

**KELTY
MEDICAL PRACTICE**

80 Main Street

KELTY

Fife

KY4 0AE



<https://keltymedicalpractice.gp.scot/>



<https://patient.emisaccess.co.uk>

Ordering repeat medication
Viewing and ability to cancel booked appointments
(registration letter available via reception staff)

Tel. 01383 831281

Email. Fife.F20803Kelty@nhs.scot

August 2024

WELCOME TO THE SURGERY

There are four partners in this non-limited General Practitioner Vocational Training partnership:

Dr Patrick Sheil MBChB (Dundee 1989),

DRCOG (male)

Interests – Diabetes and Musculo-Skeletal problems (inc. joint injections)

Dr Nargis Pirie MBChB (Birmingham 2004),

DRCOG, DFRH, MRCGP (female)

Interests – Joint Injection, Contraceptive Implant Insertion and Minor Surgery

Dr Mhairi Robertson MBChB (Aberdeen 1997),

DRCOG, DFFP, MRCGP (female)

Interests – Women's Health

Dr Tom Brazel MBChB (Edinburgh 2015)

DRCOG MRCGP (male)

Interests - Ear, Nose and Throat problems, Joint Injection

PRACTICE STAFF

Practice Manager

The Practice Manager is responsible for the overall strategic management of the Practice. They are available to hear your views and suggestions about the service the Practice offers.

Reception Staff

The reception staff are the initial point of contact for all visitors to the Practice. They will assist you in making appointments, home visits, and answering numerous and varied questions. They also perform a number of vital administrative functions to assist the doctors. It is a legal requirement that confidentiality of patient records is maintained at the highest level by all reception staff.

Advanced Nurse Practitioners (ANPs)

Sharon Brown, Carole Young and Ruth Aitchison can be seen by appointment for all the illnesses or complaints normally seen within general practice. We also have an NHS Fife-employed ANP once per week, Emma Hutchison. Emma can see patients who are over the age of 14 and who are not pregnant. All 4 ANPs have access to a GP at all times for advice.

The Advanced Nurse Practitioners assist the GPs to provide a triage service each weekday morning 08:30-10:00 (or until we have reached the triage cap for the day), giving telephone advice and arranging face-to-face appointments for those patients who need to be seen.

Salaried GP

This is currently a vacant post

General Practice Specialist Trainees (GPSTs)

GPSTs are qualified doctors undergoing training in General Practice. They work under the supervision of a senior doctor, who is a 'GP Trainer'. GPSTs usually start working in the practice in February or August of each year – they can work either full or part time.

ScotGEM Year 3 Longitudinal Integrated Clerkship (LIC)

ScotGEM is the graduate entry medical degree which is based between St Andrews and Dundee universities. We host Dundee students in their third year of this 4-year postgraduate MBChB course. LIC students spend 45 weeks based in their LIC GP placement practice, working 5 sessions per week in the practice. Following a period of induction, students will ultimately be conducting their own surgeries under the close supervision of a named GP. Patients should clearly give consent to see the student, and before the end of the consultation will be seen by the student's supervising doctor before any management is commenced.

Treatment Room Nurses

The Treatment Room Nurse is available by appointment to carry out blood tests, injections, dressings and a number of other nursing procedures.

Practice Nurses

The Practice Nurses are available by appointment to carry out chronic disease management, cervical smears and a number of other nursing procedures. They are available for advice on any health-related topic.

District Nurses

District Nurses are responsible for assessing, planning, implementing and evaluating nursing care in the community, covering all aspects of health and palliative care. Access is Monday-Friday, 08:30-17:00, via the NHS Fife Receptionist at the Health Centre.

Health Visitors

Patients can access the Health Visitors during their normal working hours, which are Monday-Friday, 09:00-17:00 via the NHS Fife Receptionist. Their expertise lies in health promotion and disease prevention for all age groups in the community.

Phlebotomists/Health Care Support Workers

A fully trained person able to obtain blood samples as requested by clinical staff. We have a number of Phlebotomists/Health Care Support Workers in the practice covering clinics at various times Monday through Friday.

