The Clinical Team consists of:

**GP**, Dr. Richard Brunt is the resident GP on Rousay. He also works at the Heilendi Practice on the Mainland of Orkney for 1.5 days per week.

**Fiona Tipper**, Isles Administrator. Fiona will usually be your first point of contact with the practice. Fiona is also the practice Cleaner.

**Anne Grieve**, Relief Isles Administrator and Cleaner.

**Nurse**, General Nursing Care is provided 3-4 days per week by nurses who travel to Rousay from Dounby Surgery on the Mainland of Orkney. This is currently being assessed. When the nurse is at Islands View Surgery, he/she can be contacted direct at the practice on 01856 821 406.

**Preference of Practitioner**
The practice will try to accommodate any patients who request a preference of practitioner, where possible.

**Comments and Complaints**
Islands View Surgery is managed by Orkney Health Board, on behalf of NHS Orkney. If you have any comments or complaints about the provision of service, please direct them to Alistair Moss, CHP Administration Manager, on 01856 888066.

**Office Opening Times**
- Monday 0900 - 1230 1630 - 1830
- Tuesday 0900 - 1130
- Wednesday 0900 - 1130 1730 - 1930
- Thursday 0900 - 1130
- Friday 0900 - 1130 1630 - 1830
- Saturday CLOSED
- Sunday CLOSED

If you are unable to telephone the practice during the above opening times, a message can be left on the practice answer machine. If you are leaving a message on the answer machine, please make sure that you speak clearly, and leave your name and number. It is also helpful if you can state the date and time of your message.

Surgeries are by appointment only. Appointments are automatically set at a maximum of 15 minutes. Please ask when booking if you think that you will require more time.

**Blood Tests**
A Phlebotomy Clinic is held every Monday and Wednesday, by appointment only.

**Prescriptions**
Islands View Surgery works with three dispensing pharmacies - Boots (Kirkwall), Dounby Surgery, and Sutherland’s (Kirkwall). It is your choice where you want your prescriptions dispensed from. When you are ready to order your prescription, contact Islands View Surgery, and tell the Administrator your preferred choice. Your prescription is delivered to the Surgery, and the Surgery will notify you once your prescription has arrived, and you must then collect it from the Surgery. Please give the practice at least 5 working days’ notice before you require your prescription.
Islands View Surgery is located on the island of Rousay, just half-a-mile from the Ferry Terminal.

It is a modern, purpose-built surgery, opened in 1998, that is owned and maintained by Orkney Health Board.

The practice area includes the inhabited islands of Rousay, Egilsay, Wyre and Gairsay. The clinical team access the islands by use of the ferry service operated by Orkney Ferries.

The practice provides both general and emergency medical services, and consists of a consulting room, treatment room, nurses' office, reception office, dispensary, waiting area, and unisex toilet. There is also a storeroom, garage and cleaners' room.

The practice provides the following specialist clinics: Asthma; Child Health and Immunisations; Diabetes; and Phlebotomy.

Disabled Access Statement
The practice is fully accessible to disabled patients, via a concrete ramp which can be used by patients as an alternative to steps.

Registration
To register with the practice, please make an appointment for a short consultation with the doctor. If you are staying in the area for a short time (i.e. up to three months), you may register as a 'temporary patient' instead.

Patient Rights and Responsibilities
- To report on time for appointments
- To listen carefully to advice on your treatment and medication
- To tell the doctor about any treatments you are currently receiving
- To ask a member of staff caring for you to explain further if there is any part of your condition or care that you do not understand or that you are worried about
- To treat your fellow patients and visitors with respect to their privacy
- To inform the surgery of any changes to your personal circumstances, such as change of address
- To not smoke in the buildings or grounds of the practice

Violent, aggressive or abusive behaviour
Patients are expected to treat practice staff with respect. Patients who show violent, aggressive and/or abusive behaviour towards staff will not be tolerated and may be reported to the police and excluded from the practice's patient list.

Confidentiality and Data Protection
All NHS staff have a legal duty to keep information about patients confidential. Great care is taken to ensure that no patient can be identified. Patient health data is held securely; Access requires special authorisation and is closely monitored. NHS Orkney will not give information about you to other organisations, without your express permission.

Obtaining Test Results
The practice only releases test results to the person to whom they relate, until that person has given prior permission for the release of the results or they are not capable of understanding the results.

Home Visits
If you feel that you or a member of your family requires a home visit, please telephone the practice.

Out of Hours/Medical Emergencies
Out of Hours care is provided by the resident GP.

For immediate medical assistance in an emergency, please telephone 999.

If you require urgent medical advice from the doctor, but can not wait until the surgery is open again, please telephone Balfour Hospital (01856 888000), and ask to speak to the Rousay GP.

This practice does not use NHS24 for Out of Hours care, but the service can still be accessed by patients, by telephoning 0845 858585 or by visiting the NHS24 website at http://www.nhs24.com

Leaflets and Lifestyle Information
Leaflets and other written material about various illnesses and conditions are available on display in the practice.

Information and support on lifestyle (smoking; exercise; healthy-eating; etcetera) can be requested during your consultation with the doctor or nurse.