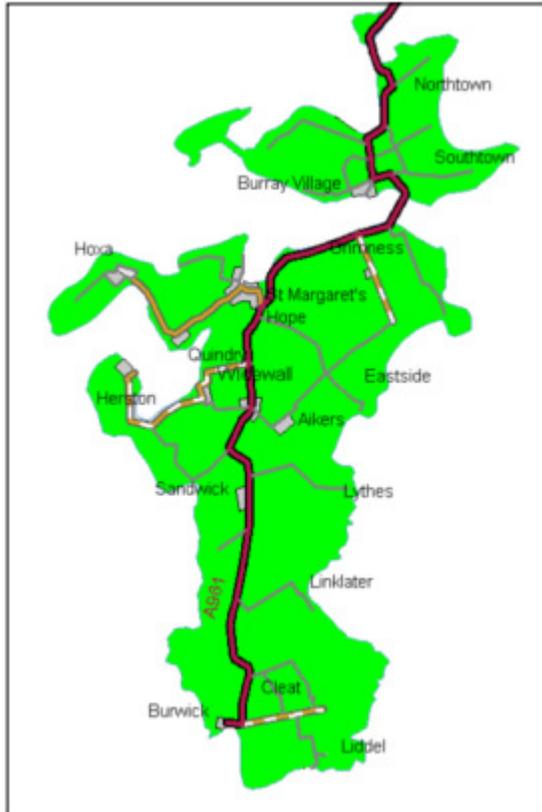


**Our practice area is denoted
by the map below:**



Telephone Numbers

Emergency: Dial 999 for Ambulance
Appointments and general enquires: 831206
Repeat prescriptions
-24 hour answering machine: 831300
Community Nurses: 831513 or 888191
Health Visitor 831513 or 888115
Balfour Hospital Switchboard: 888000
NHS 24: 111

Daisy Villa Medical Practice



Dr Catriona Kemp

MBChB (Aberdeen 1990)
BmedBIOL, MCRGP, DRCOG, DFFP.

Dr Simon Kemp

MBChB (Aberdeen 1990)
MRCGP, COH, AFOM.

Mrs Lorna Whyte

Practice Manager

**Daisy Villa, St. Margaret's Hope,
South Ronaldsay, Orkney KW17 2SN**

Tel: (01856) 831206

Repeat Prescriptions: (01856) 831300

Email: ork.daisyvilla@nhs.scot

Website: www.daisyvilla.co.uk

Welcome to Daisy Villa Medical Practice

General Practitioners

Dr Catriona Kemp, MBChB, BMedBiol, MRCP, DRCOG, DFFP and Dr Simon Kemp MBChB, MRCP, AFOM, a wife and husband team, are job sharers in this single-handed dispensing practice.

Practice Staff

Practice Manager: Lorna Whyte
Medical Secretaries: Mous Van Gelder, Pam Thomson, Julie Shearer, Suzanne Parker and Susan Wishart

All staff deal with requests and questions in a confidential manner, pass on information to the relevant staff and ensure the smooth running of the practice.

Phlebotomist – Susan Wishart

As well as reception duties Susan also works as a phlebotomist (taking blood samples from patients). She has clinics on Tuesday and Thursday mornings. You can book an appointment with Susan by calling Daisy Villa reception on **01856 831206**.

Practice Nurse – Karen Robertson RGN

Karen works Mon Morning, Tues and Weds and is responsible for:

- Chronic Health Assessments including blood tests and blood pressure tests if required.
- ECGs if requested by the GP
- Well person checks
- Cervical Screening (Smear Tests)
- Weight management, diet and health living advice
- Wound care
- Ear syringing
- Minor injuries
- New patient and general health checks

You can book an appointment with Karen by calling Daisy Villa reception on **01856 831206**.

Advanced Nurse Practitioner (ANP) – Clare Fogarty RGN

Clare works Mon, Tues, Thurs and Fri.

As well as the above Practice Nurse duties Clare is also responsible for:

- Contraceptive advice
- Assessment of acutely unwell patients
- Travel advice and immunisations
- Reviewing and adjusting medication

You can book an appointment with Clare by calling Daisy Villa reception on **01856 831206**.

