

PRACTICE BOOKLET

COVE BAY HEALTH CENTRE

Earns Heugh Road, Cove Bay, Aberdeen AB12 3FL
Telephone 0345 337 1170 – lines are open Monday to Friday from 8am to 6pm. **Please note that daily between 12.30pm and 1.30pm and 5pm to 6pm this is for emergencies only.**

Repeat Prescriptions for Cove patients call 01224 846786

Cove Reception Opening Hours: Monday to Friday 8.00am - 6.00pm



KINCORTH MEDICAL CENTRE

Kincorth Clinic, Provost Watt Drive, Aberdeen AB12 5NA
Telephone 0345 337 1170 – lines are open Monday to Friday from 8am to 6pm. **Please note that daily between 12.30pm and 1.30pm and 5pm to 6pm this is for emergencies only**

Repeat Prescriptions for Kincorth patients call 01224 846875

Kincorth Reception Opening Hours: Monday to Friday 8.00am - 5.00pm (the telephone lines are still open until 6pm).

Please arrive in time for your appointment. Those arriving more than 10 minutes late cannot be accommodated.

Practice email - gram.kincorthadministrator@nhs.scot

eConsult is open from 7am to 7pm, Monday to Thursday & from 7am to 2pm on a Friday. Opening times may change during school holidays. The eConsult form can be found on our website – www.covebayandkincorthmedical.co.uk

BRIEF HISTORY OF THE PRACTICE

There has been a GP practice in Kincorth since the first houses were built in the late 1940s. Over the years since then the Practice has developed along with growth in the city generally. The original twice-weekly surgeries at Cove Bay clinic have been transformed into a full-time second surgery for the Practice and the number of partners in the Practice has increased from two to eight. The non-limited partnership of Kincorth Medical Practice is contracted by Grampian Primary Care NHS Trust to provide general medical services to patients and we now look after 14,500 patients. Under the GMS Contract, all GP Practices are contracted to provide 'essential services', that is basic treatment of patients with medical needs. We also provide 'additional services' such as cervical screening, contraceptive services, child health surveillance, maternity services and selected minor surgery procedures. 'Enhanced services' which we offer include: access, minor injury, anti-coagulant monitoring, monitoring of certain disease modifying drugs and IUCD and contraceptive insertion and removals. Details of all these services and the professionals who help us provide these services are contained within this booklet. For further information about NHS Grampian, please refer to their website at www.nhsgrampian.org.uk or telephone 558529. They can also be contacted at Summerfield House, Eday Road, Aberdeen.

Freedom of Information Act: Publication Scheme

The Freedom of Information (Scotland) Act 2000 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. The Practice Publication Scheme Document is available to view. Please contact the Practice or Operations Manager for more information.

Aberdeen City CTAC Clinics (Community Treatment & Care)

This nurse-led service provides a specialist range of services, some of which you may have been more familiar with receiving from your GP Practice.

Patients will benefit from having access to expertly trained nursing staff at the CTAC clinics for assessment and treatment, in addition to your GP Practice. This will offer you more options of locations to attend your healthcare needs, across the city.

Your GP Practice will be kept up to date on your management, and involved in your care, should it be necessary. It's another way of receiving care – one which helps us ensure people are able to see the right person at the right place at the right time.

At a CTAC clinic the nurse-led service provides: blood pressure, blood tests, ear care, removal of sutures/staples & wound care. To book an appointment call 01224 550200.

MEDICAL STAFF

The Partners

Dr Lynne J Mackenzie MBChB DRCOG FRCGP DFFP Loc IUT (Reg Aberdeen 1992)
Dr Subhashini Sampathkumar (Kumar) MBBS DRCOG MRCGP (Reg Aberdeen 2009)
Dr Estelle Cantin – LM University of Oviedo Spain 2015, MRCGP (2022)
Dr Samira Punom MBBS, MRCGP (2024)

Anne-Marie Jackson and Lisa Gordon are Advanced Nurse Practitioners and also ANP Partners at the Practice.

