

Our Practice Area



*The practice will accept patients living within the area of the dotted lines on the above map.
Visitors to the area who are eligible for NHS treatment may be treated as temporary patients.*

Riverview Practice

Information For Patients

Dr Sarah Rootes
Dr Herjit Sutherland
Dr Chris Holden
Dr Kate Christen

Wick Medical Centre
Martha Terrace
Wick
KW1 5EL

Appointments Tel: 01955 602355

Email:
high-uhb.gp55131-reception@nhs.net

Website
www.riverviewpractice.co.uk

Facebook and Twitter
Riverview Medical Practice @RiverviewWick



Welcome to Riverview Practice

We work from a purpose-built, well-equipped, medical centre, which opened in 1995. The building provides easy access for the disabled and ample parking. We are a group practice. Patients are free to choose to see any doctor in the practice for routine problems but in an emergency will see any doctor or one of our Advanced Nurse Practitioners. We would recommend that patients attempt to consult the same doctor for ongoing problems as this provides the best possible care. Wick Medical Centre has an Induction Loop System for patients with hearing difficulties.



The Doctors

Dr Sarah Rootes MBBS BSc MRCGP

Trained in St George's Medical School London. Dr Rootes graduated in 1996 and worked in hospitals in South London before completing her training in Wick and joining the practice in 2005. She has a special interest in paediatrics.

Dr Herjit Sutherland BSc MBChB MRCGP

Dr Sutherland joined the practice in 2018 following completion of her GP training in Bristol. She is specifically interested in occupational health medicine.

Dr Chris Holden BSc MBChB MRCGP BMAS PCRS

Dr Holden joined the practice in 2019. He graduated from Dundee University in 1991. He has special interests in Outdoor Medicine, Respiratory Medicine and Dermatology.

Dr Kate Christen

Dr Christen joined the practice in 2019.

Useful Telephone Numbers

RIVERVIEW PRACTICE.....01955 602355 (24 hours)

Pharmacies

Pulteneytown Pharmacy, Macarthur Street.....01955 602005
Right Medicine, High Street.....01955 602053
Boots, High Street01955 603199

Hospitals

Caithness General Hospital.....01955 605050
Raigmore Hospital.....01463 704000
New Craigs Hospital.....01463 704000

Social Work

Adults, Wick Medical Centre.....01955 604134
Out Of Office Hours.....0845 7697284
Children, Caithness House, Market Square, Wick01955 609611

Nursing And Residential Homes

Seaview Nursing Home.....01955 605005
Riverside Nursing Home.....01955 602314
Pulteney House.....01955 602844

Other Services

NHS 24.....111
Police.....101
Dental Helpline0845 644 2271
Drug and Alcohol Services (self referral).....01955 606915
Alcohol And Drug Treatment Centre (Osprey House).....01463 716888
Chiropody (self referral).....01955 604758
Physiotherapy (self referral) 0800 917 9390
District Nurse.....01955 603784
Health Visitor.....01955 609611
Single Point of Contact
Community Health, Mental Health and Social Care01955 606915
Midwife.....01955 880330
Macmillan Nurse.....01955 605050
Duncan and Todd Optician.....01955 603447
Specsavers Optician01955 609939
Samaritans.....01847 895656
Crossroads Care.....01847 895483
Hospital Transport for Appointments.....0300 123 1236
NHS Inform0800 22 44 88
NHS Inform websitewww.nhsinform.co.uk

Single Point of Contact (Tel:01955 606915)

Community Health and Social Care

This phone number covers referrals to the integrated teams:

- District Nursing
- Social Work
- Care at Home
- Community Occupational Therapy
- Community Mental Health
- Drug and Alcohol Services

The Laurandy Centre (Tel:01955 606567)

This is a registered Care Centre for older people in need of care. It is open from 9.00am - 5.00pm five days a week. Referral to this service is through Social Services (01955 604134) or your GP.