Podiatrist

The Podiatrist will provide a service to all age groups where clinical need is indicated. Patients can self-refer by completing a request form at reception or via

<https://www.nhsfife.org/services/services-and-departments/podiatry-foot-health/>

Speech Therapist

This service is intended predominantly for children with speech/hearing problems. However, the Speech Therapist can also provide help and assistance to older people, e.g. after a stroke. A referral is required.

Dietitian

The Dietitian is able to provide advice on weight reduction, cholesterol lowering, etc. A referral is required.

Counsellor

A Counsellor is available to help patients with a range of personal problems. Patients can be referred by their Doctor, ANP, Health Visitor or Nurse.

SURGERY OPENING HOURS

The Health Centre is open during the following times: Monday-Friday 08:30-18:00. We are available via the telephone 08:30-18:00 Monday, Tuesday, Thursday, Friday, and 08:30-13:00 on a Wednesday. You can still contact us on a Wednesday between 13:00-18:00 if you have an urgent problem or query that cannot wait until the Thursday morning – the emergency contact number will be detailed in the message on our telephones during this time.

We have a number of pre-bookable telephone appointments for GPs and ANPs, these can be booked at any time in advance.

We operate a triage service every weekday between 08:30-10:00 for patients who are looking to arrange a face-to-face appointment, or who require urgent telephone advice that cannot wait until the first pre-bookable telephone appointment. In order to work safely there is an upper cap on triage, so there may be occasions when we reach this cap before the 10:00 cut off and you may be asked to call back another day - however, if your call is medically urgent for that day please do make this clear to the receptionist on duty as we will not turn you away if this is the case. We do add a post to our FB page if the cap is reached prior to 10:00.

Patients aged 75 or over are welcome to arrange an appointment with the Practice Nurse for a general, annual health check.

Those who have not been seen in the last 5-years and, new patients aged 5 and over within 6-months of their registration are also encouraged to arrange an appointment with the Practice Nurse for a general health check/registration appointment.

Doctor/Salaried GP/Advanced Nurse Practitioner Appointments

Please remember to make a separate appointment for each person. If you cannot attend please cancel as soon as possible.

Your appointment will normally be made with the GP of your choice. However, you may be offered an appointment with any available GP or one of the Advanced Nurse Practitioners (ANPs).

Our GP and ANP appointments (both routine and urgent) are released on a daily basis. If you need to be seen you should telephone before 10:00. A GP or ANP will initially telephone you to discuss the problem. If you need to be seen a Near Me (video) consultation or a face-to-face appointment will be arranged. For those who work or find it difficult to attend during the daytime, Wednesday evening appointments can be arranged via triage.

After 10:00, or once we have reached our triage cap for the day, we can only deal with same day requests that relate to true medical emergencies, e.g. that may require hospital admission or could potentially be life threatening/life altering.

When requesting triage we do require the patient to give a brief description of their symptoms to the receptionist so that they can signpost you to the most appropriate person/service, and so that the information can be relayed to the GP/ANP in order to prioritise their calls.

You do have the right to express a preference to receive services from a particular GP/ANP/Nurse either generally or in relation to any particular condition, and we can document in writing any such preference expressed by you. However, there may be times when we cannot honour such preferences such as during annual leave time or after routine triage has finished for the day, for example.

ADDITIONAL INFORMATION

Home Visits

A request for a non-urgent home visit should be made between 08:30-10:00, or between 08:30-18:00 on the day before the visit. The receptionist will ask for a brief description of the illness, which will help the GP decide on the priority of the case. If the visit is required urgently, you or your representative must make this clear to the receptionist. Requests for home visits may be triaged by a GP (i.e. the GP may contact you first regarding the problem and the necessity for a visit).

Home visits are designed for patients who are medically unfit to come or be brought to the surgery.

Telephone Advice Times

We have pre-bookable telephone advice appointments each weekday afternoon and on a Wednesday evening. If you book a telephone advice appointment the GP/ANP will telephone you on the allocated day and time, and you will have up to a 7.5-minute telephone appointment.

