

PRACTICE LEAFLET



KELTY MEDICAL PRACTICE

80 Main Street

KELTY

Fife

KY4 0AE

Website: <https://keltymedicalpractice.gp.scot/>



Patient Access: <https://www.patientaccess.com/>

for ordering repeat medication and, viewing and ability to cancel booked appointments
(registration letter available via reception staff)

Tel: 01383 831281

Email: Fife.F20803Kelty@nhs.scot

August 2026

WELCOME TO THE SURGERY

There are four partners in this non-limited General Practitioner Vocational Training partnership:

Dr Patrick Sheil MBChB (Dundee 1989),
DRCOG (male)

Interests – Diabetes, Musculo-Skeletal problems (inc. joint injection) and GP training

Dr Nargis Pirie MBChB (Birmingham 2004),
DRCOG, DFSRH, MRCP (female)

Interests – Joint Injection, Minor Surgery and GP training

Dr Mhairi Robertson MBChB (Aberdeen 1997),
DRCOG, DFFP, MRCP (female)

Interests – Women's Health

Dr Tom Brazel MBChB (Edinburgh 2015)
DRCOG MRCP (male)

Interests - Ear, Nose and Throat problems, Joint Injection and ScotGEM student training

PRACTICE STAFF

Practice Manager

Our Practice Manager is responsible for the overall management and development of the Practice. They welcome your feedback and are always interested in hearing your views and suggestions on how we can improve our services.

Reception Staff

Our reception team is often the first point of contact when you visit or telephone the Practice. They are here to help with appointments, home visit requests, and any questions you may have. Behind the scenes, they also undertake a variety of essential administrative tasks that help the Practice operate efficiently and to support our clinical staff.

Like all members of the Practice team, reception staff are required to maintain the highest level of confidentiality and are committed to protecting patient information at all times.

Advanced Nurse Practitioners (ANPs)

Sharon Brown and Ruth Aitchison are available by appointment to assess, diagnose and manage the full range of illnesses and health concerns that would traditionally be seen by a GP.

We also have an NHS Fife Advanced Nurse Practitioner (ANP), Emma Hutchison, who works within the practice one day each week. Emma is able to see patients aged 14 years and over who are not pregnant.

All three ANPs have direct access to GP advice and support whenever required. They also assist the GPs in providing our daily triage service each weekday morning from 08:30 to 10:00, or until the practice reaches its triage capacity for the day.

Salaried GP

A Salaried GP is a fully qualified and experienced General Practitioner who is employed by the practice. Like the GP Partners, they provide medical care, diagnose and treat health conditions, prescribe medication, and refer patients to other services when needed. The main difference is that the Salaried GP is an employee of the practice rather than one of the owners of the business.

Our Salaried GP is Dr Emma-Jane Barclay. Dr Barclay works four full days per week, from Tuesday to Friday inclusive.

General Practice Specialist Trainees (GPSTs)

GPSTs are qualified doctors undertaking specialist training in General Practice. They work under the supervision of a senior doctor who is an accredited GP Trainer. GPSTs usually join the practice in either February or August each year and may work on either a full-time or part-time basis, depending on their training programme.

ScotGEM Year 3 Longitudinal Integrated Clerkship (LIC)

Our practice supports the training of future doctors by hosting medical students from the ScotGEM programme, a graduate-entry medical degree delivered jointly by the Universities of St Andrews and Dundee.

ScotGEM students spend part of their training based in GP practices, where they gain valuable experience working alongside healthcare professionals and learning about patient care in the community. The students attending our practice are in the third year of their four-year medical degree. During their placement, they spend regular sessions working within the practice and, as their skills and confidence develop,

will undertake consultations with patients under the close supervision of an experienced GP. What this means for you:

- You may be offered an appointment with a medical student.
- Your participation is entirely voluntary and your consent will always be obtained before the consultation takes place - you are free to decline without affecting your care in any way.
- A supervising GP is responsible for the student's work and will review the consultation before any diagnosis, treatment, or management plan is confirmed.

Treatment Room Nurse

The Treatment Room Nurse offers a variety of clinics by appointment, including blood tests, injections, wound care, dressings and other routine treatments. They work closely with the GPs and wider healthcare team to support your ongoing care.

Practice Nurses

Our Practice Nurses provide a wide range of services by appointment, including the management and monitoring of long-term health conditions, cervical screening (smear tests), and other routine nursing procedures. They are also available to offer advice and support on a variety of health-related topics, helping patients to maintain and improve their health and wellbeing.

