

Office Hours:

(For collection of medications,
Making appointments and
travel arrangements etc.)

Mondays: 8.45am – 12.30pm**Tuesday:** 8.45am – 12.30pm
4.30 pm – 6.30pm**Wednesday:** 8.45am – 12.30pm**Thursday:** 8.45am – 12.30pm
4.30pm – 6.30pm**Friday:** 8.45am – 11.30am**Emergencies/urgent care:**

In office hours telephone 600221.

In an emergency paging the Sanday Doctor
or Nurse via **01856 888000** is the quickest
way of obtaining medical help.

**This should only be used for '999'
emergencies.**

Home Visits:

These are provided if medically appropriate.
Please telephone before 10.00am if possible
to request a home visit.

Appointments:

Surgery appointments should be made
during Office Hours, please ring 600221.
Appointments will be for 15 minutes. If you
think you will need more time please ask for
a longer period when you make the
appointment.

SERVICES PROVIDED

General and Emergency Medical Services

Maternity Medical Services

Child Health Surveillance

Contraceptive Services

Health Promotion

Minor Surgery

SPECIALIST CLINICS

Blood samples/Laboratory tests

Antenatal

Child Health and Immunisations

Well Woman

Chiropody

'Keep Well' Clinic

Counterweight

ORCADES PRACTICE
SANDAY BRANCH
FLEBISTER HOUSE, SANDAY, ORKNEY, KW17 2BW

**Doctor 01857 600221****Nurse 01857 600782****Fax 01857 600447****Staff**

Dr Stephen Murray, Dr Neal Gillespie,

Dr Nicole Shaer & Dr Simon Hamilton

(Drs work on a rota system;
see website for who is on duty.)

Nurse Helen Britton

Nurse Lisa Howson

Practice Administrator: Mrs Tina Brown

Relief Practice Admin/Domestic: Mrs Ruth Brough

Domestic Mrs Gloria Yould

Community website: www.sanday.co.uk /Local
Facilities/Surgery

Email: ork-hb.gp38101-sanday@nhs.net

Doctors Surgery	am	pm
Monday	Appointments 9.00 – 11.00	
Tuesday	Appointments 9.00 - 11.00	Appointments 5.00 - 6.30
Wednesday	Appointments 9.00 – 11.00	
Thursday	Appointments 9.00 – 11.00	Appointments 5.00 – 6.30
Friday	Appointments 9.00 – 11.00	
Saturday	By appointment for Kirkwall students & resident away workers.	

Practice area:

The Sanday Surgery looks after patients resident on the island of Sanday.

Disabled Access:

The Sanday Surgery has a wheelchair ramp and has access to disabled patients.

Dispensing:

Where possible the doctor dispenses medication at the time the patient is seen. Sometimes special medication has to be ordered from Kirkwall. Repeat medication may be requested without seeing the doctor by arrangement with the dispenser. You should allow **1 week** between lodging your request and collecting the medications that are dispensed from the pharmacies in Kirkwall. You can email us your repeats to: ork-hb.gp38101-sanday@nhs.net.

If possible please place your repeat order on a Monday or Tuesday morning. Collections can be made during opening hours.

If you wish to receive a prescription to obtain your medication from another pharmacy please allow 2 working days.

No medication will be issued from the Sanday Surgery without a doctor's or prescribing nurse's authority.

New Patients:

To register please collect a new patient form from reception. You will also need to show photo ID and then you will be given an appointment with the doctor for a new patient consultation.

Temporary Residents:

If you are only staying in the area for a short time, (up to 3 months), you can register with the practice as a temporary patient.

Leaving the list:

You can leave the practice list at any time. You do not have to tell us you are leaving but it would be helpful for you to let us know. In *very rare* circumstances patients are removed from the list. This will only occur if we feel a situation has arisen in which the trust between you and the doctor no longer exists.

Medical Certificates:

When you are unfit for work there are a variety of certificates that are used to claim sick pay. If you are off for less than 7 days you can sign yourself off by filling in a self-certification form supplied by your employer. For longer than 7 days see a doctor.

Insurance Certificates etc:

If you require any forms completed for an insurance company etc., we are happy to do this. Please leave the form at the reception and allow 5 working days for completion. A charge may be made for this service.

In some cases an insurance company or solicitor may ask for medical details about you. We will only do this if you have given us written permission.

Patients Rights & Responsibilities

Our patients have the right to receive the best possible service at appropriate times/places for their medical needs.

Confidentiality and open access to information on services and treatment.

You are entitled to information and practical help towards healthier living and to be treated individually as a person. People have a right to expect honesty, respect and preservation of their dignity.

In return, we expect you to:

- Attend your appointments and to cancel any that are no longer required.
- Treat all staff politely and with respect.
- Return any equipment if no longer needed.
- Keep yourself healthy and treat minor ailments yourself.

Suggestions and Complaints:

We would very much like to hear of any suggestions you may have about any part of the practice. In this way we can try to make improvements.

If you wish to make a complaint, in the first instance, please talk to the practice manager to resolve the issue. If you are still not happy, then contact Julie Tait, NHS Orkney, Garden House, New Scapa Road, Kirkwall. Tel: 01856 888221. She will explain the procedure and contact the practice to follow up the nature of your complaint. We hope that if you have a problem you will make use of the Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. You may also like to contact the Scottish Health Council for help.

Violent, aggressive or abusive behaviour:

Patients and staff at the surgery have a right to be treated with respect. Violent, aggressive or abusive behaviour towards patients or staff will not be tolerated and may be reported to the police. This will lead to immediate removal from the practice list.

Confidentiality and Data Protection

All NHS staff has a legal duty to keep information about you confidential. The NHS stores your personal health information securely. Only relevant information is shared inside the NHS or with outside organisations. The NHS will not give information about you to outside organisations without your permission.

NHS staff uses your information to give you the care and treatment you need. They will share relevant information with other NHS staff involved in your care. This makes caring for you safer, easier and faster. If you are concerned about your information being shared, please discuss this with the doctor or the practice manager

Management

We are the Sanday Branch of the **Orcades** Practice. The practice manager is Ms Gina Flett Tel: 01856 888022.