Birchwood Highland, Caithness Support Service, 1 Amherst Malcolm Street, Wick, KW1 5AF (Tel:01955 603380)

This is a voluntary organisation which provides high quality care and support. Most people using the service have a mental health issue, some people have a learning disability, dementia or an addiction. The organisation gives support with housing, general counselling and other aspects of day-to-day living. Please call in or telephone the above number for an appointment.

Notes

The Nurses Practitioners

Carol Robertson BSc (Hons) Pharmacology, BN (Adult Nursing), PgDip Advancing Nursing Practice. Diplomas in COPD, Asthma and Coronary Heart disease. Degree in Diabetes Management. Independent Nurse Prescriber

Carol joined the practice in 2019 and is a highly skilled nurse practitioner who supports the doctors with telephone triage as well as providing general nursing care. She has a special interest in Diabetes and COPD, completing MSc dissertation this year into COPD diagnosis and non-pharmacological management.

Kirsty Bain

Kirsty joined the practice in 2019 and is currently in the process of completing her Advanced Nurse Practitioner training.

Nurse Practitioner (ANP)

Nurse Practitioners are trained specialist nurses who have undertaken additional education in order to provide advanced nursing care and can prescribe.

They can provide treatment and advice for many problems for which you may have seen a GP for in the past. Their main areas of expertise are in the management of common illnesses and long term conditions.

The Practice Nurses

Eleanor Lee RGN

Eleanor joined the practice in June 2007. She is available for general nursing care, for example ear syringing, eye washing, blood pressures, blood tests, immunisations and vaccinations.

Kirsty Macleod RGN, Bachelor of Adult Nursing, Diploma in Diabetes

Kirsty joined the practice in September 2015. She is available for diabetic reviews and for general nursing care.



Pharmacists

Fiona Watson Primary Care Clinical Pharmacist

Fiona joined the practice in

Ailie Rosie MPharm, Certificate in Clinical Pharmacy, Pharmacist Independent Prescriber

Ailie joined the practice in April 2019 and is our Advanced Pharmacist Practitioner. She conducts medication reviews and is available for medication queries, medication reviews, Chronic Medication Service (CMS) initiation, reviews & advice.

Kimberly Burnett Pharmacy Technician

Physiotherapist

Mike Flavell Advanced Physiotherapist Practitioner

Mike joined the practice in 2019. He is available to treat and assess patients with musculoskeletal problems

The Office Staff

Joanna Groves is our practice manager. She ensures the practice runs smoothly. If you have any enquiries, comments or suggestions regarding the practice please let her know.

Moira Gunn, Ruth Black, Julie Young, Sheona Cumming, Maureen Ronaldson, Laura Timbrell, Lyn Macleod, Kerry Miller and Grace MacBeath are our administration and reception staff.

Office staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.

Receptionists are asked to collect brief information from patients. To help doctors and ANP's prioritise house visits and phone calls. To ensure that all patients receive the appropriate level of care. To direct patients to see another health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are **bound by confidentiality rules**. Any information given by you is treated in the strictest confidence. The Practice would take any breach of confidentiality very seriously and deal with it accordingly. You can ask to speak to a receptionist in private away from reception. However if you feel an issue is very private and do not wish to say what this is then this will be respected.

Complaints Procedure

As a practice we try hard to avoid the possibility of any complaint, but inevitably there will be times when patients feel things have gone wrong. If a patient feels there is a grievance to be addressed, we would like the matter to be cleared up as soon as possible. The following procedure has been adopted by the practice:

1. Please put your complaint in writing addressed to the practice manager.
2. Your complaint will be acknowledged immediately.
3. If clarification is required, a meeting will be arranged with the complainant, the practice manager and/or a GP as soon as possible after receipt of the letter.
4. A full investigation will take place.
5. An explanation, apology if necessary, and alteration of organisation will take place if possible and indicated.
6. If the complaint has not been dealt with to your satisfaction by the practice you may contact the Complaints Team, NHS Highland, John Dewar Building, Inverness Retail Park, Highlander Way, Inverness IV2 7GE
Tel: 01463 705997, email: nhshighland.complaints@nhs.net

NHS Highland (Health Board)

Details of primary medical services in the area may be obtained by contacting NHS Highland, Beechwood Park, Inverness IV2 3BW Tel: 01463 717123.
This practice is part of NHS Highland, North and West Operational Unit.

