPG which is very much part of how the practice connects with its patients. There is a long standing relationship between the practice and the group, going back more than 10 years.

The people who form the membership are drawn from the community it serves. They are responsible for representing the interests of all patients to ensure the medical care they receive is delivered to a high standard and in a manner appropriate to each patient. No individual patient is ever discussed or named!

You may have seen the PPG represented at the Keith Show, enjoyed a cuppa after your flu vaccine or read of their efforts to provide new facilities for Health and Social Care, including a new Hospital!

The group meet formally four times a year at the Health Centre and from time to time in other venues to progress their plans. They are actively seeking new members, and the addition of some younger members would be most welcome to promote the interests of young families and other young people.

If you are interested in joining the PPG, please call **Leon Stelmach (Chair)** on 07785 940104.

The group's constitution is available to view on the Keith Health Centre website:

[www.keithhealthcentre.co.uk](http://www.keithhealthcentre.co.uk)



## PRACTICE POLICIES

### CONFIDENTIALITY & MEDICAL RECORDS

The Practice complies with current data protection and access to medical records legislation.

**Identifiable** information about you will be shared with others in the following circumstances:

- To provide additional medical treatment for you eg from hospital services and community nurses.
- To help you tap into further services eg from Social Services. This requires your consent.
- When we have a duty to others eg in criminal or child protection cases.



Reception and administration staff require access to your medical records to do their jobs. These staff members are bound by exactly the same rules of confidentiality as the medical staff.

**Anonymous** patient information will also be used at local and national level to help the Health Board and the Scottish Government plan services eg for diabetic care and flu vaccinations. If you do not wish anonymous information about you to be used in this way, please let us know.

### FREEDOM OF INFORMATION

Information about the General Practitioners and the Practice which are required for disclosure under this act, can be made available to the public. All requests for such information must be made to the Practice Manager.

### ACCESS TO RECORDS

In accordance with the Data Protection Act 1998 and the Access to Health Records Act 1990, patients may request to see their medical records. Such requests should be made through the Practice Manager and *may* be subject to an administration charge. No information will be released without the patient's consent unless we are legally obliged to do so.

### ZERO TOLERANCE POLICY

The NHS operates a zero tolerance policy with regard to violence and abuse, which states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. We understand that being unwell is stressful and worrying. However, it is still not acceptable to act in an unreasonable manner.

Aggressive behaviour of any kind will not be tolerated and may result in you being removed from the practice list, and, in extreme cases, the Police being contacted. We therefore ask you to treat the GPs and their staff courteously at all times

## RIGHTS AND RESPONSIBILITIES

### YOUR RIGHTS

**Keith Health Centre aims to treat all patients with dignity and respect regardless of race, sex, age, sexual orientation, faith, political beliefs or disability.**

- We aim to provide the best possible service to all our patients
- We respect the confidentiality of individual patients and provide open access to information on services and treatment
- You are entitled to information and practical help towards healthier living
- You are entitled to be treated as a person not a case
- People have a right to expect honesty, respect and the preservation of their dignity
- You are entitled to access, with safeguards, to information held about you by the NHS; and to be sure that this information will be kept confidential. You also have a right of access to medical reports made for insurance or employment purposes. All personal records in the NHS are confidential and all persons in the Service must abide by the code of practice on confidentiality or personal health information
- You are entitled to be involved so far as is practical in making decisions about your own care, and wherever possible, given choices including choice of GP, the right to give or withhold consent to medical treatment, the right to decide whether or not to participate in medical research and student training.

### YOUR RESPONSIBILITIES

- You should share in the responsibility for your own health
- Care for yourself when appropriate (for example you can treat yourself at home for common ailments such as coughs, colds and sore throats)
- Look after your own health by adopting a healthy lifestyle
- Keep your appointment or let us know as soon as possible if you cannot keep it. Book routine appointments in plenty of time. Help us by turning up on time and with everything you need. Only use emergency services in a real emergency.
- Order your prescriptions in plenty of time - we need a minimum of 2 working days' notice.
- Give notice if you change your address
- Return any equipment no longer needed.
- Treat all health employees, fellow patients, carers and visitors politely and with respect.

## SUGGESTIONS AND COMPLAINTS

Although we make every effort to provide the best possible service to our patients, there may be times when you feel that this has not happened.

If you wish to make a complaint about any aspect of your treatment, please telephone, email or write to the Practice Manager, Lynn Ross.

She will contact you either by phone or in writing to further explain our complaints procedure and to clarify your concerns. Lynn Ross, along with Dr Ben Johnson (lead GP for feedback, complaints and compliments) will investigate the matter and aim to keep you fully informed throughout the process.

We hope to be able to address your concerns and provide an explanation and/or an apology where appropriate.