Salaried GPs

Dr Brodie MacPhail MBChB, MRCGP, (Reg Aberdeen 2018)
Dr Laura Batalla LMS University of Lleida, Spain 2009
DFSRH LoC IUT, LoC SID. (2018)
Dr Elaine Bryce MBChB, MRCGP LLB (Hons) DPLP DFSRH
AFHEA, LoC SDI (Registered Dundee 2008)
Dr Carolyn Rennie BSc Hons MBChB nMRCGP (2018)
Registered Aberdeen 2007
Dr Hayley Cameron BSc (Hons), MBChB, MRCGP 2022
Dr Claire Harris - MBChB MRCP MRCGP (Reg Aberdeen 1997)
Dr Alzahara Albashir Bsc (Hons) MBCHB (2016) MRCGP (2023)
Dr Jean-Pierre Cantin University de Poitiers
Dr Tahmina Arifa Sylhet M.A.G Osmani Medical College, Bangladesh, MBBS, MRCGP (2025)

GP Career Start

Dr Olawale Akinduro

KEY:

MBChB	-	Medical Degree
MRCGP	-	Member, Royal College of General Practitioners
nMRCGP	-	New Member, Royal College of General Practitioners
FRCGP	-	Fellow, Royal College of General Practitioners
DRCOG	-	Diploma of the Royal College of Obstetricians and Gynaecologists
FP Cert	-	Family Planning Certificate
DCH	-	Diploma in Child Health
DFFP	-	Diploma of the Faculty of Family Planning
DFSRH	-	Diploma of the Faculty of Sexual & Reproductive Healthcare
MBBS	-	Bachelor of Medicine/Surgery
MRCS	-	Member, Royal College of Surgeons
BSc	-	Bachelor of Science
MSc	-	Master of Science

LoC IUT/LoC SDI -	Letter of Competence in Intra-uterine Techniques and Letter of Competence in Subdermal Implants
MFTM RCPS -	Membership of the Faculty of Travel Medicine of the Royal College of Physicians and Surgeons of Glasgow
DOccMed -	Diploma in Occupational Medicine
AFHEA -	Associate Fellow of the Higher Education Academy

All the Doctors share their time between the surgeries at Cove and Kincorth and all have areas of special interest. More details are available on request from reception.

Patients are registered with the Practice, not an individual doctor. For administrative reasons, your medical card will be issued in the name of one of the GP Partners; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. This preference can be recorded in your medical notes and we will do our best to respect your choice. However, not all the doctors in the Practice provide all services and specific doctors may not be immediately available. Patients are encouraged to see the same doctor throughout an episode of illness.

When one of the doctors is absent for some reason their surgeries will normally be carried out by one of the other eight in the partnership. On some occasions it may be necessary to employ a locum doctor.

THE PRACTICE NURSE TEAM

Nurse Debbie Foreman (Part Time) Nurse Team Leader
BSc in Nursing (Hons), Independent Non-Medical Prescriber, RGN, Cardiac Nursing Module, Diploma in Asthma & Diabetes, Cervical Cytology Course.
CPR Cascade Trainer

Nurse Irene Weir (Part Time) Deputy Nurse Team Leader.
RGN. Cervical and Breast Screening Course

Nurse Fiona Smith (Full Time) Trainee Treatment Room Nurse
BSc in Nursing, Critical Care Course

Nurse Rachel Leslie (Part Time) Practice Nurse
RGN, Chronic Disease Management, Asthma Diploma, Marie Curie Breast & Cervical Cancer Screening.

Health Care Support Worker Kerry Heeps (Full time)

KEY:

RGN - Registered General Nurse
RSCN - Registered Sick Children's Nurse
RMN - Registered Mental Nurse

Our practice nurses provide a variety of medical and nursing services and assist in the running of clinics. They may be consulted by appointment; it is not necessary to be referred by a doctor. They are happy to answer queries

or, if appropriate, give advice over the telephone and can be contacted on 0345 337 1170.

Examples of the range of services provided by our practice nurses include:

- Chronic disease management clinics such as asthma, diabetes, COPD.
- Advice on, and administration of some vaccines.
- Advice on lifestyle matters such as diet, weight and exercise.
- Measurement of basic health parameters such as blood pressure.
- Removal of stitches, removal and replacement of dressings.
- Well Woman advice and cervical smears.

Our Practice Nursing Team are assisted by Health Care Support Workers (HCSW). HCSW's can check BPs, height, weight, take blood and do ECGs.