District Nurses

District Nurses are responsible for assessing, planning, implementing and evaluating nursing care in the community, covering all aspects of health and palliative care. Access is Monday-Friday, 08:30-17:00, via the NHS Fife Receptionist at the Health Centre.

Health Visitors

Patients can access the Health Visitors during their normal working hours, which are Monday-Friday, 09:00-17:00 via the NHS Fife Receptionist. Their expertise lies in health promotion and disease prevention for all age groups in the community.

Phlebotomists/Health Care Support Workers

Blood samples requested by our clinical team are taken by fully trained staff - we have a team of Phlebotomists and Healthcare Support Workers who run clinics at various times, Monday to Thursday.

Podiatrist

We do not have an in-house Podiatrist but the service is available to our patients in all age groups, where clinical need is indicated. Patients can self-refer by completing a request form at reception or via <https://www.nhsfife.org/services/all-services/podiatry-foot-health/>

SURGERY OPENING HOURS AND APPOINTMENT INFORMATION

Contacting the Practice:

The Health Centre is open Monday to Friday, 08:30 to 18:00.

Our telephone lines are available:

- Monday, Tuesday, Thursday and Friday: 08:30 to 18:00
- Wednesday: 08:30 to 13:00

If you have an urgent medical problem or query that cannot wait until the Thursday morning, you can still contact us between 13:00 and 18:00 on Wednesdays. Details of the emergency contact number will be provided in the recorded message on our telephone system during this time.

Pre-bookable Telephone Appointments / Telephone Advice

We offer a number of pre-bookable telephone appointments with our GPs and Advanced Nurse Practitioners (ANPs) each weekday afternoon and on Wednesday evenings.. These appointments can be booked in advance at any time.

The clinician will call you on your allocated day and time for an up to 7.5-minute telephone consultation. They may try to contact you earlier in the day, but will always call again at your booked appointment time if they are unable to reach you. If you are only available at your booked time, please let the receptionist know when arranging your appointment.

For immediate health advice, you can contact NHS24 on 111 or speak to your local pharmacy about medicines and minor illnesses.

Same-Day Triage Service

We operate a triage service every weekday from 08:30 to 10:00 for patients who:

- Need to arrange a face-to-face appointment; or
- Require urgent telephone advice that cannot wait until the next available pre-bookable appointment.

To ensure we can provide safe care, there is a daily limit on the number of triage requests we can accept. Occasionally, this limit may be reached before 10:00 and you may be asked to contact the practice on

another day. If the daily triage limit is reached before 10:00, a notice will be posted on our Facebook page.

However, if your problem is medically urgent and requires attention that day, please make this clear to the receptionist, as urgent cases will not be turned away.

Health Checks

Patients Aged 75 and Over:

Patients aged 75 years and over are welcome to book an appointment with the Practice Nurse or Treatment Room Nurse for an annual general health check.

New and Existing Patients:

The following patients are encouraged to arrange a general health check/registration appointment with the Practice Nurse or Treatment Room Nurse:

- Patients aged 5 years and over who are new to the practice, within 6 months of registration; and
- Patients who have not been seen by the practice within the last 5 years.

ADDITIONAL INFORMATION

Appointments

Please note that a separate appointment is required for each person. If you are unable to attend a booked appointment, please cancel it as soon as possible so that it can be offered to another patient.

Appointments will normally be arranged with the GP or Advanced Nurse Practitioner (ANP) of your choice. However, you may be offered an appointment with any available GP or ANP to ensure timely access to care.

You have the right to express a preference to receive services from a particular GP, ANP or Nurse, either generally or in relation to a specific condition. We can record any such preference in your medical record. While we will always endeavour to accommodate your preference, there may be occasions when this is not possible, for example during periods of annual leave or when routine triage appointments have already been allocated for the day.

Routine and urgent GP and ANP appointments are released daily. If you need to be seen, please telephone the practice before 10:00am. A GP or ANP will initially contact you by telephone to discuss your problem (triage). If further assessment is required, a Near Me (video) consultation or a face-to-face appointment will be arranged. For patients who work or find it difficult to attend during normal daytime hours, Wednesday evening appointments may be arranged through the triage system.

After 10:00am, or once the daily triage capacity has been reached, we can only deal with same-day requests that relate to genuine medical emergencies, such as conditions that may require hospital admission or are potentially life-threatening or life-changing.