Patients can also obtain telephone advice from NHS24 on freephone '111', or obtain advice regarding medicines from a pharmacy.

Out-Of-Hours Medical Cover

When the surgery is closed, help with urgent medical problems can be obtained from Urgent Care Services Fife.

After 18:00 on weekdays and over the weekend, patients should contact the surgery on (01383) 831281 to obtain instructions for contacting the

on call doctor. The majority of the time this will be via NHS24/Urgent Care Services Fife on freephone '111', but there are times when cover will be provided by a Kelty GP and an alternative number will be given.

You may be invited to attend the GP Emergency Centre or be given telephone advice. In certain cases the GP may decide to make a home visit. Please do not attend the GP Emergency Centre without having telephoned first.

District Nurses Out-of-Hours Cover

Out-with normal working hours, contact with the District Nurse for on-going nursing problems can be made by telephoning (01383) 623623 and asking for the "out-of-hours District Nurse".

Repeat Prescriptions

Patients on long-term medication are able to order repeat medication, using the "prescription re-order form" attached to their prescription. This can be handed in/posted to either the surgery or a Kelty pharmacy of your choice.

Requests can also be sent electronically via a PC, laptop or SMART phone at any time by registering online at <https://patient.emisaccess.co.uk> – a registration letter needs to be obtained from our reception staff first. Please note that registration letters will only be issued to the patient unless we have their express written permission to issue the document to a named person. On receipt of your registration letter you will need to register within 2-weeks, otherwise the registration details will time-expire and a new letter will be required.

We do not accept prescription requests over the telephone due to the high risk of error.

Depending on the medication you require, prescriptions will be for a 28 or a 56-day supply, and in some cases we may be able to provide a year's worth of medication that will be dispensed by the pharmacy every 56-days.

Requests for prescriptions that are submitted by 18:00 will be ready for sending to the Kelty pharmacy of your choice after 16:00 the next working day Monday-Friday, and you should collect from the pharmacy

3-5 days after submitting the request. We and the pharmacies are unable to process prescription requests any quicker than this.

When ordering prescriptions from the Kelty pharmacy of your choice, please give your pharmacist at least 3 working days notice before your medications run out. This will ensure that your medicine will be available for collection on time.

Test Results

The practice gives out results of laboratory/hospital tests between 10:00-17:00 on Mondays, Tuesdays, Thursdays and Fridays, and 10:00-13:00 on a Wednesday. Results can be given out at any time via the reception desk, but you should be aware that this is not the preferred method due to issues with patient confidentiality.

Information will not be given to another person unless we have your express permission to do so.

SERVICES AVAILABLE

Please contact one of our receptionists for more information or to book an appointment for the following clinics/services:

Childhood Vaccinations

Appointments for childhood vaccinations are sent out by NHS Fife's Child Health Department and vaccines are administered by NHS Fife's Immunisation Team. The only medical reason not to get these injections is if your child has an acute illness or has reacted very badly to a previous vaccination. Clinics are held at Kelty Community Centre.

Adult Vaccinations

Adults should ensure that they have had a tetanus and polio booster in the last 10-years (maximum of 5 Tetanus vaccines in your lifetime). If in doubt, please check with the Practice. Vaccinations are administered by NHS Fife's Immunisation Team.

NHS immunisations are given for worldwide holiday travel. From 1 April 2022 the travel vaccination service in Fife transferred to Community Pharmacy. Please contact your local pharmacy for further information.

Cervical Smears

It is very important for all women with a cervix between 25-64-years to have a cervical smear test.

There are many early signs on a smear test before cervical cancer develops. If these are picked up early, cancer of the cervix will not develop. Occasionally a treatment called Colposcopy may be required as a follow up to an abnormal smear – this is done as a hospital outpatient.

Cervical screening is carried out by the Practice Nurses; a double appointment is required.

Joint Injection

Dr Sheil, Dr Pirie and Dr Brazel can administer joint injections. Appointments can be pre-arranged via the daily triage system (08:30-10:00). Please note that Dr Pirie only injects shoulders, elbows and knees, and Dr Brazel only injects shoulders and elbows – an appointment with Dr Sheil will be required for any other joint.