NURSE PRACTITIONERS

Ms Anne-Marie Jackson (full time) - Elderly Care Advanced Nurse Practitioner & Partner

MSc Advanced Clinical Practice. RCN Accredited Advance Nurse Practitioner programme. Independent non medical prescriber. COPD Diploma Module. Professional Diploma in Stroke Care. RGN Degree of Bachelor of Nursing & Dementia Skilled Improving Practice.

Anne-Marie is an Elderly Care Nurse Practitioner who assists the GPs with the care of our patients who are usually 65 years or over. Anne-Marie can provide assessments in your own home regarding health and/or environment issues. Anne-Marie can also deal with long term conditions such as COPD, housebound patients and acute problems on the day that require a house visit. Anne-Marie will liaise with other professionals to provide continuity of care.

Lisa Gordon (part time) Advanced Nurse Practitioner & Partner

BA in Professional Studies – RCN accredited Advanced Nurse Practitioner route 2006 to 2001. Independent non medical prescriber since 2006. Postgraduate Diploma Professional Studies - Public Health 2019. Diploma in Higher Education Nursing (General) 1996. Unplanned Care of the Acutely Unwell/Injured Child and Young Person.

Lisa offers on the day consultations for acute and chronic problems for all age groups which include children and babies. Lisa can do gynaecology examinations and take swabs. Lisa can also see ladies who are pregnant but only for non pregnancy related problems. Lisa's appointments can be allocated by reception staff, a GP, a Nurse Practitioner or a Practice Nurse.

FCP – FIRST CONTACT PHYSIOTHERAPY

Physiotherapists currently covering Kincorth and Cove clinics are Fiona and Ragu. They have extensive experience in the assessment and management of musculoskeletal conditions such as back or neck pain, soft tissue injuries, sports injuries, arthritis, strains and sprains, bone or muscle pain. You can get a physiotherapy appointment without the need for a doctor's appointment

and you will be given expert advice on management of your condition, your initial appointment is usually a phone appointment to get detailed information, then face-to-face assessment if needed. The physiotherapists can refer you on to a specialist service including orthopaedics, podiatry, physiotherapy or an x-ray if this is needed.

This service is not for housebound patients, nor patients with neurological or respiratory conditions or for children under 16. Reception staff can book you in directly for a physiotherapy appointment.

MENTAL HEALTH PRACTITIONER

Claire Forkes, Mental Health Nurse Practitioner BA Nursing (Mental Health), Registered Mental Health Nurse. Currently completing Independent Prescribing Qualification. Claire offers assessment and care planning for anyone with mental health concerns or queries about their ongoing care. Appointments are usually face to, but telephone appointments can be available. Claire can discuss any aspect of mental health concern and will refer onto the appropriate secondary care support, for psychological therapy, or signpost as required.

Patients will typically find that any eConsult/call into the surgery relating to mental health may be passed onto Claire in the first instance. Appointments with Claire are usually longer than those available with doctors and ANPs which we have found is particularly helpful for those with mental health concerns.

NHS PHARMACIST

NHS Pharmacists work within our practice Tuesday to Friday to assist with prescription queries from patients and clinicians, CMS requests and medication reviews. Malgorzata Ehiatue is employed by the practice and works in the surgery Tuesday to Friday to assist the NHS pharmacists with the work.

THE COMMUNITY NURSING TEAM

This team includes the district nurses, health visitors and community nurses. The health Visitor team leader is Gillian Grant (BSc, RGN, Diploma in Health Visiting and Teacher and Assessor of Specialist Care in Health Visiting). Ruth Doig is the district nurse team leader for the three practice attached teams (including Cove and Kincorth) which is part of the South Direct Delivery team.

These staff are employed by NHS Grampian to work with the surgery providing a full range of nursing, health visiting and within the community. They operate from Cove Bay Health Centre, Earns Heugh Road, Cove Bay. They can be contacted on the following numbers:

District Nurses	01224 846822
Health Visitors	01224 846828

Community Midwives

The community midwives run clinics at both of our surgeries.

The contact number for the community midwife for Kincorth patients is 01224 552071 and for Cove patients it is 01224 785404.

ADMINISTRATIVE STAFF

Our Practice Manager, **Susan Gillan** and **Karen Joseph**, Operations Manager are responsible for ensuring that the service we provide is always of the highest quality. To that end, should you have any suggestions about improvements to the service, telephone or write to Susan or ask to see her at Cove. Susan is always your first point of contact for complaints you may wish to make about the Practice and she is also in charge of the day-to-day running of the Practice.