Freedom Of Information - Publication Scheme

The Freedom of Information Act (Scotland) 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Leaflets

Leaflets and other written information about various illnesses and conditions are available on display in the reception area and from the practice nurses. Travel immunisation information is available on request.

Drop-In Centre (Tel:01955 605264)

The Haven is a social outlet for people suffering from mental health-related problems.

Opening times are as follows:

- Mon 10.30am - 4.00pm
- Tues 2.00 - 8.00pm
- Wed 10.30am - 4.00pm
- Thurs 10.30am - 4.00pm
- Fri 10.30am - 4.00pm
- Sat 11.00am - 4.00pm
- Sun 11.00am - 4.00pm

Confidentiality - Data Protection

All health information is considered strictly confidential and will not be released to anyone (including family members) without your consent. The practice undergoes regular verification and revalidation checks and some medical records will be inspected at random to facilitate this. If you would rather your notes are not included in this process please inform your doctor.

How We Use Your Medical Records

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please ask a member of staff for the practice privacy notice.
- For more information ask at reception for a leaflet.



GP Registrars and Medical Students

Our practice participates in the further training of doctors specialising in general practice. This means that doctors (general practice registrars) are attached to the practice for periods of up to 12 months. These doctors are fully qualified and will previously have worked in hospitals. As part of their training they sometimes have to video consultations. This will be explained to you prior to the consultation and you will be asked to sign a consent form. In addition, from time to time undergraduate medical students are seconded to the practice. They usually sit in with the doctors during consultations but you are not obliged to consent to a student being present. Patients should be aware that we take care to maintain confidentiality at all times.

How To Register

If you have your medical card please complete it and hand it in at reception. If not available please call at reception and you will be given a registration form to complete. You will be asked to fill in a practice questionnaire so that we have some basic knowledge about you. Once registered, we require you to have a new patient check which consists of blood pressure check, height and weight and details of both patient and family history. This check up is usually performed by one of our practice nurses.

Preference For A Practitioner

You and your doctor

Patients are registered with the practice, not with an individual GP. For administrative reasons your medical card will be issued in the name of one of the doctors; 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 will 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.

Appointments

Reception is open from 8.00am to 5.30pm Monday to Friday.

The practice operates an appointment-only system for the GPs and nurses.

Appointments can be made by telephone or at the desk. If you feel you need to be seen urgently, please tell the receptionist who will arrange for one of the Advanced Nurse Practitioners to telephone you.

The practice sends a text message reminder for appointments, please ensure your mobile number is up to date to make use of this service.

Surgery hours are between 8.30am and 5.30pm Monday to Friday.

To assist us we would be grateful if you could follow these recommendations:

- Please use the self check in system when you arrive, if you require assistance with this please ask the receptionist.
- Please cancel your appointment if you cannot keep it.
- Do not bring to your consultation other people who also require to see the doctor without prior arrangement - everyone has to wait if an appointment overruns the time allocated to it.
- Any patient may attend a medical practitioner regardless of age. A child of any age may attend alone; however, we would encourage a child under the age of 12 to attend with an adult if possible.
- Please come to the surgery if possible as we can see several people in the time it takes to do one home visit. Unwell children can be quite safely brought to the surgery by car and will be seen as quickly as possible.
- If you turn up late it may be that you cannot be seen as this makes all following appointments run late.

NHS Near Me

NHS Near Me is a video consultation service that allows you to have appointments with a Doctor, Nurse or other Health Care provider from your own home or wherever is convenient providing you have a good internet connection and a device capable of making a video call.

