

## MEDICAL & AUXILLARY STAFF

**Dr Iain Strath** has been a GP in Lochcarron since June 2003

**Dr Carol Hogan** joined as a Partner in October 2019

The **Practice Nurse** is Michele Macrae,.

The **Practice Manager** is Catherine MacKenzie

**Administration/Receptionists** are Debi, Carolyn and Annabel

**Community Nurses** are Liz Tate, Erin McFadyen, Annie Miller and Michele Macrae. Contact on **01520 722224**

**Health Care Assistant** is Catherine Thompson - 01520722224

**Midwife** is Fiona Shillaker. Contact on **01520 722168**

**Health Visitor** is Louise Loudon. She can be contacted on 01599 530941.

**First Contact Practitioner / Physiotherapist** is Anita Pearce, she visits fortnightly on a Thursday and the 2nd Friday of the month.

**Podiatrist** is Claire MacKenzie, visits Tuesdays.

**Dietitian**, Linn Brese, visits the practice every 8 weeks.

**Occupational Therapist**, Joanne Hanson visits the practice regularly.

## OUR SERVICES

**Routine appointments** are offered within 48 hours (emergencies will be seen immediately).

**Childhood Immunisation** is offered to all children.

**Influenza and Pneumococcal vaccinations** are offered to all those over 65 and to those with chronic health problems.

**Minor Surgical Procedures** can sometimes be carried out at the practice.

**Cervical Screening** is offered to women between 25 and 64 every 5 years.

**Child Health Surveillance** for ages 0 to 5 years is performed by the Health Visitor and the GP's.

**Antenatal Patients** are seen by Midwife Fiona Shillaker (**01520 722168**).

**Contraceptive Services** are provided. We supply condoms free of charge.

**Chronic Disease Management** for areas such as diabetes, asthma, high blood pressure, heart disease, Warfarin monitoring, chronic lung disease etc.

**Screening** for preventable diseases is carried out routinely.

**Immediate Medical Care** is provided as required.

**Travel Vaccinations** are available by appointment. Please inform us 3 months before you go on holiday.

## VIOLENT OR ABUSIVE PATIENTS

This practice operates a **zero-tolerance policy** of verbal or physical aggression towards any of the practice staff or partners. The practice has the right to remove patients from the list because of unacceptable behavior.

## DISABLED ACCESS

The premises have been designed with disabled access in mind. Every assistance will be rendered to those who are still in difficulty. Home visits can be arranged as required.

## USEFUL TELEPHONE NUMBERS

Emergencies / appointments	01520 722215
Prescriptions	01520 722661
NHS 24	111
Nurse-on-call	01520 722224
Community Midwife	01520 722168
Health Visitor	01349 781573
Macmillan Nurse	01471 822913
Howard Doris Centre	01520 722541
Raigmore Hospital	01463 704000
New Craigs Hospital	01463 704000
Broadford Hospital	01471 822491
Social Worker	01471 820174
Ambulance Car Booking	0300 1231236
Dentists—Lloyd Parsons	01520 722259
Community Car Scheme	01445 791436

This practice is part of **North & West Operational Unit**

Details of primary medical services in the area may be obtained from **The Chief Executive, NHS Highland, Assynt House, Inverness, IV2 3BW, Tel 01463 717123**



**Updated October 2021**

# LOHCARRON MEDICAL PARTNERSHIP



**Dr Iain D Strath MRCGP**  
**Dr Carol Hogan MRCGP**

**Lochcarron Medical Partnership**  
**Ferguson Medical Centre**  
**Church Street**  
**Lochcarron IV54 8YQ**

**www.lohcarronmedicalpractice.co.uk**

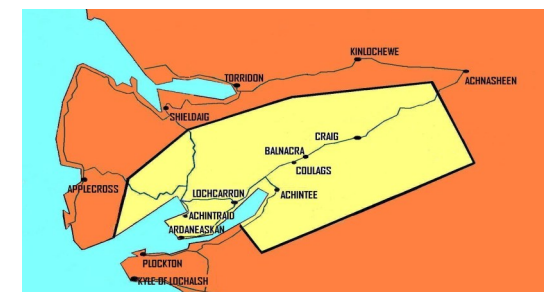
**Telephone 01520 722215**

**Fax 01520 722230**

**E-mail: nhsh.gp55395-admin@nhs.scot**

This practice uses **NHS24** for out of hours—phone **111**

The practice area covers approximately 200 sq. miles



## GENERAL INFORMATION

Welcome to Lochcarron Medical Partnership. The Ferguson Medical Centre opened in September 1992. It was purpose-built to provide a pleasant & efficient environment in which to promote good health.

