

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**

E-mail: enquiries@daisyvilla.co.uk

Website: www.daisyvilla.co.uk

Welcome to Daisy Villa Medical Practice

Dr Catriona Kemp, MBChB, BMedBiol, MRCGP, DRCOG, DFFP and Dr Simon Kemp MBChB, MRCGP, 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, Rebecca Field and Karen Robertson.

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.

Practice Nurse

Clare Fogarty RGN.

Clare works full time and is responsible for :-

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

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 831513 between 8.30a.m. to 5p.m., 7 days a week. There is an answering machine which provides information on how to contact the nurse if out of office and where a message can be left.

Health Visitor

May Armour RGN, Midwife and Nurse Prescriber.

May 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. May sees children for development checks and immunisations at Daisy Villa on Thursday afternoons. For an appointment please telephone **01856831206**. To speak to May or one of her colleagues please telephone **01856 888115**.

Usual Surgery Times

Dr Catriona Kemp

Tuesday afternoon	2.30p.m. - 5.15p.m.
Wednesday and Thursday	8.30p.m. - 12.00p.m.
Thursday afternoon	2.00p.m. - 3.00p.m.

Dr Simon Kemp

Monday, Tuesday and Friday	9.00a.m. - 12.00p.m.
Monday and Friday afternoon	3.30p.m. - 6.30p.m.

Clinics – Practice Nurse

Monday	9.00a.m. - 12.30p.m. / 4.00p.m. - 6.30p.m.
Tuesday	9.00a.m. - 12.30p.m. / 2.00p.m. - 6.00p.m.
Wednesday	9.00a.m. - 1.00p.m.
Thursday	9.00a.m. - 1.00p.m. / 2.00p.m. - 4.00p.m.
Friday	9.00a.m. - 1.00p.m. / 2.00p.m. - 6.30p.m.

Child Health Clinic - Health Visitor

Thursday	2.00p.m. - 3.30p.m.
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Well Woman – Practice Nurse

By invitation or request.

Physiotherapy - Fiona Mackellar

By referral every Tuesday.

Community Midwife

Every alternate Tuesday	9.30. - 10.00am.
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Chiropodist

First Monday in the month . Please telephone 888136 for an appointment.

Family Planning

Please make an appointment with Dr Catriona Kemp.

Travel Clinic

At least 9 weeks prior to travel please make an 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.

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 with the GP lasts 15 minutes and 10 minutes with the practice nurse. If you have several problems or require more time please ask for a longer appointment. We will try our best to see non urgent requests within 48 hours. 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 our reception staff will make your travel arrangements. When you receive your appointment or admission documents please contact reception with the details. When collecting your travel confirmation sheet please bring your admission or appointment documents with you and £10, which is the administration fee.

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	9.00a.m. - 1.00p.m. / 2.00p.m. - 6.00p.m.
Tuesday	9.00a.m. - 1.00p.m. / 2.00p.m. - 6.00p.m.
Wednesday	9.00a.m. - 1.00p.m.
Thursday	9.00a.m. - 1.00p.m. / 1.30p.m. - 4.00p.m.
Friday	9.00a.m. - 1.00p.m. / 2.00p.m. - 6.00p.m.

Emergencies

SERIOUS : DIAL 999 FOR AMBULANCE

GP during normal working hours

From Monday to Friday between the hours of 8.00a.m. and 6.00p.m. please contact the surgery on **01856 831206**. If 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 6.00p.m. and 8.00a.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.

NHS 24 leaflets are available at reception. 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. Please allow 2 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. Not all travel immunisations are available on the NHS.
Please ask our reception staff or practice nurse for details.
- Cervical smears.
- Removal of small skin lesions and freezing of warts.

We also hold contracts with NHS Orkney to provide the following 'enhanced services' :-

- Annual flu immunisation programme to protect elderly and those in at risk groups
- Regular monitoring by blood and urine testing for patients on a range of drugs for arthritis and bowel problems
- Alcohol and brief intervention which aims to screen patients for alcohol overuse and provide appropriate advice.
- Extended GP and practice nurse hours. Mondays and Fridays the practice offers appointments up to 6.15pm for those who cannot attend during normal hours.
- Palliative care.
- Osteoporosis. Identifies those with thin bones and ensures that they are investigated properly and offered treatment as necessary.
- Extended contraceptive services. Provide screening for sexually transmitted diseases as necessary, insertion of contraceptive implants and intra uterine contraceptive devices.
- Provide health assessments for adults with learning disabilities.

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 in the map below.

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.

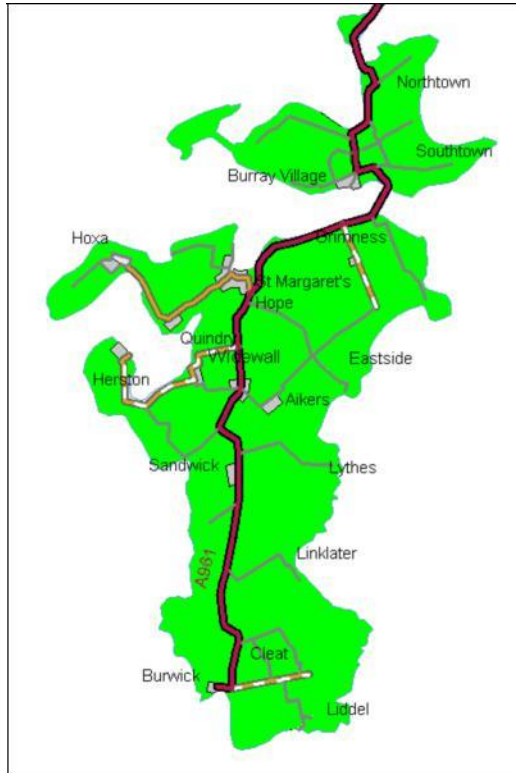
Suggestions and Complaints

There is a suggestion box in reception and would value any suggestions to improve the service.

We make every effort to give our best service possible to everyone who attends our practice. However we appreciate that things can go wrong resulting in a patient feeling that they have cause for complaint. If this is so we would wish for the matter to be investigated and settled as quickly and as amicably as possible. Please contact our Practice Manager, Lorna Whyte and she will deal with the complaint in the agreed procedure. Further written information on the complaints procedure is available from reception.

If there are any aspects of your care you particularly like at the practice please let Lorna know.

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



Telephone Numbers

Appointments and General Enquiries:	01856 831206
Repeat Prescriptions:	01856 831300
Community Nurses:	01856831513
Health Visitor:	01856 888000
Balfour Hospital Switchboard:	01856 888000
Emergency	Dial 999 for Ambulance
NHS 24	111

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