Patients Rights and Responsibilities

In order to help with the smooth running of the practice we would ask that if you cannot attend your appointment you let us know in advance. The practice team should always treat you in a polite and courteous manner and we would expect to be treated the same. In the rare event of a patient being violent or threateningly abusive to staff or other people on the surgery premises we may call the police and we may ask NHS Orkney to remove that patient from our list.

We make every effort to give the best service possible to all patients at the practice. We recognise that things can go wrong resulting in a patient feeling that they have a concern or may wish to make a formal complaint. If this is the case we would wish to investigate and address this as quickly as possible. If you have concerns please ask to speak to any member of staff. The practice complies with the agreed NHS Complaints Procedure and written information is available at the practice and on our Website. If you wish to make a more formal complaint please contact the Practice Manager, Lorna Whyte.

If there are any aspects of your care that went particularly well please inform any member of staff.

Zero Tolerance

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has a right to remove violent or abusive patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence and verbal or written abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's records the fact of the removal and the circumstances leading to it.

Services

We hold a General Medical Services [GMS] contract with NHS Orkney which means that we provide “essential services”.

We also provide the following “additional services”:

- Child Health Surveillance.
- Contraceptive services.
- Travel immunisation.
- Cervical smears.
- Removal of small skin lesions.

We also hold contracts with NHS Orkney to provide enhanced services. These change annually. The details can be seen and are updated on the Practice website.

Registration

To register with the practice please call along to the surgery and collect a registration form and patient questionnaire to complete. These forms can also be downloaded from our website. You will be offered an appointment with our practice nurse and the GP so that they can meet you and collate basic health information and medication details.

Our practice area is denoted by the shaded area on the map on the back page.

Confidentiality and Information Sharing

All members of the practice are bound by strict rules governing confidentiality. The practice complies with Data Protection and Access to Medical Legislation. Identifiable information about you will be shared with others in the following circumstances:

1. To arrange further medical treatment for you e.g. from community nurses and hospital services.
2. When we have a duty to others such as child protection cases.

Anonymised patient information will also be used at local and national level to help NHS Orkney and the Government plan future services e.g. diabetic care. If you do not wish anonymised information about you to be used in such a way please let us know.

A leaflet detailing patient’s rights regarding medical information is available on NHS Inform here:

https://www.nhsinform.scot/media/4836/how-nhs-handles-your-data-v2-apr_2021-web.pdf

Community Nurse

The East Community Nursing team based at Daisy Villa and The Balfour Hospital in Kirkwall provide nursing assessments and care for patients in their own homes. Referrals are received from hospital, GP, patient or other health and social care services. To contact the community nurse please telephone 01856 888191 between 08:30 and 16:30, 7 days a week. There is an answer phone to leave a non urgent message and instructions on how to contact community nursing outwith these hours.

Health Visitor

The Health Visitor offers health advice and support mainly to families with preschool children. This includes help with parenting and behaviour management and also support to women with post natal depression. The Ola Health Visiting Team based at the Balfour provide these services to Daisy Villa patients and can be contacted during office hours by telephoning **01856 888115**.

Physiotherapist

Graham Boniface MCSP, MRES is Daisy Villa’s First Contact Physiotherapist. He assesses patients with soft tissue, muscle and joint pain and decides on the most appropriate management pathway. You can book an appointment with Graham by calling Daisy Villa reception on **01856 831206**.

Community Link Practitioner

Lindsay Drever is Daisy Villa’s Community Link Worker. Her role is to help you find out about, and access services to improve your health and well being. Services might include: accessing community groups, advice about money and benefits, coping as a carer or housing. CLP’s can also put you in touch with services that can help you talk through your worries or problems, such as isolation, loneliness or relationship difficulties. To access this service please ask your GP or our ANP Clare to refer you.