This does not in any way affect your right to make an independent complaint to the NHS Grampian Feedback Service, Summerfield House, 2 Eday Road, Aberdeen AB15 6RE.

If, after receiving our final decision on your complaint, you remain dissatisfied, you can ask for further review by the Practice and/or the Scottish Public Services Ombudsman (SPSO).

### GETTING HELP TO MAKE YOUR COMPLAINT

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service as long as the person has given their permission for us to deal with this proxy. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

The Patient Advice and Support Service (PASS) is an organisation that provides free confidential advice and support to patients and other members of the public in relation to NHS Scotland. The service promotes an awareness and understanding of the rights and responsibilities of patients and can advise and support people who wish to make a complaint to the NHS.

Further information and contact details can be found on the PASS website:

[www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk)

A leaflet, which has full details of our complaints procedure, can be picked up from the Health Centre reception or can be downloaded from our website.

We are always happy to receive suggestions on how we can improve our service.



## USEFUL CONTACTS

### KEY NUMBERS

Keith Health Centre Main Switchboard:	0345 337 9944
For Emergency Triage (8am-10am or 2pm-3.30pm)	Press 1
For Routine Apointments and other enquiries	Press 2
For Results (2pm-4pm)	Press 3
Prescription Line	01542 881001
Community Nurses	01542 881008
Health Visitors	01542 881009
Turner Memorial Hospital	01542 882526
Dr Gray's/Aberdeen Royal Infirmary Switchboard	0345 456 6000
NHS 24 ( <a href="http://www.nhs.24.scot">www.nhs.24.scot</a> )	111
Bairds Pharmacy	01542 882512
Clarks Pharmacy	01542 882533
Ambulance/ Patient Transport Booking Line	0300 123 126
Police/Fire/Ambulance Emergency Police Non Emergency <a href="http://www.scotland.police.uk">www.scotland.police.uk</a>	999 101
Moray Access Care Team	01343 563999
Moray Council ( <a href="http://www.moray.gov.uk">www.moray.gov.uk</a> )	01343 551339
Moray Resource Centre	01343 551339
Moray Citizen's Advice ( <a href="http://www.moraycab.org.uk">www.moraycab.org.uk</a> )	01343 550088
Advocacy Moray	01343 559546
Social Work In Hours	01343 554370
Social Work Out of Hours	03457 565656
Elgin Registry Office	01343 554600
Keith Community Centre	01542 882222
Albyn Private Hospital, Aberdeen	01224 595993
MacMillan Cancer Support—CLAN Moray	01343 544132

## USEFUL CONTACTS

### SUPPORT ORGANISATIONS

Penumbra Mental Health and Wellbeing Centre, Elgin <b>1st Response</b>	01343 556191 <b>0800 234 3490</b>
The Samaritans ( <a href="http://www.samaritans.org">www.samaritans.org</a> )	116 123
Breathing Space	0800 838587
Mind ( <a href="http://www.mind.org.uk">www.mind.org.uk</a> ) TEXT 86463	0300 123 3393
Age Scotland	0800 1244 222
Alzheimer's Elgin	01343 544487
Dementia Helpline	0800 808 3000
Quarriers Carers Support	01343 556031
Cruse Bereavement	0845 600 2227
Relate Counselling	0300 100 1234
Relationship Scotland	0845 119 2020
Couple Counselling	0333 325 2500
Victim Support ( <a href="http://victimsupport.org">victimsupport.org</a> )	0808 168 9111
Moray Women's Aid (Moray Council)	01343 548549
Scotland's Domestic Abuse Helpline	0800 027 1234
Rape Crisis Scotland	0808 010302
Men's Advice Helpline (Domestic Abuse)	0808 801 0327
Domestic Abuse (24 hour helpline)	0800 2000 247
Parentline-Children 1st (Text 07860 022844)	0800 282233
Childline ( <a href="http://www.childline.org.uk">www.childline.org.uk</a> )	0800 1111
National Autistic Society—Moray and Nairn Branch	0808 800 4104
Shelter Freephone Housing Advice	0808 800 4444
Arrows (Drug and Alcohol Support) <a href="http://www.quarriers.org.uk">www.quarriers.org.uk</a>	01343 610500
Alcoholics Anonymous	0800 9177 650
Al Anon Scotland	020 7403 0888
Narcotics Anonymous	0300 999 1212
Know the Score Drug Advice	0800 587879
Gamblers Anonymous	0370 050 8881
Smoking Cessation Services (Local Pharmacies see above) or Healthpoint	08085 202030



**Keith Health Centre**  
**Tel: 0345 337 9944**  
**[www.keithhealthcentre.co.uk](http://www.keithhealthcentre.co.uk)**

