

# ***Daisy Villa Medical Practice***



## **Dr Catriona Kemp**

MBChB (Aberdeen 1990)  
BmedBIOL, MCRGP, DRCOG, DFFP.

## **Dr Simon Kemp**

MBChB (Aberdeen 1990)  
MRCGP, COH, AFOM.

## **Mrs Lorna Whyte**

Practice Manager.

**Daisy Villa, St. Margaret's Hope  
South Ronaldsay, Orkney KW17 2SN**

**Tel. (01856) 831206  
Repeat Prescriptions: (01856) 831300**

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# **Welcome to Daisy Villa Medical Practice**

Dr Catriona Kemp, MBChB, BMEdBiol, MRCP, DRCOG, DFFP and Dr Simon Kemp MBChB, MRCP, AFOM, a wife and husband team, are job sharers in this single-handed dispensing practice.

## **Practice Staff**

Practice Manager: Lorna Whyte  
Receptionists: Mous Van Gelder, Pam Thomson, Karen Robertson, Julie Shearer and Suzanne Parker.

All staff deal with requests and questions in a confidential manner, pass on information to the relevant staff and ensure the smooth running of the practice.

## **Health Care Assistant - Karen Robertson**

As well as reception duties Karen, who has previous nursing experience, also works as a Health Care Assistant. She has a clinic on a Tuesday and Wednesday mornings, working alongside the Practice Nurse, doing blood tests, ECGs, blood pressure tests and some injections.

## **Practice Nurse - Clare Fogarty RGN.**

Clare works full time and is responsible for :-

- Chronic illness assessments and blood monitoring.
- Well woman checks and contraceptive advice.
- Weight management diet and healthy living advice.
- Travel advice and immunisations.
- Wound care.
- Ear syringing.
- Minor injuries.
- New patient and general health checks.
- Childhood immunisations.

Appointments for Clare can be made at reception by telephoning **01856 831206** or in person during office hours. Please also use this number to speak to Clare on the telephone.

## **Community Nurse**

The East Community Nursing team based at Daisy Villa and the Health Centre in Kirkwall provide nursing assessments and care for patients in their own homes. Referrals are received from hospital, GP, patient or other health and social care services. To contact the community nurse please telephone 01856 888191 between 8.30 a.m. and 4.30 p.m., 7 days a week. There is an answerphone to leave a non urgent message and instructions on how to contact community nursing outwith these hours.

## **Health Visitor**

The Health Visitor offers health advice and support mainly to families with preschool children. This includes help with parenting and behaviour management and also support to women with post natal depression. The Ola Health Visiting Team based at the Balfour provide these services to Daisy Villa patients and can be contacted during office hours by telephoning **01856 888115**

## **Usual Surgery Times**

### **GP SURGERIES**

Monday	8.30 a.m. - 11.00 a.m. & 2.00 p.m. - 5.00 p.m.
Tuesday	8.30 a.m. - 11.00 a.m. & 2.00 p.m. - 5.00 p.m.
Wednesday	8.30 a.m. - 11.00 a.m.
Thursday	8.30 a.m. - 11.00 a.m. & 2.00 p.m. - 3.00 p.m.
Friday	8.30 a.m. - 11.00 a.m. & 2.00 p.m. - 5.00 p.m.

### **Clinics – Practice Nurse**

Monday	8.30 a.m. - 12.00 p.m. & 2.00 p.m. - 4.30 p.m.
Tuesday	8.30 a.m. - 12.00 p.m. & 2.00 p.m. - 4.30 p.m.
Wednesday	8.30 a.m. - 12.00 p.m. & 2.00 p.m. - 3.15 p.m.
Thursday	8.30 a.m. - 12.00 p.m. & 2.00 p.m. - 4.30 p.m.
Friday	8.30 a.m. - 12.00 p.m. & 2.00 p.m. - 4.30 p.m.

### **Well Woman – Practice Nurse**

By invitation or request.

### **Physiotherapy**

Every Tuesday. Self referral forms are available from reception.

### **Chiropodist**

First Monday in the month.

Please telephone 888136 for an appointment.

## **Travel Clinic**

At least 9 weeks prior to travel please make a 30 minute appointment with the practice nurse to discuss the necessary vaccines and medical advice. You may need several appointments for full immunisation and there will be a cost involved. Following the initial appointment payment is required before vaccines are ordered.

## **Appointments**

All surgeries and practice nurse clinics are by appointment. Appointments can be made by telephoning **01856 831206** or in person during office hours. An appointment lasts 15 minutes. If you have more than one problem or require more time please ask for a longer appointment. All urgent requests are dealt with the same day.

## **Telephone consultations**

If you do not need to see the GP but would like a telephone consultation please contact reception to arrange a suitable time.

## **Hospital Travel**

If you need to attend a hospital out with Orkney please bring your appointment or admission documents to the surgery and reception staff will take the details and arrange your travel.

## **Home visits**

If you are housebound because of illness or disability please telephone **01856 831206** before 10.00a.m. if possible to request a home visit. It is preferable to be seen at the surgery as facilities for investigation and treatment are better.

## **Office Hours**

Monday to Friday      8.30 a.m. - 1.00 p.m. & 2.00 p.m. - 6.00 p.m.

## **Emergencies**

**DIAL 999 FOR AMBULANCE**

## **GP during normal working hours**

Daisy Villa GPs are on duty from 8.00 a.m. - 6.00 p.m.

From Monday to Friday between the hours of 8.00 a.m. and 6.00 p.m. please contact the surgery on 01856 831206. If your call is urgent and there is no reply an answering machine will instruct you to telephone Balfour Hospital switchboard on **01856 888000** and they will contact the doctor for you.

