

## GP REGISTRARS

A “GP Registrar” is a fully qualified doctor with several years’ hospital experience who is gaining their required supervised training in General Practice. As a practice we have met the required standards for General Practice training and usually have a GP Registrar working in the practice.

## VIDEO CONSULTATIONS

For all GP Registrars who are completing their training in General Practice there is a mandatory requirement to submit video recordings to have their consultation skills assessed independently. No consultation is recorded and submitted for assessment without the approval of a patient in writing before and after the consultation. We adhere to the guidelines and standards for video recording as set out by the General Medical Council.

## MEDICAL STUDENTS

All medical students are now required to spend some of their training in General Practice. We welcome medical students from various medical schools particularly Aberdeen and Dundee. A medical student may be present when you attend for a consultation. If you prefer to see your doctor alone please say so and your request will be honoured.

## PRACTICE NURSES

One of our practice nurses is usually available by appointment between the hours of **9.00am - 12.30pm and 2.00pm - 5.30pm**. They help with health issues such as family planning and dressings and they run clinics for long term health conditions such as asthma and diabetes and carry out cervical smears.

## HEALTHCARE ASSISTANT (HCA)

HCA’s carry out tasks such as blood tests, blood pressures & ECG’s

## MENTAL HEALTH SERVICES

There are various services available to help you with your mental health. The GP will refer you to the appropriate service after discussion with yourself – e.g. Community Link Worker, Primary Care Mental Health Team, Community Psychiatric Nurse. Some of these are based at the practice, others elsewhere in Inverness.

## COMMUNITY MIDWIFE

The Community Midwife runs clinics each week for ante - natal care at Raigmore hospital.

## PHYSIOTHERAPIST

You can phone the surgery to make an appointment with the physiotherapist for any injury, muscle or joint problems.

## CHIROPODY/PODIATRY SERVICES

Access to the service is via a self-referral form available at the reception desk and on our website.

## GENERAL DATA PROTECTION REGULATIONS (GDPR)

Please ask if you wish to see a copy of our Data Protection Notice.

## COMPLAINTS AND SUGGESTIONS

Our aim is to offer the highest quality of service. However, we recognise that at times things may not always go according to plan. For more information on how to make a complaint please refer to our Complaints Handling Procedure available at reception and on our website. Our aim is to resolve any grievance that you may have as soon as possible.

## HOW WE MAY USE YOUR PERSONAL HEALTH INFORMATION

To ensure that quality of care provided to patients is kept to the highest standards all practices are required to undergo regular practice visits by external assessors. During such a visit:-

- patient records may be disclosed to persons outside the practice.
- the purpose of such disclosure is strictly limited to a verification process which is required to assess the quality of care provided by the practice.
- the visit team adheres to a strict duty of confidentiality.
- any patient may object to the whole or any part of the inspection of his or her own records & that their objection will be respected.

Patient records are also available to NHS staff who are directly involved in your care, who are also bound by a strict code of confidentiality.

If you do not wish your records to be inspected on any such visit please contact the reception.

## RIGHTS & RESPONSIBILITIES

As a patient you have certain rights and responsibilities:-

### Rights

- To use the NHS and to be treated equally no matter what your income, race, sex, age, sexuality or disability.

### Responsibilities

- Be on time for appointments and tell the practice if you cannot keep your appointment.
- Treat practice staff politely and with respect. Violence or racial, sexual or verbal abuse is completely unacceptable and may lead to removal from our list.
- Follow the advice and treatment you receive.
- Make sure the practice has up to date information on how to contact you, including address & telephone numbers.
- Try to take any medicine, which is prescribed and finish the course of treatment. Do not take medicine, which is out of date, and give old medicine to your pharmacist to get rid of.
- Only use emergency appointments in matters of real urgency.
- Look after your own health and think about how you could have a healthier lifestyle.

# *The Crown Medical Practice*



*12 Crown Avenue  
Inverness IV2 3NF*

*Tel: 01463 214450*

*nhsh.gp55893-reception@nhs.scot*

**www.crownmedicalpractice.co.uk**

UPDATED January 2023

We are a non-dispensing practice committed to providing a high quality of care to our patients. This leaflet describes the services we offer and is a guide to help us to help you.

The practice offers the full range of medical services in addition to routine consultations including antenatal and postnatal care, Child Health Surveillance, Family Planning. We provide the following services:- Health Screening, Minor Surgery, Chronic Disease Screening.

### PRACTICE STAFF

The practice has three Partners working in a general partnership.