REGISTERING AS A PATIENT

If you are living within our Practice boundary and wish to register as a patient, you are required to complete a registration form which is available from reception or can be partially completed via our Practice website but all registration forms must then be signed. In addition to completing the registration form, you will be asked to provide proof of your address and other supporting evidence as required.

If you move out of our practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new Practice.

UPDATED APPLICATION FORM (GPR) TO REGISTER PERMANENTLY WITH A GENERAL MEDICAL PRACTICE.

Please use the link below.

https://www.nhsinform.scot/media/4917/gp_registration_gmsgpr001_v19_02_2021-modified-v3.pdf

MEDICAL & NURSING STUDENTS

From time to time medical or nursing students are attached to the Practice for us to provide them with first-hand experience of general practice. Part of this experience is best gained by 'sitting in' with a qualified doctor, ANP or nurse during consultations. You will always be asked for your permission to have a student in attendance and you always have the right to decline if you wish.

GP REGISTRARS VIDEOS

The Practice is also a Post Graduate Training Practice where qualified doctors are completing their training to become GPs. They will be consulting under supervision of other doctors in the Practice. They will regularly video their consultations as part of their training. In some cases the GPs may be asked to submit some video consultations as part of their own ongoing reaccréditation requirements. Again you will be asked for your permission in advance and will have the right to decline this if you wish.

HEADSETS

For training purposes the Practice does have dual head sets. The headsets are used to allow any trainee to be able to listen to telephone calls to further their experience. The person supervising the trainee would advise you if a trainee was listening in on the telephone conversation. Again you have the right to decline this if you wish.

LANGUAGE LINE

We work with Language Line to allow you to access an interpreter or translator for appointments of any kind, whether this is in person or over the phone.

MEDICAL RECORDS

Every member of the Practice team is required to sign a confidentiality agreement, which means they may not divulge information relating to patients to anyone other than medical, nursing or other professional staff who are concerned directly with the care, diagnosis and/or treatment of the patient or other authorised persons.

Cove Bay & Kincorth Medical Centre is registered under, and complies with, the Data Protection Act 1998 and The Freedom of Information Act (Scotland) 2002. You have the right under the Data Protection Act to know what information is kept about you and how it is used. You can apply to see that information, including your medical records, whether manual or automated. For further details, ask for an application form at reception or contact our Practice or Operations Manager. There will be a charge for this service. As part of our contribution and commitment to clinical care, we provide important data on diseases and treatments for research by third parties including academic, patient and commercial organisations. This is always anonymised. If you do not wish information from your notes to be used in this way, please let us know. Sometimes patients' records may also be checked by other healthcare professionals and NHS staff who are under the same strict duty of confidentiality as your usual primary care team members, including RCGP and NHS assessors.

PATIENT CONFIDENTIALITY AND INFORMATION SHARING

PATIENTS AGED 12 OR OVER

Young people with capacity have the legal right to access their own health records and can allow or prevent access by others, including their parents/guardian.

In Scotland, anyone aged 12 or over is legally presumed to have such capacity. More detailed information on this can be found on the general medical council website (0-18 years).

Anyone over the age of 12 who wish to allow access for others including their parents/guardian to information on a specific occasion/condition to be shared must fill out a form at reception on each occasion for each condition.

FEEDBACK FORM

We welcome comments and suggestions as to how we can improve our service to you. Please ask for a **Feedback Form** at reception if you have ideas about how we can improve.

Our aim is to give the highest possible standard of service so again we want to hear from you if problems do occur so that we can try to deal with them swiftly and learn from them.

COMPLAINTS PROCEDURE

If you have a complaint, concern or compliment about the service you have received from the doctors or staff, please let us know. We operate a complaints procedure which complies with the NHS system for dealing with complaints.

In the first instance please ask at reception for a **Complaints Form** or alternatively write to our Practice Manager (Susan Gillan) or Operations Manager (Karen Joseph) at Cove Bay Health Centre, Earns Heugh Road, Cove Bay AB12 3FL or by telephoning 0345 337 1170. You can also email the Practice on gram.kincorthadministrator@nhs.scot

The Practice invites compliments as well as complaints.