## **GP outwith normal working hours (Out of hours cover)**

Between the hours of 6.00 p.m. and 8.00 a.m., during weekends and on public holidays please contact **NHS 24 on 111**. A receptionist will answer your call and will either:

1. Arrange advice from a doctor or nurse.
2. Ask you to attend the Balfour Hospital to be seen by the out of hours doctor.
3. Arrange a home visit if you are too ill to visit the hospital.

Out of hours cover is now the responsibility of NHS Orkney.

## **Repeat prescriptions**

If a repeat prescription is needed please telephone the repeat prescription line (24 hours answering machine) on **01856 831300** and leave your name and a list of medicines required. A list of medicines can also be left at Daisy Villa. Repeat prescriptions can also be ordered on line. If you would like to use this service please contact reception. Please allow 3 working days before collection.

## **Locum Gps**

Drs Kemp leave is covered by locum GPs. The practice endeavours to use the same GP if possible so that they can get to know the patients and the practice.

## **Students**

Daisy Villa is an accredited teaching practice and medical and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However you will be informed of their presence in advance and if you do not want them to be present at the consultation your wishes will be respected. This will not affect your treatment in any way.

## **Disabled Access**

The surgery has a disabled parking space, wheelchair ramp and doorbell to call for assistance.

## **Services**

We hold a General Medical Services [GMS] contract with NHS Orkney which means that we provide 'essential services'.

We also provide the following 'additional services':-

- Child Health Surveillance.
- Contraceptive services.
- Routine immunisation of children along with health visitor.
- Travel immunisation.
- Cervical smears.
- Removal of small skin lesions.

We also hold contracts with NHS Orkney to provide enhanced services. These change annually. The details can be seen and are updated on the Practice website.

## **Registration**

To register with the practice please call along the surgery and collect a registration form and patient questionnaire to complete. These forms can also be downloaded from our website. When registering at the practice please bring photographic ID. You will be offered an appointment with the practice nurse and the GP so that they can meet you and collate basic health information and medication details.

Our practice area is denoted by the shaded area on the map on the back page.

## **Confidentiality and information sharing**

All members of the practice are bound by strict rules governing confidentiality. The practice complies with Data Protection and Access to Medical Legislation. Identifiable information about you will be shared with others in the following circumstances:-

1. to arrange further medical treatment for you e.g. from community nurses and hospital services.
2. when we have a duty to others such as child protection cases.

Anonymised patient information will also be used at local and national level to help NHS Orkney and the Government plan future services eg diabetic care. If you do not wish anonymised information about you to be used in such a way please let us know.

A leaflet detailing patient's rights regarding medical information is available at reception.

## **Patients Rights and Responsibilities**

In order to help with the smooth running of the practice we would ask that if you cannot attend your appointment you let us know in advance. The practice team should always treat you in a polite and courteous manner and we would expect to be treated the same. In the rare event of a patient being violent or threateningly abusive to staff or other people on the surgery premises we may call the police and we may ask NHS Orkney to remove that patient from our list.

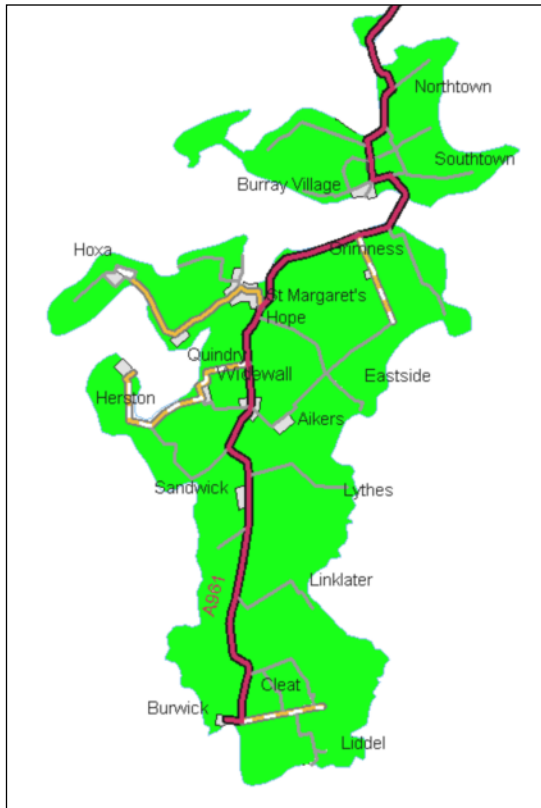
We make every effort to give the best service possible to all patients at the practice. We recognise that things can go wrong resulting in a patient feeling that they have a concern or may wish to make a formal complaint. If this is the case we would wish to investigate and address this as quickly as possible. If you have concerns please ask to speak to any member of staff. The practice complies with the agreed NHS Complaints Procedure and written information is available at the Practice and on our website. If you wish to make a more formal complaint please contact the Practice Manager, Lorna Whyte.

If there are any aspects of your care that went particularly well please inform any member of staff.

## **Zero Tolerance**

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has a right to remove violent or abusive patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence, verbal or written abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

**Our practice area is denoted  
by the shaded area of the map below.**



## **Telephone Numbers**

<b>Appointments and General Enquiries:</b>	<b>831206</b>
<b>Repeat Prescriptions</b>	
<b>- 24 hour answering machine:</b>	<b>831300</b>
<b>Community Nurses:</b>	<b>831513 or 888191</b>
<b>Health Visitor:</b>	<b>888115</b>
<b>Balfour Hospital Switchboard:</b>	<b>888000</b>
<b>Serious:</b>	<b>Dial 999 for Ambulance</b>
<b>NHS 24:</b>	<b>111</b>

Updated February 2020