Appointments can be arranged by calling the practice on 01955 602355.

More information on this service and how to use it can be found on our website www.riverviewpractice.co.uk or you can call the practice on 01955 602355 and ask for a copy of the NHS Near Me Patient Leaflet.



Enhanced Services

We also provide the following enhanced services:

- An annual flu immunisation programme to protect the elderly and those at risk
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems
- Blood tests for people requiring Warfarin
- Specialist services for people with multiple sclerosis
- Specialist care for people with depression
- Help for patients with drug abuse problems

Health Promotion

Healthy Eating - sensible balanced diet, eg five portions of fruit and vegetables per day and at least two portions of oily fish per week.

Exercise at least 20 minutes, five times per week, eg power walking (working up a sweat), swimming, salsa dancing ...

Smoking - please be advised to stop this as it seriously damages your health.

Alcohol - sensible guideline: men 21 units per week women 14 units per week

Change of Personal Details

If you change your name, address or telephone number please notify the surgery as soon as possible, you will be asked to fill out a change of details form which can be collected from reception..

We provide a text message service for appointment reminders and general health information. If you are happy for us to contact you in this way please let a member of the reception team know so we can record consent for this in your records and ensure your mobile number is up to date.

Rights and Responsibilities

All patients have the right to access appropriate health care in line with National Guidelines and local standards. Patients also have a responsibility to meet their own health needs and to treat staff with respect. If you would like more information on this please ask for a copy of **Patients' Rights and Responsibilities**. Violence or racial, sexual or verbal abuse is completely unacceptable. In some circumstances, should a patient become violent, the police will be called.

Patient Participation Group

Riverview Practice has a PPG. Any comments or communication for this Group can be left at the front desk. Should you wish to join this Group please speak to the practice manager. All welcome!

Vaccine Schedule

Age	Diseases Protected Against	Vaccine Given
2 months old	Diphtheria, tetanus, pertussis (whooping cough), polio, Haemophilus influenzae type b (hib) and Hep B Meningococcal group B disease (Men B) Rotavirus	DTaP/IPV/Hib/HepB (Infanrix hexa) Men B (Bexsero) Rotavirus (Rotarix) orally
3 months old	Diphtheria, tetanus, pertussis, polio and Hib and Hep B Pneumococcal disease Rotavirus	DTaP/IPV/Hib/HepB (Infanrix hexa) PCV (Prevenar) Rotavirus (Rotarix) orally
4 months old	Diphtheria, tetanus, pertussis, polio, Hib and Hep B Men B	DTaP/IPV/Hib/HepB (Infanrix hexa) MenB (Bexsero)
Between 12 and 13 months old within a month of first birthday	Hib/MenC Pneumococcal disease Measles, mumps and rubella (German measles) MenB	Hib/MenC (Menitorix) PCV (Prevenar 13) MMR (MMRII or Priorix) MenB (Bexsero)
Three years four months old or soon after	Diphtheria, tetanus, pertussis and polio Measles, mumps and rubella	DTaP/IPV (Infanrix IPV or Repevax) MMR (MMRII or Priorix)
11 to 14 years old	Tetanus, diphtheria and polio MenC and Meningococcal group W disease (MenW) HPV (human papillomavirus)	Td/IPV (Revaxis) MenACWY (Nimenrix, Menveo) HPV (Gardasil)

Home Visits

If your illness prevents you from attending surgery you may request a home visit. Except in an emergency, please telephone before 10.00am. Our reception staff may ask for further information to enable the doctors to assess the urgency of your call.

Please remember that several patients can be seen in the time it takes to make one home visit. There are also better facilities for examining and treating patients at the medical centre.

Obtaining Test Results

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results or they are not capable of understanding the results.

All patients must phone for their results.

Please telephone for your results after 2.00pm or as directed by your doctor.