HEALTH DATA COLLECTION & HEALTH OBSERVATORY

The staff at this Practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive so that it is available each time we see you.

The information recorded about you may also be used for reasons other than your personal care, for example, to help to protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research or studies.

Thus, we are involved in a Health Observatory based on anonymised patient information. The reasonable security measures and anonymisation processes are in place to comply with the relevant data protection regulations. If you would like to opt out of this data collection scheme, please let your doctor know and your records will not be collected for use for this Observatory. This will not affect your care in any way.

If anything to do with the Observatory or derivate research would require that you provide additional information about yourself, you will be contacted by your GP to see if you are willing to take part: you will not be identified in any published results.

Everyone working with or for the NHS has a legal duty to keep information about you confidential.

A list of published research using the THIN database is available upon request. Please contact Michelle Page on telephone number 020 7501 7522 or email info@the-health-improvement-network.co.uk for a copy.

You have a right of access to your medical records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Susan Gillan or Karen Joseph by calling the Practice on 0345 337 1170.

PRACTICE BOUNDARY

The Practice is required to look after patients within the Practice boundary. Our boundary is both Kincorth and Cove area, please ask at reception for more clarification on this. Please tell us if you move house, even temporarily. We may not be able to offer a full service if you move outside the Practice boundary.

DISABLED ACCESS

We have disabled access and toilets at both our sites. Please contact reception for assistance.

REPEAT PRESCRIPTIONS

Please allow 2 working days notice when ordering your prescription. If your prescriptions are forwarded to your chosen Pharmacy, please allow additional time for this.

Prescriptions may be requested by telephone, using Vision Online Services, by post or by posting your prescription request in our dedicated prescription boxes at Kincorth and Cove reception. If requesting by post please enclose a stamped addressed envelope. If requesting by phone please use the dedicated prescription line numbers:

Cove	01224 846786
Kincorth	01224 846875

Always remember to check in good time whether you need repeat prescription items before a holiday weekend or if you are going away, as we cannot guarantee repeat prescriptions will be ready in less than 2 working days.

PRACTICE WEBSITE

This can be viewed at www.covebayandkincorthmedical.co.uk

This is an interactive website which provides up-to-date information about the Practice. Please note that you can use it if you wish to:

- Change your address/contact details (although please note that if you move residence outwith our boundaries you will need to re-register with a local GP).
- Update your height (feet/metres), weight (stones/kilograms), smoking status, alcohol consumption and ethnicity.
- Feedback comments or suggestions to the practice

TEST RESULTS

In order to maintain confidentiality, test results will only be given to patients themselves or parents of minors if appropriate.

CHRONIC DISEASE CLINICS

We have a range of clinics to assess and support people with specific illnesses such as asthma, hypertension, diabetes, COPD. Please ask at reception for details

MATERNITY MEDICAL SERVICES

These are provided by all doctors by appointment. Midwife clinics are run weekly at both surgeries in conjunction with Aberdeen Maternity Hospital. Please ask at reception for more details.

FAMILY PLANNING SERVICES

All our doctors are trained to give confidential advice on contraception. In addition, Dr Mackenzie & Dr Batalla both advise on, fit and remove coils (IUCD). Dr Bryce & Dr Batalla can advise on, insert and remove contraceptive implants. Practice Nurse Irene can also insert and remove implants. If you have any queries, please ask at reception. If you are thinking about having a baby, we recommend that you see a doctor first for some advice and basic health checks.

HEALTH SCREENING – The Practice encourages uptake of all health screening opportunities:-

Cervical Screening – All women between the ages of 25 to 64 years (except those who have undergone a hysterectomy) are invited to attend for a cervical smear. From 6th June 2016, the frequency of cervical screening will continue to be every 3 years from age 25-49, but will change to every five years for women from age 50-64

Mammography – This is offered to all ladies three yearly between the ages of 50 and 71st birthday and is performed at the Breast Screening Centre, Foresterhill. Appointments are automatically sent to you but please note that the first appointment could be any time between ages 50-53. Should you wish to continue screening beyond the specified age then please contact Breast Screening Centre on 01224 550570.

Bowel Cancer Screening – All patients between the ages of 50 and 74 will be sent a kit every two years. We strongly urge return of this. Should you overlook this or lose your kit then please phone 0800 0121 833.

