



Acharacle Medical Practice

The Pines Medical Centre, Acharacle, Argyll, PH36 4JU

Practice Information Leaflet

Telephone: 01967 431231

Fax: 01967 431396

Email: high-uhb.gp55662-admin@nhs.net

The Surgery in Acharacle is open from 8.30am to 6.00pm , Monday to Friday.

If you need to be seen urgently, please telephone as early as possible.



Surgery Locations:

Acharacle Surgery

Located on the Ardtoe Road

Kilchoan Surgery

Within the Community Centre Building on Pier Road

Strontian Surgery

Attached to Dail Mhor House

Clinical Partners:

Dr Rob Colebrook (MB ChB)

Dr Simon Topham (MB BS)

Non-Clinical Partner:

Mrs Julie Colebrook (BSc)
(Practice Manager)

Practice Nurses:

Mrs Allison Jackson (RN)

Mrs Sheila Bennett (RN)

How to Find Us



Surgery Locations:

Acharacle Surgery

Located on the Ardtoe Road

Kilchoan Surgery

Located within the Community Centre Building on Pier Road

Strontian Surgery

Located next to Dalmhor House

Telephone 01967 431231



Surgery Times

Page 2

Acharacle Surgery

	Morning Doctor	Nurse	Afternoon Doctor	Nurse
Monday	8.45 - 10.45	9 - 11.15	3.30 - 5.30	2.30pm - 4.30pm VACCINE CLINIC
Tuesday	8.45 - 10.45	-	6 - 6.40	1.30 - 4.30
Wednesday	8.45 - 10.45	9 - 11.15	-	-
Thursday	-	9 - 11.15	3.30 - 5.30	-
Friday	8.45 - 10.45	9 - 11.15	-	2.30 - 4.30

Strontian Surgery

	Morning Doctor	Nurse	Afternoon Doctor	Nurse
Monday	9 - 11	-	3 - 5	-
Tuesday	-	9.30 - 11.30	2.30 - 4.30	-
Wednesday	-	-	-	-
Thursday	9 - 11	-	-	2.30 - 4.30
Friday	-	-	3 - 5	-

Kilchoan Doctor's Surgery

Wednesday	9.30 - 11.30
Friday	2 - 3.30

Out of Hours & Emergency Calls

If you require a doctor out of hours, or in an emergency, please telephone the surgery on: **01967 431231**.

If you feel that you have a problem which needs to be dealt with immediately, please inform the Receptionist that you wish to be seen the same day. We have a Duty Doctor available every day who is responsible for dealing with home visits and emergency appointments or telephone advice.

Out of hours your call will be answered by NHS24. If you need a doctor NHS24 will arrange for the Duty Doctor to call you back. This will normally be either Dr Colebrook or Dr Topham.

You may also telephone NHS 24 directly for advice on **08454 24 24 24**

NHS24 Website Address <http://www.nhs24.com>



Data Protection Act 1998

Page 7

All patients are entitled to access their own clinical records held at the practice. This should be done in writing to the Practice Manager stating exactly what information you require.

Confidentiality of Records

All information about patients held at the practice is confidential.

Practices undergo regular visits, by external assessors, whose purpose is to verify the process of the practice's quality of care to the patient. Therefore, they may need to view records of a random number of individual patients. The visiting team adheres to a strict code of confidentiality.

Complaints Procedure

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. This system meets national criteria.

Our aim is to give each patient and their families, the highest possible standard of service and we try to deal swiftly, with any problems that may occur.

If you wish to make a complaint, please contact the Practice Manager. There is a separate leaflet available from reception, that gives details of the procedure.

If you would prefer to talk to someone who is not involved with the practice, the contact details for NHS Highland are:

NHS Highland Complaints Team

NHS Highland

PO Box 5713

Inverness

IV1 9AQ

Tel: 01463 705797

Email: nhs.highland.complaints@nhs.net



Disabled Access

Page 6

Our premises are accessible for wheelchair users and the disabled. There is also disabled toilet access in the Acharacle Surgery and at the Community Centre in Kilchoan.

There is close parking for patients at all surgeries for those with mobility problems.

How to Register with the Practice

When you register with the practice, you will be asked to complete a registration form. You will be given a 'new patient' appointment with either the Doctor or one of the Practice Nurses, so that a brief history can be taken and routine tests carried out, e.g. blood pressure. Please also bring a urine sample with you to this appointment.

You will be registered with the Practice but may choose to see a particular Doctor, although this may mean a longer wait for an appointment.

Patient Responsibilities

In order to accommodate your needs, please give as much notice as possible when requesting an appointment time.

If you cannot attend your appointment, please telephone to cancel so that it can be allocated to another patient.

This practice operates a zero tolerance policy of verbal or physical aggression towards all practice staff.



Practice Nurses

Page 3

Practice Nurse appointments are available in Acharacle and Strontian.

Practice Diabetic & Asthma Clinics

The Diabetes Clinic is run by Dr Topham and Nurse Allison Jackson and takes place throughout the year. Patients are invited for annual and 6 monthly review appointments.

The asthma clinic is led by Nurse Allison Jackson and is run monthly.

Please enquire at Reception for further information on both clinics.

Other Community Services Available in the Area

(These services are not directly provided by Acharacle Medical Practice)

Health Visitor: 01972 510202

Child Health Clinics (with Health Visitor)

Acharacle:

1st & 3rd Tuesdays of each Month 1.00pm to 3.00pm

Strontian:

2nd Tuesdays of each Month 2.00pm to 3.30pm

Community Nursing Staff:

Acharacle & Strontian: 01967 402439

Kilchoan: 01972 510202

Midwifery: 01397 700371

Podiatry, Dietician, Physiotherapy, Community Psychiatric Nurse, Community Paediatrician, Smoking Cessation and Self-help Worker services .



Repeat Prescriptions

Page 4

Repeat Prescriptions can be ordered by telephoning the surgery on 01967 431231— please try to telephone after 10 am.

Alternatively, you can use our web form on <http://www.pinesmedicalcentre.co.uk/RepeatPrescriptions.html>

PLEASE ALLOW 48 WORKING HOURS TO PROCESS YOUR REPEAT PRESCRIPTION

Prescription charges are payable on collection except for patients who are exempt. Prepayment certificates can also be obtained from the surgery.

Repeat prescriptions are available for collection from the surgery in Acharacle, between 8.30am and 6.00pm. Arrangements may also be made for collection from Dail Mhor House in Strontian (weekdays between 3 pm and 5 pm) or the branch surgery in Kilchoan.

Medication Reviews

It is good medical practise that your medication is reviewed on a regular basis, to ensure that your therapies are still appropriate. To ensure there is no delay in dispensing your medicines, if you receive a note in your repeat prescription asking you to make a review appointment, please do so before your next prescription is due.



Minor Surgery

Page 5

Some minor surgery procedures are carried out at the practice. These are performed following discussion with the Doctor.

General Health Checks

Patients are welcome to make an appointment for a general health check with one of the Practice Nurses.

Please request a double appointment to allow the time required with the nurse.

The Practice Nurse provides a general health check, with particular emphasis on health promotion, including preventing cancers and heart disease. Blood pressure and cholesterol tests may be undertaken.

Contraceptive Services

Doctors are available to discuss and advise on a range of family planning methods. Information is also available from the Practice Nurses.