The building is named after Dr Charles Ferguson who provided medical care in this area from 1932 to 1975. Dr Ferguson died in December 1991, just 2 weeks after the foundations of the new building were begun.

The practice has a list size of approximately 1000 patients, but holidaymakers can significantly increase the number treated here.

## OPENING HOURS

<b>Mon/Tues/Thurs/Fri</b>	<b>8am—1pm</b> <b>2pm—6pm</b>
<b>Tuesday (evening)</b>	<b>6pm—6.30pm</b>
<b>Wednesday</b>	<b>8am—1pm</b>

(Urgent problems on a Wednesday afternoon will be dealt with by the doctor based at Torridon)

Consultation is **by appointment only**

## OUT OF HOURS (Phone 111)

Between 6pm and 8am and at weekends the **NHS24** Service will receive our calls. Telephone calls to the practice, during these times, will automatically be diverted to NHS24. At the present time, the out of hours service will largely continue to be provided by the local GP's / GP locums, nurses & ambulance service, all coordinated by NHS24.

## HOME VISITS

Patients who are housebound can be visited at home. These are made at the discretion of the doctor and will usually take place in the afternoons. **Please request home visits before 11am** if possible.

**PLEASE REMEMBER THAT EMERGENCY CALLS WILL ALWAYS TAKE PRIORITY. THIS MAY, ON OCCASION, DISRUPT THE ABOVE SYSTEM.**

## PRESCRIPTIONS

We are a dispensing practice and **acute** prescriptions can be collected at the reception desk following your consultation. Requests for **repeat** prescriptions can be made in person, by telephoning an answering machine (**01520 722661**) or by letter. You can also order your prescription by registering for online services. We ask that you give us **2 working days** notice for repeat prescriptions, as some items may need to be ordered. Prescriptions can be collected during office hours.

## REGISTRATION

If you wish to register with us, please contact the receptionist. Please bring your NHS Medical Card (if you can find it). You will be asked to complete a **health questionnaire** and will be given an appointment for a medical check with the doctor. We have a non-discrimination policy.

## PREFERENCE OF A DOCTOR

You will not be registered with any one particular doctor, but you can ask to see a specific doctor, if you so wish—this may mean, however, a longer wait for an appointment.

## YOUR RIGHTS & RESPONSIBILITIES

All surgeries are **by appointment only** and these can be made by telephoning the practice. The practice has the authority to remove from the list any patients who abuse the appointments system.

Please telephone to cancel your appointment if it is no longer needed so that your appointment may be reallocated to another patient.

## REGULAR VISITS BY EXTERNAL ASSESSORS

Practices undergo regular visits so that quality of care to the patient is verified. The assessors may need to view records of a number of patients picked at random. The assessors adhere to a strict code of confidentiality. If you do not wish your records to be inspected, please inform the receptionist.

## CONFIDENTIALITY OF RECORDS

All members of the practice team adhere to a **strict code of patient confidentiality**.

## HOW TO MAKE A COMPLAINT OR COMMENT

We welcome suggestions to improve our service to you. Please speak to a member of staff.

We also operate a practice complaints procedure which meets national criteria. If you wish to make a complaint, you may approach any member of the practice team. You will receive an acknowledgement within 2 working days and an explanation within 10 working days. We aim to deal with any problem quickly & effectively.

It would help if you could inform us of any problems as soon as possible and, at the latest, within 12 months of the incident.

In investigating complaints, we aim to find out what went wrong, enable you to discuss the problem with those concerned and ensure you receive an apology, if appropriate, and to prevent it happening again.

If you are complaining on behalf of someone else, please ensure you have their permission (to protect patient confidentiality).

If you would prefer to talk to someone out with the practice, please contact the Feedback Team, NHS Highland, PO Box 5713, Inverness, IV1 9AQ or via email on [nhshighland.feedback@nhs.net](mailto:nhshighland.feedback@nhs.net).

You will be given a reply within 20 working days of them receiving your complaint. Where there are good reasons why this cannot be achieved, you will be kept informed of progress.

## ACCESS TO MEDICAL RECORDS

**GDPR (and Data Protection Act 2018)** entitles you to access your practice records via Subject Access Request Form (SAR). Please ask at reception.

**Freedom of Information (Scotland) Act 2002** (came into force in 2005) enables any person to receive information from a public body subject to certain exemptions. This is to encourage public authorities, including GP practices, to be more open & accountable. This excludes personal data.