

Confidentiality

All members of the practice are governed by strict rules relating to confidentiality.

Data Protection

Ballater Clinic aims to ensure the highest standard of medical care to all of our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you whilst you are a registered patient at our practice. Ballater Clinic keeps medical records confidential and complies with the General Data Protection Regulation (GDPR). Only staff with a clinical or administrative need, will access your information. A copy of our Privacy Notice which provides thorough details regarding GDPR is available on request and also displayed in our Waiting Room.

No medical information on an individual patient is given without their written consent. If you are happy for us to discuss your medication information with a nominated representative(s); please speak to reception who will give you the appropriate form to complete.

Anonymised health information will be used by the practice and NHS Scotland for audit purposes.

Should you object to this please let the Practice know.

Rights & Responsibilities

Patients will be treated with courtesy and respect by all members of staff and we are sure this will be reciprocated.

Comments, Complaints and Suggestions

Please direct your comments, complaints and suggestions, in the first instance, to our Practice Manager via the administrator email.

Complaints relating to any hospital care in Grampian should be directed to: NHS Grampian Feedback Service, Summerfield House, 2 Eday Road, Aberdeen, AB15 6RE, telephone 0345 337 6338 or email: gram.nhsgrampianfeedback@nhs.scot

Useful Telephone Numbers

Ballater Clinic	013397 55686
NHS 24	111
Community Nurses	013398 87828
Health Visitor	013398 87827
Midwife	013398 87821
Aboyne Hospital	013398 86433
Davidsons Chemist (Ballater)	013397 55409
Optician (Ballater)	013397 56222
Dentist (Aboyne)	013398 86177
Social Work Department (Aboyne)	013392 67745
NHS Grampian Switchboard	0345 456 6000
Aberdeenshire Council Switchboard	03456 081 208

Out of Hours GP Services

Friday from 6.00pm to Monday morning at 8am

Mon - Thurs 6.00pm - 8am

Christmas Day, New Year's Day, Public & Local Holidays

For all **out of hours** services please call Freephone **111** or **consult the Community Pharmacist**

All calls are taken by NHS 24 who will give advice, offer a consultation with GMed at Glen O'Dee Hospital in Banchory or arrange a home visit if appropriate.

Further support can also be found online at:

www.nhs24.scot

Facebook

We regularly update our Facebook page and it is a great source of health related updates.

BALLATER CLINIC

13 Provost Craig Road
Ballater
AB35 5NN

T: 013397 55686

E: gram.ballateradministrator@nhs.scot

W: www.ballaterclinic.co.uk

Dr Ewen McLeod (Reg. 1985) MBChB
FRCGP DIMC DRCOG LFHom(Med)
GMC No. 3088090 Part-time Partner

Dr Mark Dewhurst (Reg. 2007) MBChB MRCGP
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Dr Marilize van Vuuren (Reg. 2013) MBChB MRCGP
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This information leaflet is for Ballater Clinic patients only. It should not be reproduced in total or part without the written permission of the Doctors.

Accredited
Teaching
Practice

Reception Open Monday – Friday

8 am - 5 pm

Urgent queries only 5pm-6pm

To book appointments telephone

013397 55686

All Practice consultations are by appointment only. Most appointments are scheduled for 15 minutes.

Our surgeries are held at staggered times throughout the day to provide flexibility.

Pre booked extended hours appointments are available on application. These appointments are primarily for people with work commitments.

Emergency appointments are available daily for **urgent** problems.

Please phone the practice if you are unable to attend your appointment so that someone else may make use of the consultation time.

Practice Nurses	Jane Wallace RGN Heather Cormack RGN
Health Care Support Worker	Rebecca Brice
Practice Manager	Maureen Moncur
Receptionists/Admin	Julie Reid Mercedes Sattarian Nadia Allison Jordee McDougall

The Ballater Clinic is a recognised University of Aberdeen Accredited Teaching Practice.

At various times the practice will have student doctors and student nurses on placement. Your permission will be sought to allow them to participate in your consultation.

Home Visits

If you are housebound or too ill to attend the surgery a member of the primary care team can visit you at home. As a matter of routine, staff will ask you if you are able to come to the surgery as investigations are more accurately carried out with clinic equipment. However, if you feel a home visit is required, please let the Receptionist know before 11am if possible.

Registration

To register with the practice you will be required to complete a Registration Form and a New Patient Questionnaire which are available from Reception or the Practice website. Upon registration an appointment will be made with a member of our nursing team for initial medical screening.

Registered patients have the right to request which professional they wish to consult with.

The practice covers Ballater and surrounding area. A map is available at Reception and on our website.

If you move out of the practice area, you will need to register with another GP Practice in the area which you move to.

In exceptional circumstances patients may be removed from the practice list if they are violent or abusive and/or their behaviour is considered to be a danger to staff and other patients.

Services/Clinics

The Ballater Clinic is accessible for patients with disabilities.

Full maternity care, family planning advice (including emergency contraception), cervical smears, minor surgery including joint injections, child surveillance, health promotion, asthma and diabetic clinics are just some of the varied services we provide.

Test Results

For test results please telephone Reception between 2pm and 4pm, Monday to Friday.

Repeat Prescriptions

Requests for repeat prescriptions can be made in person by handing in your slip with a tick next to the items you require. Alternatively, you can phone the Practice during opening hours or order online 24/7. It is best to make your request when you have about a week's supply left.

The chemist requires 3 to 5 days notice. This will ensure that should any problems arise they can be rectified before your tablets run out.

Your regular repeat medication will be reviewed at least annually, but should you have any questions regarding your medication you can speak to the Community Pharmacist at any point.

Consultations

If you wish to discuss a matter with any of the medical staff please phone the surgery and a telephone consultation can be arranged for you. The Reception team will ask you for a brief description as to why you wish the phone call. This is extremely helpful as it allows the Team to have pre-read relevant sections in the notes and look out required equipment for your consultation.

eConsult is an online service which can be accessed 24/7. eConsults are ideal to upload photographs, documents, seek advice about a new or existing problem or complete medication and medical condition reviews. We aim to respond to all eConsults by the end of the next working day.

We also offer traditional face to face appointments as well as Near Me video consultations which are ideal should you struggle to attend the surgery in person for whatever reason.

It is the responsibility of each patient to ensure they attend their appointments. Should you be unable to attend, please let us know immediately so the appointment can be made available to other patients.

Online Services

This service allows you to cancel routine GP appointments via SMS and also order repeat prescriptions online. If you would like to register for this service please collect a form from Reception or at www.ballaterclinic.co.uk/join-the-surgery

Patient Transport Service

The Patient Transport Service booking line number is 0300 123 1236. Your medical or mobility needs will be assessed by trained personnel. To cancel your transport please call Freephone 0800 389 1333. Patient transport can only be booked this way.

Minor Injuries

There are Minor Injuries Units in Huntly, Inverurie and Aberdeen, which are open by appointment only and run by trained nurses. Urgent appointments can be booked by calling NHS 24 on 111.

Severe/life threatening injuries and emergencies should not delay attendance at the Emergency Department at Aberdeen Royal Infirmary or call 999.