When requesting a triage call-back, patients are required to provide the receptionist with a brief description of their symptoms. This enables our staff to direct you to the most appropriate healthcare professional or service, and allows relevant information to be passed to the GP or ANP so that calls can be prioritised appropriately.

Home Visits

Non-urgent home visit requests should be made between 08:30 and 10:00 on the day, or between 08:30 and 18:00 the day before.

You will be asked for a brief description of the problem so that the GP can assess the urgency of your request; if the visit is urgent, please tell the receptionist.

Home visit requests may be triaged by a GP, who may telephone you before deciding whether a visit is required. Home visits are for patients who are medically unable to attend the surgery.

Out-Of-Hours Medical Cover

When the surgery is closed, urgent medical advice is available through Urgent Care Services Fife. After 18:00 on weekdays and throughout weekends, please call the surgery on 01383 831281 for instructions on accessing out-of-hours care. In most cases, you will be directed to NHS24 on freephone 111.

Depending on your needs, you may receive telephone advice, be asked to attend the GP Emergency Centre, or, in some cases, receive a home visit. Please do not attend the GP Emergency Centre without contacting the service first.

District Nurses Out-of-Hours Cover

Out-with normal working hours contact with the District Nurse for on-going nursing problems can be made by telephoning (01383) 623623 and asking for the “out-of-hours District Nurse”.

Repeat Prescriptions

Patients taking regular medication can order repeat prescriptions using the re-order form attached to their prescription. Requests can be handed in or posted to the surgery or your preferred pharmacy.

You can also order online by registering for Patient Access (<https://www.patientaccess.com/>). A registration letter is available from reception and must be activated within 2 weeks - please note that registration letters will only be issued to the patient unless we have their express written permission to issue the document to another named person.

Prescription requests can also be emailed to Fife.F20803Kelty@nhs.scot Please include your name, date of birth, the medication required, and your chosen pharmacy for collection.

For safety reasons, we do not accept prescription requests by telephone.

Prescription requests received by 18:00 Monday through Friday will be processed and sent to your nominated pharmacy after 16:00 the next working day. The pharmacy will then need to process the prescription. To avoid running out of medication, please order your prescription in plenty of time, giving us and your pharmacy at least 5 working days' notice before your medicines are due to run out. We and the pharmacies are unable to process prescription requests any quicker than this.

Depending on the medication you require, repeat prescriptions will be for a 28 or a 56-day supply, and in some cases we may be able to provide a year's worth of medication that will be dispensed by the pharmacy every 56-days.

Test Results

Results of laboratory and hospital tests can be obtained by telephone:

- Monday, Tuesday, Thursday & Friday: 10:00-17:00
- Wednesday: 10:00-13:00

Results can also be obtained in person from reception, although telephone enquiries are preferred to help maintain patient confidentiality.

For patients aged 12 and over, results will only be given to another person if we have your express permission to do so.

SERVICES AVAILABLE

If required, please contact one of our receptionists for further information regarding the following clinics/services:

Childhood Vaccinations

Location: Kelty Community Centre

Appointments for childhood vaccinations are arranged by NHS Fife's Child Health Department, and the vaccines are given by NHS Fife's Immunisation Team.

The only medical reasons why a vaccination may need to be postponed are if your child is currently unwell with an acute illness or has had a severe reaction to a previous vaccination.

Adult Vaccinations

Tetanus and Polio Boosters:

Location: Various vaccination centres in Fife

Adults should ensure they have received a tetanus and polio booster vaccination within the last 10 years, or have had a maximum of five tetanus vaccinations during their lifetime. If you are unsure of your vaccination status, please contact the Practice for advice. These vaccinations are administered by NHS Fife's Immunisation Team following referral from the practice.

Travel Vaccinations:

Location: Participating Community Pharmacies

NHS-funded travel vaccinations are available for worldwide travel. Further information can be found on the NHS Fife website:

<https://www.nhsfife.org/services/all-services/travel-vaccination-for-going-abroad/>

Cervical Smears

Location: Kelty Health Centre

Cervical screening is an important test for anyone with a cervix aged 25 to 64 years. It helps identify early cell changes that could develop into cervical cancer if left untreated. Detecting these changes at an early stage allows them to be monitored or treated, significantly reducing the risk of cervical cancer developing. In some cases, if abnormal cells are identified, a follow-up examination called a colposcopy may be recommended. This is a routine outpatient procedure carried out in hospital.