Repeat Prescriptions

We do not accept telephone requests for repeat medications. This is to ensure an accurate and efficient service. Patients receiving regular medications may still request these at reception, by handing the slip (from the right-hand side of your prescription) in to the box on the wall on the right as you enter the main door, by post or via the website -www.riverviewpractice.co.uk or by email on high-uhb.gp55131-reception@nhs.net

All requests for prescriptions will take **3 working days** to be processed to be ready for collection from the Medical Centre. If your prescriptions go to the chemist please allow longer than 3 working days for it to be ready for collection

Disabled Access

Our medical centre has suitable access for disabled patients and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access. A wheelchair is available at reception. Designated disabled parking spaces are located nearest to the entrance to the Medical Centre.

DNA Policy

Due to the number of patients failing to attend for their appointment, this may mean that you may not be able to see the doctor or nurse on the day that you wish to. In an attempt to try and resolve this, the practice has developed the following policy:

If you fail to attend appointments without informing us we will write to you asking if there are any specific problems preventing you from letting us know. If you repeatedly fail to attend for appointments, you may be removed from the practice list and have to find an alternative GP practice. If you receive a third DNA letter you will be asked to contact the practice manager within two weeks or you will be removed from the practice list. If you do not make this contact you are advised to register elsewhere for medical services.

When The Medical Centre Is Closed

Should you require medical help after 5.30pm ring your usual number (602355).

From 5.30 - 6.00pm one of the local GPs will be available if it is an emergency.

From 6.00pm - 8.00am you will be advised to call NHS 24 on 111 and your personal particulars will be taken along with details of your medical problem. You will then either be given advice by NHS 24 or your call will be passed to the appropriate clinician. NHS 24 is a health advice and information service providing access to the public 24 hours a day, 365 days a year either by telephoning 111 or visiting www.nhs24.com

Emergency Care Summary

If you should require medical care after 6.00pm or at the weekend, 111 and out-of-hours centres will be able to access your ECS records. This will tell the clinicians which drugs you are taking, all medications prescribed within the past year and whether you have had any adverse reactions. If you would like to see your ECS, please ask for a print-out at reception. If you do not wish to have an ECS record, please inform the practice manager. If you would like further information, leaflets are available in reception

Emergencies

In a serious emergency dial 999 for an ambulance. If it is not severe enough to require an ambulance please telephone 602355 and state clearly that it is an emergency.



Services Available

All GP practices provide 'essential services'; that is, basic treatment of ill people. We also provide the following 'additional services':

Contraception

Specialist services such as IUCD (coil) insertion are available at the family planning clinic in Caithness General Hospital. Appointments are arranged by calling 01463 888300.

Cervical Smears

The age range for cervical screening has changed from age 20–60 to age 25–64. The frequency of cervical screening will continue to be every three years from age 25–49, but will change to every five years for women from age 50–64. There is a national recall system in place so should more frequent testing be required the patient will be invited to attend.

Teenage Health

We recognise that you have a right to deal with your own health. The nature of your problems and any advice given will always remain confidential and discreet.

Antenatal Care

This is provided by the community midwives. They run clinics at the hospital and can be contacted on 01955 880330 to arrange an appointment.

Child Health Surveillance

This is carried out in conjunction with the health visitor. We provide health checks at set intervals for pre-school children and babies.

Clinics

Asthma, diabetic, chronic obstructive airways disease and heart disease, high blood pressure, weight management clinics as well as regular checks for patients with thyroid disease and medication such as Lithium and Warfarin etc.

Minor Surgery

Minor surgical procedures may be carried out by the doctors. Including a limited joint injection service.

Immunisation And Travel

Immunisation for adults in relation to travel - not all travel immunisations are available on the NHS; please ask our practice nurse for details.

Physiotherapy

Our physiotherapist is available to assess and treat musculoskeletal problems. To book an appointment or for a patient leaflet please call the practice on 01955 602355. More information and the patient leaflet is available on our website.