**Doctors**

Dr John Lee

Dr David Garmany

Dr Susan Sheehan

Dr Lorna Donaldson

Dr David Somerville

Dr Lilin Zheng

Dr Gordon Reeks

Dr Wajid Rahim

Dr Richard Stewart

Dr Kathryn Arthur

Dr Amy Morrice

Dr Kirstie Nicol

(Salaried GP)

Dr Matthew McCarter

(Salaried GP)

Dr Simon McSheaffrey

(Salaried GP)

**Practice Manager**

## Mr Andy Thompsondeals with the organisational, business and strategic management.

**Practice Administrative Team**

The admin team are fully trained and follow strict protocols. Please help them by being as accurate and concise as possible with any information you are asked to provide

**Dalgety Bay Health Centre**

**Regents Way**

**Dalgety Bay**

**KY11 9UY**

Inverkeithing Medical Group

[www.inverkeithingmedicalgroup.scot.nhs.uk](http://www.inverkeithingmedicalgroup.scot.nhs.uk)

Tel: 01383 413234

Email: Fife.img@nhs.scot

**Open Monday-Friday**

**8.30am-12.00 and 1pm–6.00pm**

Inverkeithing Medical Cente

5 Friary Court

Inverkeithing

KY11 1NU

Dalgety Bay Health Centre

Regents Way

Dalgety Bay

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**5 Friary Court**

**Inverkeithing**

**KY11 1NU**

**Advanced Nurse Practitioners**

Our ANPs are a vital part of the clinical Team providing treatment for a wide range of conditions, minor illness and home visits

Karl Tonks

Sam Blanks

**Practice Nurses**

The Doctors are supported by a team of Practice Nurses who provide general health and long term condition advice (Asthma, COPD, BP, Heart Failure, , Diabetes), family planning, women’s health consultations. Patients with long term conditions will invited be to attend the practice for a review.

Alison Nicol – (Nurse Manager)

Sam Blanks

(Deputy Nurse Manager)

Alison Sinclair

Irene Scott

Lindsay Wilson

**Support Services**

## To help us provide the best service possible, we are supported by NHS Staff from multi disciplinary teams:

CTAC (Community Treatment and Care) – Nurses and Phlebotomy

District Nursing

Mental Health Triage Nurse

Pharmacy Support Team

Physiotherapy

# Your Personal Health Information

## At Inverkeithing Medical Group we comply with the Data Protection Act 2018 (https://www.gov.uk/data-protection). We keep certain personal information about you and your treatment in order to provide the care you need. It is also sometimes necessary to share relevant information with other organisations involved in your care. The law sets out how we can use your personal information. The Data Protection Act gives you rights about how your personal information is used, including a right to see the information we hold about you. All staff have a legal duty to keep information about you confidential and they follow a staff Code of Practice on protecting patient confidentiality. Further information about this can be found at NHS Inform – Privacy and Confidentiality

**New Patients**

## Applications forms for New Patient Registrations can be made at the Practice or found on our website. All new patients will be asked to complete a **registration form**, confidential **questionnaire** and provide **proof of identification**. Once these have been completed we can commence medical treatment.

**Emergency On the Day Appointments**

## Urgent appointments are available by calling the Practice between 08.30am-11am and 1pm-5pm. When we reach our safe capacity limit for same day appointments, our telephone message will change to inform patients of this and give advice on what to do. If you are concerned that a problem is serious and needs immediate treatment, the trained admin team will take your information and one of the duty team will review your request. If they assess that you need to be seen then they will then book you in for an appropriate face to face appointment.

**Routine Appointments**

## We have routine face to face and telephone appointments available to book either by phone or by our online system (online is for face to face appointments with a GP only).

## To book a routine appointment please call 01383 413234 between 08.30am-11am and 1pm-5pm.

**Home Visits**

## If you are unable to attend the surgery and need the doctor to visit you at home, please telephone 01382 413234 **before 10.00am** whenever possible

## ***Please remember that home visits are for serious illnesses and people who are housebound. The doctor can see four or five patients at the surgery in the time it takes to do one home visit.***

**Complaints**

## We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong from time to time resulting in patients feeling they have a genuine cause for a complaint. If this is the case, we aim for the matter to be resolved as quickly and as amicably as possible. We run an in house complaints procedure approved by NHS Scotland. Simply email your complaint to the Practice Manager at fife.img@nhs.scot and he will deal it confidentially and speedily.

**GPs in Training**

## We are recognised as a training practice to teach doctors the skills of general practice. These doctors are qualified and registered. As part of the training, we may make video recordings of the doctor-in-training during consultations, in order for small groups of doctors to give feedback. Your consent will always be asked for before any such recordings are made and you will be able to withdraw consent at the end of the consultation if you change your mind.

“The Partners are committed to providing a safe environment for all staff and patients. To this end we will not tolerate violence, aggression, bullying or harassment towards staff or other patients and, to this end, we are pledging a Zero Tolerance Promise to our staff. This Promise is designed to support a safe and stress-free environment within the practice.”

**Prescription Ordering**

## Prescriptions can be obtained by:

## Handing your repeat slip into Reception or you can also register to be able to do this **online** *(please ask at reception for a form to complete)*

## Email to:

## Inverkeithing patients: fife.imgprescriptions@nhs.scot

## Dalgety Bay patients: fife.dalgetybayscripts@nhs.scot

## Emailed requests will require the following information:

## Full name, Date of birth, Address, Telephone number

## Name and dose of medication (as stated on your repeat prescription slip, Name of Chemist (if a pharmacist collects your processed prescription)

## Please note we do not have a designated prescription order telephone line and are unable to take requests over the phone.

## **All requests must be in writing or online.**

## For all repeat prescriptions please allow **5 working days** before collecting your prescription from the practice or your chosen chemist

## If you would like your prescription to go to a local pharmacy please indicate this on your repeat slip to advise the practice this is your preference.

**Patient Rights**

## Patients have a right to confidentiality.

## Patients have access to their medical records in keeping with the UK GDPR regulations.

##  Patients can choose to consult any doctor of this practice, subject to availability of appointments or home visit workload. In cases of short notice or emergency the practice nominates a duty doctor in rotation.

## Female patients are required to have a female chaperone, normally a nurse during examination by a male doctor/nurse

## The practice operates an anti-discrimination policy.

## The practice strives to run appointments on time. If an appointment is running more than 30 minutes late, patients should return to Reception.

**Patient Responsibilities**

## Patients to participate in their own healthcare and treatment.

## Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency.

## To attend booked appointments or if unable to attend then to cancel the appointment giving 24 hours notice where possible.

## Simply ‘not turning up’ is not acceptable as it denies somebody else who could have made use of the appointment the chance to be seen. If patients repeatedly fail to turn up for appointments then action will be taken to be removed from our register.

## The practice operates a ‘Zero Tolerance’ policy