Cervical screening is carried out by our Practice Nurses. As the appointment may take a little longer than a standard consultation, please book a double appointment when arranging your screening test.

Joint Injection

Location: Kelty Health Centre

Dr Sheil, Dr Pirie and Dr Brazel are able to administer joint injections. Appointments can be arranged through our daily triage system, which operates from 08:30 to 10:00am; please contact the Practice during these times to discuss your symptoms and determine whether a joint injection may be appropriate. Please note:

- Dr Pirie provides injections for shoulders, elbows and knees only.
- Dr Brazel provides injections for knees, shoulders, elbows and fingers only.
- For injections involving any other joint, an appointment with Dr Sheil will be required.

Our clinical team will ensure you are booked with the most appropriate clinician for your specific condition.

Antenatal Clinic

Location: Kelty Health Centre

Our Community Midwife runs an antenatal clinic every Monday morning. The clinic provides care and support throughout pregnancy, helping to monitor both the mother's health and, the development and wellbeing of the unborn baby. To register for maternity care, please complete the self-referral process via the NHS Fife Maternity website:

<https://www.nhsfife.org/pregnancy/>

Once your referral has been received, the maternity team will contact you to arrange your first appointment and provide information about your ongoing antenatal care.

Respiratory Clinic

Location: Kelty Health Centre

Our Practice Nurses run specialist clinics for patients with Asthma and Chronic Obstructive Pulmonary Disease (COPD). These clinics provide ongoing monitoring, advice and support to help you manage your condition effectively. Reviews may include:

- Assessment of your symptoms and overall control of your condition
- Peak flow monitoring (where appropriate)
- Review of your medication
- Inhaler technique checks to ensure you are using your inhalers correctly
- Advice on self-management and maintaining good respiratory health

Regular reviews are important to help keep your condition well controlled and to reduce the risk of flare-ups or complications.

Diabetic Clinic

Location: Kelty Health Centre

Our Practice Nurses run regular clinics for patients with diabetes, providing ongoing monitoring and support to help manage the condition and reduce the risk of complications. As part of your annual review, assessments may include:

- Blood pressure monitoring
- Urine testing
- Blood tests, including cholesterol and kidney function checks
- Review of your overall diabetes management and treatment plan

For patients who are housebound, monitoring can be arranged through the District Nursing Team.

We also have a Health Care Support Worker who carries out diabetic foot examinations on Tuesday mornings. Regular foot checks are an important part of diabetes care and help identify any problems at an early stage.

Attending regular diabetes reviews helps ensure that your condition is monitored effectively and that any concerns can be addressed promptly.

Family Planning

Location: Kelty Health Centre

Advice and support on family planning and contraception can be obtained from a GP, Advanced Nurse Practitioner (ANP), or Health Visitor. We can provide information on the full range of contraceptive options, help you choose the method that is most suitable for you, and offer guidance on sexual and reproductive health.

If you would like to discuss family planning, please contact the Practice to arrange a pre-bookable telephone appointment in the first instance. Alternatively, you can contact NHS Fife's Sexual Health services <https://www.nhsfife.org/services/all-services/sexual-health/>

Paediatric Surveillance

Location: Kelty Health Centre

All babies are offered a 6 to 8-week developmental check with a GP. This examination helps to assess your baby's health, growth and development, and to identify any signs of illness or developmental concerns at an early stage. The appointment will be arranged after the Health Visitor has completed their initial assessment.

Ongoing developmental reviews are carried out by the Health Visitor, who will continue to monitor your child's growth, development and wellbeing as they get older. These checks are an important part of ensuring children receive the support they need to achieve the best possible start in life.

Musculoskeletal (MSK) Physio Clinic

Location: Kelty Health Centre

We offer a musculoskeletal (MSK) service provided by an Advanced Physiotherapy Practitioner twice each week. This service is available for patients experiencing problems affecting the muscles, joints, bones, ligaments or tendons, such as back pain, neck pain, sports injuries, and joint or soft tissue conditions.

Patients can self-refer directly to the service by contacting our reception team to arrange an appointment. A GP appointment is not required before booking.

The Advanced Physiotherapy Practitioner can assess your condition, provide advice and treatment, and arrange further investigations or referrals where appropriate.

Dermatology Clinic

Location: Kelty Health Centre

A Dermatology Nurse Specialist holds a clinic at the Health Centre once each month. The clinic provides assessment, advice and management for a range of skin conditions.