Other health screening procedures can be considered on an individual risk basis (often in conjunction with Genetics Department). Should you have a strong family history of any specific illnesses then this may be worth discussing with a GP or Nurse. This is generally possible by phone call rather than the need for a consultation.

CHAPERONES

If you require an examination and wish a chaperone be present, please ask the person that you are consulting with and this will be arranged. If this is not

possible for some reason, your appointment will be rescheduled to allow a chaperone to be available.

MINOR SURGERY

Various minor surgical procedures such as the removal of benign moles, cysts and ingrowing toenails can be undertaken at the surgery under local anaesthetic. These are done by Dr Cantin & Dr Punom. Please complete an eConsult form and request for a clinician to assess your problem and, if it is suitable, a minor operation appointment will be made for you. More complex procedures will be referred to the hospital surgeons.

CHILDHOOD IMMUNISATIONS

By immunising your child you are not only protecting them from serious illnesses but also helping to limit the spread of these infections within the community. The NHS Immunisation Team are responsible for all the childhood immunisations from birth.

CHILD HEALTH SURVEILLANCE

The first surveillance check is carried out at six to eight weeks of age by one of our doctors. You should receive an invitation for these clinics when your baby is first registered with the Practice after birth. Please contact the Practice if you are unsure of your appointment. Subsequent checks at six months and onwards are performed by the health visitors. They can be contacted on **01224 846828**.

HALF DAY CLOSURES FOR STAFF TRAINING AND DEVELOPMENT

Along with other Practices in Aberdeen City, we take part in half day closing for staff training and development. This involves us closing from 1.30pm onwards approximately one Wednesday afternoon every 2 months, in order that we can improve our service to you. If you need urgent advice or require to see a doctor during this time, please telephone the Practice as normal and you will hear a recorded message with NHS 24's telephone number which you should call. They will offer advice and, if necessary, refer you to G-MEDs or the most appropriate service. Please see posters in-house or on the Practice website of the dates involved.

PHARMACIES

We do not dispense medicines from the Practice, but several local pharmacies operate a prescription collection service. Please ask at reception for details.

NHS PHARMACY FIRST SERVICE AT YOUR COMMUNITY PHARMACY

This is a service for people who previously didn't pay prescription charges, including children. You will be able to get advice and free treatment from your community pharmacy for a range of minor illnesses and ailments. Ask your pharmacist for details. Select pharmacies also offer a service called Pharmacy First Plus. This allows you to access a wider range of medications for common illnesses and conditions without a prescription from the doctor. This includes UTIs, respiratory infections, ENT and dermatological conditions, allergies and eye infections.

DISCHARGE FROM HOSPITAL

Before you leave hospital, you will be given a letter that contains details of your illness and any treatment that is required. Please have this delivered to the Practice as soon as possible so that we can arrange continuing care as appropriate.

MEDICALS (EMPLOYMENT, INSURANCE etc.)

The doctors can undertake medical examinations on your behalf and complete the necessary paperwork, for example for employers or insurance companies. There is a charge for this service which must be paid in advance. Please ask at reception for further details.

MEDICAL CERTIFICATES

The law says you may self certify your illness for seven days before any need for an official Department of Health Fit Note. Your employer should provide you with a self certification (SC2) so that you can declare your illness (legally you do not need this for the first three days of your illness).

If your illness continues for more than seven days, under the NHS your doctor or ANP can issue an official Department of Health statement (called the Fit Note) as a statement of your illness. Please note, if you require a sick note for an illness of fewer than seven days' duration, a private doctor's statement may be requested. The fee for this statement is £18.00, to be met by the patient or the employer.

OCCUPATIONAL HEALTH VACCINES

The Practice does not provide these services. Patients should consult with their occupational health provider for assistance.

TRAVEL VACCINATIONS

Travel vaccinations – now available at community pharmacies. Instead of making an appointment with the Practice, patients are now able to arrange travel vaccinations at one of 35 community pharmacies across the Grampian region. You can find the details of what Pharmacies are participating in the scheme at <https://www.grampianvax.com/travel-vaccination>

CARERS

We are keen to hear from people within our Practice who are carers to ensure they have access to all the services which may assist them. If you are a carer please ask for a carer pack from our reception team.