**Dr Maureen Burnett**, MBChB, MRCP, DRCOG, DFFP

*Glasgow University (1993)*

**Dr David Titterington**, MBChB, DCH, DRCOG (*passedMRCP*)

*Glasgow University (2006)*

**Dr Andrew Martin**, MBChB, MRCP Aberdeen University (2009)

**GP Associates – Dr Gemma Norman**

**Dr John Pitman**

**Dr Laura Fothergill**

**Dr Mairi Gibson**

**Dr Lorna Youngson**

**GP Registrar – Dr Kirsten Kramers**

*Practice Manager*

Vera Haringman

*Data Administrator*

Valerie Grant

*Medical Receptionist*

Zaneta Nyr

Tara McMillan

Pamela Sutherland

Pauline Shearer

Marc Fleetwood

Kimberley Smith

Karolina Skawinska

Emma Cunningham

*Senior Receptionist*

Sarah MacDonald

*Advanced Nurse Practitioner*

Nell MacGillivray

*Practice Nurses*

Isobel MacKenzie

Michaela Sharkey

*Healthcare Assistant*

Zaneta Nyr

*Physiotherapist*

Claire Chan

### OPENING HOURS

Monday - Friday 8.00am - 6.00pm

### OFFICE HOURS

Monday – Friday 8.00am - 5.00pm

**DISABLED ACCESS** - the practice has suitable access for disabled patients including disabled toilet facilities.

### HOW TO SEE YOUR DOCTOR

Consultations are by appointment. Appointments are available face-to-face or by telephone. The doctors consult between the hours of **8.30am - 12.30pm and 2.00pm - 5.30pm** each weekday.

If you need an urgent appointment you will be seen that day, but not necessarily by your usual doctor. Please let the Receptionist know you need to be seen urgently (give reasons where possible to help us assess when you can be seen along with other waiting patients).

**IN CASES OF EMERGENCY** you will always be seen on the same day.

Doctor	TIME	MON	TUE	WED	THU	FRI
Dr Maureen Burnett	AM			✓	✓	✓
	PM			✓	✓	✓
Dr David Titterington	AM	✓			✓ Alt wks	
	PM	✓			✓ Alt wks	
Dr Andrew Martin	AM	✓	✓ Alt wks		✓	✓
	PM	✓	✓ Alt wks		✓	✓
Dr Gemma Norman	AM		✓		✓	✓
	PM		✓		✓	✓
Dr John Pitman	AM		✓	✓		
	PM			✓		
Dr Laura Fothergill	AM	✓	✓	✓		
	PM	✓	✓	✓		
Dr Mairi Gibson	AM	✓	✓alt weeks	✓		✓ alt weeks
	PM	✓	✓alt weeks	✓		✓ alt weeks
Dr Lorna Youngson	AM					✓
	PM		✓			

### OUT OF HOURS SERVICE

When the surgery is closed emergency care is provided by the Out Of Hours Service, which is based at Raigmore Hospital's Emergency Department.

#### How to access the service -

For a life threatening **emergency** you should still always call 999.

If you need **health advice or care** when the practice is closed, you can call **NHS24** directly on **111**

**NHS 24** will take your call and provide advice or will arrange for you to be seen by a doctor. For further information on NHS 24 you can visit their website at [www.nhs24.scot](http://www.nhs24.scot)

### HOME VISITS

If you feel that your condition needs a home visit, please request before **10.00am** so that we can plan our day effectively. Home visits are time consuming, but patients will always be seen at home when necessary. The doctor will usually call first to speak to you before coming out.

### TEST RESULTS

If your doctor asks you to telephone for the result of a test please ring in office hours between **9.00am – 12.00pm or 2.00pm – 5.00pm Monday to Friday.**

### REPEAT PRESCRIPTIONS

If you take medication regularly a list of your medicines will be attached to the right hand side of your prescription. Use the latest list to advise us which medicines you require.

You can do this as follows:

1. Tick the boxes of the medicines you require on the list and pop it into the **post box** at the front door.
  2. Tick the boxes or write down your request and post it to the practice. **Include a stamped addressed envelope** if you want the prescription to be posted back to you.
  3. Access our webpage:- [www.crownmedicalpractice.co.uk](http://www.crownmedicalpractice.co.uk)
- Please allow **2 working days** before collecting your prescription from the surgery. If your prescription is going to a **chemist**, it may take an **extra day** for them to process your request hence it is important you order your medication a week before you run out of your medication.

### WE DO NOT TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE

Your doctor may ask you to make an appointment so see you so that your medicines can be reviewed to ensure the medicines you are taking are still suitable for you.

### HOW TO REGISTER WITH US

To register with the practice you need to complete a registration form, which can be obtained from the reception or from our website.

Before registering please check our website for our practice area as we do not register permanent or temporary patients who stay out with our boundary.

### HEALTH VISITOR

They provide advice and help, particularly to expectant mothers, children and the elderly. If you need to contact a Health Visitor please telephone their Inverness base on **01463 702296.**

### DISTRICT NURSING SERVICE

Our district nurses provide care when necessary in your own home. Your doctor will arrange for a district nurse to visit when appropriate or you may request this by telephoning **01463 - 888333** and leave a message on their answer machine.