Patients can self-refer directly to the service by contacting our reception team to book an appointment. A GP appointment is not required before arranging a consultation.

The Dermatology Nurse Specialist will assess your condition, provide treatment advice where appropriate, and arrange any necessary follow-up care.

Mental Health Triage Service

Location: Kelty Health Centre

A Primary Care Mental Health Nurse offers a weekly clinic at the Health Centre for patients who are experiencing difficulties with their mental health and emotional wellbeing. The service provides assessment, support and advice for a range of common mental health concerns, helping patients access the most appropriate care and treatment.

Please note that this service is intended for patients who do not have a pre-existing mental health condition that is currently under the care of a psychiatrist or secondary mental health services. Patients already receiving specialist psychiatric care should continue to access support through their existing mental health team.

Appointments can be arranged by contacting our reception team. They will be happy to help you book an appointment with the Primary Care Mental Health Nurse.

Smoking Cessation

Location: Kelty Health Centre

An NHS Fife Stop Smoking Advisor offers a weekly clinic for patients who would like support to stop smoking or vaping. The service provides

personalised advice, practical support and information on the range of treatments available to help you quit. Stopping smoking is one of the most important steps you can take to improve your health and wellbeing. Whether you are ready to quit now or simply looking for information and guidance, the Stop Smoking Advisor can help you develop a plan that is right for you.

Appointments can be booked through our reception team. Please contact the Practice if you would like to access this service. Further information can be found at <https://www.nhsfife.org/services/all-services/health-promotion-service/stop-smoking-service/>

Other Visiting Professionals

Location: Kelty Health Centre

Clinical Psychology Service:

Clinical Psychologists hold consultations at the Health Centre on a weekly basis, providing assessment and support for a range of psychological and emotional difficulties. Access to this service is by referral from a healthcare professional. If you feel you may benefit from psychological support, please discuss this with a member of our clinical team via a pre-bookable telephone appointment or the daily triage service.

Addiction Services:

NHS Fife Addiction Services offer a twice-weekly clinic to support individuals who are experiencing difficulties with alcohol, drugs or other addictions. Patients can be referred by a healthcare professional or may choose to attend one of the Addiction Service's drop-in clinics as an initial point of contact. Further information is available at:

<https://www.nhsfife.org/services/all-services/addiction-services/>

Community Listening Service:

NHS Fife's Community Listening Service promotes personal and spiritual wellbeing through active listening and therapeutic conversation in a safe, supportive environment. The service provides an opportunity for patients to discuss concerns, reflect on life challenges and explore ways to improve their overall wellbeing. Appointments can be booked through our reception team for the weekly clinic held at the Health Centre.

INR (Warfarin Monitoring) Clinic:

Our INR Clinic is led by a fully trained Pharmacist and is available for patients who are prescribed Warfarin. The service provides regular INR

monitoring to ensure that Warfarin treatment remains safe and effective. Appointments are available both at the clinic and, where appropriate, through home visits. Access to the service is by referral from a healthcare professional.

OTHER IMPORTANT INFORMATION

Registering with the Practice

To register with our Practice, you must live within our practice boundary and reasonably expect to remain in the area for at least three months. Registration is with the Practice rather than an individual doctor; however, you may express a preference for a particular GP, and we will endeavour to accommodate this where possible.

You can register by:

- Handing in your medical card (if available) and completing a registration form at reception
- Downloading and completing the registration forms from our website
- Returning completed forms either by email or in person

Once your registration forms have been received, they will be reviewed and the Practice will determine whether we are able to accept you onto our patient list. We are committed to providing fair and equitable access to healthcare. We do not discriminate on the grounds of race, gender, age, religion or belief, sexual orientation, disability, medical condition, socioeconomic status, or appearance. All registration applications are considered in accordance with NHS regulations and Practice policies.

Use of Video Recorders

As part of their specialist training, General Practice Specialist Trainees (GPSTs), who are qualified doctors undertaking training in General Practice, may be required to submit video recordings of consultations as evidence of their clinical skills and competence.

If your consultation is to be recorded, you will be informed both when you book your appointment and when you arrive at reception. Participation is entirely voluntary. Before the consultation, you will be asked to sign a consent form confirming that you agree to the recording taking place. Following the consultation, you will be asked again whether you are happy for the recording to be used for training purposes. You are free to withdraw your consent at any stage.

All recordings are treated as strictly confidential and are viewed only by doctors involved in GP training and assessment. Recordings are stored securely and are permanently destroyed within six months. Your care will not be affected in any way if you choose not to participate.