EMAIL

The Practice makes good use of its email system. However, we are sorry that we do not, at present, accept emails from patients regarding requests for appointments or other clinical matters.

SOURCES OF INFORMATION

We have a range of leaflets available for your information and interest. Please ask at reception for the list that we currently stock

ZERO TOLERANCE POLICY

Our doctors, nurses, and staff provide a vital service to patients and they have the right to go about their duties without fear of attack or abuse. Patients who abuse or threaten abuse to members of the Cove Bay & Kincorth Medical Centre team will be asked to leave the Practice and find another GP Practice. In serious cases, police involvement may be necessary.

HOW TO CONTACT US

APPOINTMENTS – Doctor/ANP

The Practice operates a triage system for queries and appointment requests. Patients should complete an eConsult form explaining the reason for their request. The form can be accessed by clicking on the image on our website <https://covebayandkincorthmedical.webgp.com/>

If you do not have access to the internet please call **0345 337 1170** and ask a receptionist to do this for you.

eConsult is for non-urgent queries and the Practice aim to respond within 24 to 48 working hours. This service is usually available from 7am – 7pm Monday to Thursday and from 7am – 2pm on Friday, unless stated otherwise

If your query/request is urgent please telephone the practice on **0345 337 1170** or if it is a medical emergency please dial 999.

APPOINTMENTS – Nurse

If you require an appointment with a nurse please contact the surgery on 0345 337 1170

NHS Near Me Video Consulting Service

NHS Near Me is a new video consulting service which aims to provide outpatient/doctor consultations as close as possible to home. NHS Near Me appointments take place either at your home or at a local NHS Clinic. You will see your consultant/doctor or other specialist by video link. In some clinics, there may be a health care support worker or other NHS staff with you. To use this service, you must have received an appointment letter from NHS Highland or a prompt from your GP Practice. The service can be accessed by clicking the image on our website

<https://covebayandkincorthmedical.webgp.com/>

HOME VISITS

Cove Surgery	0345 337 1170
Kincorth Surgery	0345 337 1170

Please try and come to the Practice where better facilities and equipment are available and, by saving the doctor/Visiting Service travelling time, more patients can be seen in a given time. Home visits are for the housebound or those too ill to go out. If our clinicians are unable to provide a house visit, they may contact the City Visits team to assist and visit on their behalf.

OUT OF HOURS

Cove Surgery **0345 337 1170**
Kincorth Surgery **0345 337 1170**

NHS Grampian is responsible for patient care outwith normal opening hours. Currently all calls to the Practice in the evenings, weekends and public holidays are dealt with by NHS 24 and G-MEDs. Please ring the usual Practice number and you will hear a message giving you NHS 24's number which you should ring (**Freephone -111**). Any calls which require doctor advice, consultation or a home visit will be passed on to G-MEDs. If a consultation is required you will be encouraged to attend the Emergency Care Centre, Foresterhill.

NHS 24 is also available at any time for nurse advice and health-related information. Their free phone telephone number is 111 and their website is available at www.nhs24.com

Remember, in serious emergencies, dial 999, and request an ambulance.

COVE AND KINCORTH SURGERY CHARTER FOR PATIENTS AND GPs WHAT WE WILL DO FOR YOU AND WHAT YOU CAN DO TO HELP US

THE MEDICAL PRACTICE

Patients will be treated with courtesy, respect and confidentiality at all times.

Patients with Urgent medical issues will be seen the same day by whichever healthcare professional is available or signposted onwards.

The Practice will try to reduce the wait for routine appointments.

Whenever possible you will be seen by the doctor of your choice for routine appointments.

You will be seen as near to your appointment time as possible.

Medical staff will visit you at home if you are too ill to come to the surgery.

The Practice will inform you of the services it provides, how you can access them, and information to help you to be healthy.

Advice will be given and/or medication prescribed to patients as required.

We will try to process repeat prescriptions within two working days.

The Practice will provide and publicise ways patients can be involved in decisions about the services the practice provides.

Patients will only be removed from our Practice list as a last resort if the Practice/patient relationship has broken down irretrievably.