Usual Surgery Times

<u>GP SURGERIES</u> Mon 08:30 – 12:15 and 14:00 – 17:00 Tues 08:30 – 12:15 and 14:00 – 17:00 Wed 08:30 – 12:15 Thurs 08:30 – 12:15 and 14:00 – 15:00 Fri 08:30 – 12:15 and 14:00 – 17:00	<u>PRACTICE NURSE CLINICS</u> Mon 08:30 – 12:00 and 14:00 – 16:30 Tues 08:30 – 12:00 and 14:00 – 16:30 Wed 08:30 – 12:00 and 14:30 – 16:30 Thurs 08:30 – 12:00 and 14:00 – 16:30 Fri 08:30 – 12:00 and 14:00 – 16:30
<u>PHLEBOTOMY CLINICS</u> Tuesday 09:30 – 12:00 Thursday 09:30 – 12:00	<u>CHILDHOOD VACCINATION CLINIC</u> Every Other Friday 09:00 – 12:40.
<u>PHYSIOTHERAPY CLINIC</u> Thursday 08:30 – 11:30	<u>PHARMACIST CLINIC</u> Monday 10:00 – 11:40

Travel Clinic

At least 9 weeks prior to travel please make a 30 minute appointment with our Advanced Nurse Practitioner Clare, to discuss the necessary vaccines and medical advice. **Please note** – there will be a £50 fee for this initial appointment. You may need several appointments for full immunisation and there will be a cost involved (please see our website for up to date pricing information). Following the initial appointment payment for the vaccines will be required **before** they are ordered.

Appointments

All surgeries and practice nurse clinics are by appointment. Appointments can be made by telephoning **01856 831206** or in person during office hours. An appointment lasts 15 minutes. If you have more than one problem, or require more time, please ask for a longer appointment. All urgent requests are dealt with the same day.

Initial appointments with the GP's are by telephone or video. If the GP would like to see you face to face, they will arrange it with you during your appointment, and you will usually be asked to come in on the same day.

Hospital Travel

If you need to attend hospital outwith Orkney please contact Travel Admin who are based at The Balfour Hospital, who will take the details and arrange your travel. You can contact Travel Admin by:

Email: ork.traveladmin@nhs.scot. (Ideally you would email a picture of your appointment letter to this address, along with details of the travel you would like to book).

or

Tel: **01856 888045**

Home Visits

If you are housebound because of illness or disability please telephone **01856 831206** before 10:00 if possible, to request a home visit (**please note** – you will be booked for a telephone or video call with the GP to begin with, so that they can take a history from you before they visit). It is preferable to be seen at the surgery as facilities for investigation and treatment are better.

Office Hours

Monday to Friday 08:30 – 13:00 and 14:00 – 18:00

Emergencies

DIAL 999 FOR AN AMBULANCE

GP During Normal Working Hours

Daisy Villa GP's are on duty from 08:00 – 18:00 Monday to Friday. From Monday to Friday between the hours of 08:00 and 18:00 please contact the surgery on 01856 831206. If your call is urgent and there is no reply an answering machine will instruct you to telephone the Balfour Hospital switchboard on **01856 888000** and they will contact the doctor for you.

GP Outwith Normal Working Hours (Out of Hours Cover)

Between the hours of 18:00 and 08:00, during the weekends and on public holidays please contact **NHS 24 on 111**. A receptionist will answer your call and will either:

1. Arrange advice from a doctor or nurse.
2. Ask you to attend the Balfour Hospital to be seen by the our of hours doctor.
3. Arrange a home visit if you are too ill to visit the hospital.

Out of hours cover is now the responsibility of NHS Orkney.

Repeat Prescriptions

If a repeat prescription is needed please order online (see our website for more details), or you can telephone the repeat prescription line (24 hour answering machine) on **01856 831300** and follow the instructions. A list of medications can also be left at Daisy Villa. **Please allow 3 working days before collection.**

Locum GPs

Drs Kemp leave is covered by locum GPs, usually Dr Norena McAdam. The practice endeavours to use the same GP if possible so that they can get to know the patients and the practice.

Students

Daisy Villa is an accredited teaching practice and medical and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However you will be informed of their presence in advance and if you do not want them to be present at the consultation, your wished will be respected. This will not affect your treatment in any way.

Disabled Access

The surgery has a disabled parking space, wheelchair ramp and doorbell to call for assistance.