Antenatal Clinic

The Community Midwife runs an antenatal clinic on a Tuesday afternoon. The purpose is to monitor maternal health throughout the pregnancy and to monitor the development of the unborn baby. To register for maternity care, please visit NHS Fife's Maternity Website at nhsfife.org/pregnancy

Respiratory Clinic

This is run by the Practice Nurses for asthma and COPD. Advice and supervision will be provided covering such aspects such as peak flow monitoring and inhaler technique.

Diabetic Clinic

This is run by the Practice Nurses. Examination includes blood pressure, urine and blood tests, such as cholesterol and kidney function. District Nurses are available to monitor housebound patients. We also have a Health Care Support Worker who carries out diabetic foot examinations on a Tuesday morning.

Family Planning

Advice on family planning can be obtained from a GP, Health Visitor or ANP. We also offer special appointments for Implanon fitting/removal.

Paediatric Surveillance

Children are examined by a GP at age 6-8 weeks to detect any signs of illness or developmental delay – the appointment will be arranged after

the Health Visitor has completed their initial check. Further development checks are tied into the vaccination programme and are carried out by the Health Visitor.

Visiting Consultants

Various Clinical Psychologists carry out consultations at the Health Centre on a weekly basis.

OTHER IMPORTANT INFORMATION

Registering with the Practice

In order to change medical practice you must stay within our practice area and reasonably expect to be in the area for at least 3-months. Registration is with the Practice, but you can express a preference of GP. You can hand in your medical card, complete a form at reception, or download/complete the forms from our website and email or hand these into the practice. On completion of the relevant forms the Practice will decide if we can accept you onto our list. We do not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, or due to any disability or medical condition.

Use of Video Recorders

As part of their training, General Practice Specialist Trainees (qualified doctors undergoing training in General Practice) have to produce video evidence of a number of their consultations. You will be informed if this is happening, both when you book the appointment and when you arrive at reception for the appointment. You will be invited to sign a form giving your agreement. When the consultation is complete, you will be asked once again for your consent. The recordings are only shown to doctors concerned with GP training and all recordings are destroyed within 6-months.

Medical Students

The practice hosts medical students from St Andrew's University. The GP or ANP will make you aware of their presence and will request your permission for them to remain in the consulting room during your consultation.

Prospective Medical Students

Occasionally the Practice accepts sixth form students who intend studying medicine at university. The GP will make you aware of their presence and will request your permission for them to remain in the consulting room.

Translation Services

The Practice can access translation services for patients whose first language is not English. Further details can be obtained from reception staff.

Confidential Matters

If you wish to discuss a confidential matter with a receptionist, you should draw this fact to their attention. Facilities exist for such discussions to take place away from the public glare of reception.

Violent or Abusive Patients

Where a patient is violent or abusive to a doctor or one of our staff, the police may be called and the patient removed from the practice list within 24-hours. Notification will be sent to the patient in writing of their removal from our list.

We operate a zero tolerance approach to abuse (both verbal and physical) towards our staff. All instances of such abuse are documented and are discussed at practice meetings. Perpetrators of such abuse will receive a letter from the practice and their actions may lead to removal from our practice list.

Your Personal Health Information

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment, e.g. GP, ANP, Practice Nurse. This information will be stored electronically on computer files by practice staff.

We sometimes share some of your personal health information with other organisations involved in your care. For example, when your GP/ANP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology and colonic cancer screening services, and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for

the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed.

We are occasionally involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and have given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information, e.g. the notification of births and deaths, and certain diseases or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at <https://www.gov.uk/government/publications/confidentiality-nhs-code-of-practice> Anyone who receives information from us is also under a legal duty to keep it confidential.

Further information on data protection can be found via our Data Protection Notice that is displayed in our waiting area (you can request a hard copy of this notice) or via <https://www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/privacy-and-confidentiality-when-using-the-nhs>.