For **emergencies** outside normal surgery hours the local GPs provide **24-hour** cover through **NHS 24**. If you telephone our practice out of hours you will hear a message which tells you NHS 24's number: **111**

RIGHTS AND RESPONSIBILITIES

Our commitment to you

- We are committed to giving you the best possible medical service. We aim to provide up-to-date medical care within a framework which values the individual Doctor/Nurse/Patient relationship.
- We aim to provide routine appointments, whenever possible with the doctor/nurse of your choice, within a reasonable timescale, urgent appointments on the same day and to assess real emergencies immediately.
- When the Practice is closed we will advise patients of the **emergency** out of hour's service (NHS 24/G-MED) to enable a Doctor to be contacted for advice.
- We will treat you as an individual, and with courtesy and respect at all times, irrespective of ethnic origin, religious belief, personal attributes, or the nature of your health problems.
- We will involve you in your care, and no care or treatment will be given without your informed consent.
- We will respect your confidentiality and, when necessary, refer you for specialist treatment or investigation.
- We will arrange to visit a patient at home if we consider they are too ill or disabled to travel to the surgery.
- We will keep confidential records to which (subject to the limitations of the law) only you and those involved in your care have access.
- We will listen and respond openly to your suggestions, comments and complaints.
- We will undertake relevant appropriate training to remain confident and competent family doctors and nurses and an efficient team as a whole.
- If you are dissatisfied with us, or the services we provide, you have the right at any time to leave our list and to register with another Practice.

Your commitment to us

- Value the doctor/nurse/patient relationship as we do. We ask that you treat the doctors, nurses and all Practice staff with the same courtesy and respect shown to you.
- Remember that our Practice staff are here to provide a professional, quality service to both the patients and the clinicians. All staff carry the same responsibility for confidentiality. Please provide our staff with as much information as possible when requesting home visit, as this information is vital for our clinical team.
- Help us to help you by telling us as clearly as you can how you are feeling, it may help to write it down. If you do not understand what your GP/nurse asks you or tells you, please say so to allow them to explain in more detail.
- Follow the medical advice offered and take any medication as advised.
- **Look after yourself** - your health is your most valuable asset, look after it by leading a healthy lifestyle - if you are not sure what this is –

please ask us. We have regular displays in the waiting room about healthy lifestyle, which are changed often and cater for all age groups.

- When making appointments try to assess the degree of urgency. If in doubt, please discuss it with us. Sometimes an appointment may not be necessary if reception staff can help you with a query about a prescription or result etc.
- Please do everything you can to keep appointments, tell us as soon as possible if you cannot attend.
- Ask for a home visit **only** if the patient is too ill to travel. If in doubt, please discuss it with us.
- Contact NHS 24 and GMED out of hours **only** when you consider matters to be **very urgent**.
- If you change your name, address or telephone number please let us know so we can update your medical records.

We have the right to remove patients from our list if they persistently abuse our service. In the rare event of a patient being violent or threateningly abusive to staff or other people in the surgery, we may call the Police, and we may ask the Health Board to remove you from our list immediately.

This leaflet was produced following consultations with staff and patients of the Cove Bay & Kincorth Medical Centres in 2002 and was reviewed in 2025.

We have the following doctors:

Dr Lynne Mackenzie (LJM) – Monday, Tuesday, Wednesday (AM), Thursday (AM)

Dr Subha Kumar (SK) – Wednesday, Thursday & Friday

Dr Claire Harris (CH) – Tuesday (AM), Thursday (AM) & Friday (AM)

Dr Brodie MacPhail (BM) – Monday, Tuesday, Thursday

Dr Estelle Cantin (EC) – Wednesday, Thursday & Friday

Dr Laura Batalla (LB) – Thursday

Dr Carolyn Rennie (CR) - Monday

Dr Elaine Bryce (EB) – Monday (AM) & Tuesday (AM)

Dr Hayley Cameron (HC) Monday, Tuesday & Wednesday mornings

Dr Alzahara Albashir (ZA) – Monday, alternative Tuesday & Wednesdays

Dr Samira Punom (SP) – Wednesday, Thursday & Friday

Dr Jean-Pierre Cantin (JP) – Friday

Dr Olawale Akinduro (OA) – Monday, Tuesday & Thursday

Dr Tahmina Arifa (TA) – Monday, Wednesday (AM) & Friday

Extended Hours Appointments from 7am & 6pm at Cove & Kincorth are currently telephone appointments