Car Parking

There is a patient car park located off Bath Street. This car park has one marked disabled car parking space, with wheelchair access from the car park to the Health Centre.

PATIENTS CHARTER

Produced in collaboration with the former Kelty Patient Participation Group

This Practice is dedicated to achieving the highest possible standard of healthcare to meet the needs of our patients.

1. Patients have the right to be greeted in a welcoming manner at all times.
2. Health Centre staff will wear name badges and introduce themselves when appropriate.
3. Patients have the right to confidentiality.
4. Patients should normally be seen within 20-minutes of their appointment time. When there is likely to be a delay, patients ought to be informed.
5. Patients have the right to information about their own health, particularly:
 - any illness and its treatment;
 - alternative forms of treatment;
 - possible important side-effects of treatment;
 - the likelihood of recovery;
 - how to prevent or avoid the illness recurring
6. Patients have the right to ask questions.
7. The Practice will seek to inform patients of steps which they can take to promote good health.
8. The Practice will offer advice regarding appropriate self-help for minor ailments.
9. The Practice will inform patients of developments in the Practice which are likely to influence the service given to them.
10. Suggestions and complaints from patients will be dealt with seriously and promptly.

With these rights come responsibilities and for patients this means:

1. When an appointment has been made, a patient is responsible for keeping it or giving adequate notice to the Practice if they wish to cancel.
2. Delays can be reduced by remembering that an appointment is for one person only. When another member of the family needs to be seen, a separate appointment ought to be made.
3. Requests for repeat prescriptions should be made in good time.
4. A doctor can see more patients in the surgery than when out on home visits. Home visits should, therefore, only be requested for the housebound or seriously ill. All home visit requests should be made before 10:00, or the day prior if possible.
5. Out-of-hours requests should only be asked for if they are felt to be truly necessary.
6. As the receptionists should treat patients with courtesy and friendliness, so the patients should treat the receptionist. It is not the receptionist's fault if the doctor is delayed.
7. Each person is responsible for his or her own health. Patients should value medical advice on lifestyle and treatment, but they are of course free to reject this advice if they so wish.

Satisfaction

If you are unhappy about any aspect of your care or any service within the Kelty Medical Practice please ask to speak to our Feedback and Complaints Officer. All formal complaints will be investigated and a response sent to the complainant within 20 working days.

Quality Policy

It is the purpose of the Kelty Medical Practice to provide a quality health service for all its patients. With this intent we will at all times maintain the highest standards of health care by employing the necessary knowledge, skills and administrative procedures required to meet the needs of our patients. The above policy shall be understood, upheld, implemented and monitored at all levels within the organisation.

Useful Telephone Numbers & Website Addresses

Kelty Medical Practice.....	01383 831281
Kelty Medical Practice website	https://keltymedicalpractice.gp.scot/
Kelty Health Centre.....	01383 830203
Out-Of-Hours District Nurse.....	01383 623623
Dunfermline & Kirkcaldy Hospitals.....	01383 623623
Well Chemist.....	01383 830712
Dears Chemist.....	01383 830212
Royal Infirmary, Edinburgh.....	0131 536 1000

Western General, Edinburgh.....	0131 537 1000
Sick Kids Hospital, Edinburgh.....	0131 536 1000
Perth Royal Infirmary.....	01382 660111
NHS Fife	01592 643355
NHS 24.....	111
NHS 24 Website	www.nhs24.scot
NHS Inform Website	www.nhsinform.scot
Health Rights Info Scotland	
www.nhsinform.scot/care-support-and-rights/health-rights/	
Fife Health and Social Care Partnership.....	0345 1551 503
	www.fifehealthandsocialcare.org
Info on transfer of medical records	https://www.nss.nhs.scot/medical-services/patient-registration-and-medical-records/movement-of-patient-records/
Patient Access (repeat prescriptions)	https://patient.emisaccess.co.uk
Scottish Public Services Ombudsman	www.spsso.org.uk

If you wish details of primary medical services please contact NHS Fife, Primary Care Department, Cameron House, Cameron Bridge, LEVEN, Fife, KY8 5RG.