Medical Students

Kelty Medical Practice is a teaching practice and regularly hosts medical students from the University of St Andrews as part of their training and education.

If a medical student is present during your appointment, your GP or Advanced Nurse Practitioner (ANP) will explain their role and ask for your permission for the student to remain in the consulting room during your consultation. Your participation is entirely voluntary. If you would prefer not to have a medical student present, simply let the clinician know - your decision will be respected and will not affect the care or treatment you receive in any way.

Prospective Medical Students

From time to time, the Practice hosts sixth-form students who are considering a career in medicine and wish to gain an insight into General Practice.

If a work experience student is present during your appointment, the GP will explain their role and ask for your permission for the student to remain in the consulting room during your consultation. Your participation is entirely voluntary. If you would prefer not to have a student present, please let the GP know - your decision will be fully respected and will not affect the care or treatment you receive in any way.

All work experience students are required to maintain strict patient confidentiality while observing within the Practice.

Translation Services

The Practice can arrange translation and interpretation services for patients whose first language is not English. These services help ensure that patients can communicate effectively with healthcare professionals and fully understand information about their care and treatment.

If you require an interpreter for your appointment, please let us know when booking so that appropriate arrangements can be made. Further

information about translation and interpretation services is available from our reception team, who will be happy to assist you. You can also find more information at <https://www.nhs.uk/about-us/equality-and-human-rights/interpreting-translation-and-communication-services/>

Confidential Matters

We understand that some matters you wish to discuss may be sensitive or confidential. If you wish to discuss a private issue with a member of our reception team, please make this known to them. Facilities are available to allow conversations to take place in a more private setting, away from the public reception area, ensuring that your confidentiality and privacy are respected at all times.

Our reception staff are trained to handle personal information sensitively and professionally, and will be happy to assist in arranging a private discussion when required.

Violent or Abusive Patients

Our practice is committed to providing a safe, respectful and supportive environment for patients, staff and visitors. We operate a zero tolerance policy towards any form of abuse, aggression or violence directed at our staff, clinicians or visiting healthcare professionals. This includes verbal abuse, threatening behaviour, harassment, intimidation and physical violence.

Any incident of abusive or aggressive behaviour will be taken seriously, documented and reviewed by the Practice. Patients who engage in such behaviour may receive a formal warning, and in serious cases their actions may result in removal from the Practice list.

Where a patient is violent, threatening or abusive towards a doctor, member of staff or visiting professional, the police may be contacted. In accordance with NHS regulations, the patient may be removed from the Practice list with immediate effect or within 24 hours where appropriate. Written notification of removal will be sent to the patient.

We ask all patients to treat our staff with courtesy and respect so that we can continue to provide a safe and effective service for everyone.

Your Personal Health Information

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment,

e.g. GP, ANP, Practice Nurse. This information will be stored electronically on computer files by practice staff.

We sometimes share some of your personal health information with other organisations involved in your care. For example, when your GP/ANP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology and colonic cancer screening services, and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed.

We are occasionally involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and have given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information, e.g. the notification of births and deaths, and certain diseases or crimes, to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data

Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at <https://www.gov.uk/government/publications/confidentiality-nhs-code-of-practice> Anyone who receives information from us is also under a legal duty to keep it confidential.

Further information on data protection can be found via our Data Protection Notice that is displayed in our waiting area (you can request a hard copy of this notice) or via <https://www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/privacy-and-confidentiality-when-using-the-nhs>.

Car Parking

Patient parking is available in the 2 Practice car parks, which are located off Bath Street.

One of the car parks includes one designated disabled parking space and wheelchair-accessible access from the car park to the Health Centre. To ensure this space remains available for those who need it, we kindly ask that the disabled parking bay is used only by patients displaying a valid Blue Badge.

Please park considerately and be mindful of other patients and visitors using the Health Centre.

PATIENTS CHARTER

Produced in collaboration with the former Kelty Patient Participation Group

This Practice is dedicated to achieving the highest possible standard of healthcare to meet the needs of our patients.

1. Patients have the right to be greeted in a welcoming manner at all times.
2. Health Centre staff will wear name badges and introduce themselves when appropriate.
3. Patients have the right to confidentiality.

4. Patients should normally be seen within 20-minutes of their appointment time. When there is likely to be a delay, patients ought to be informed.
5. Patients have the right to information about their own health, particularly:
 - any illness and its treatment;
 - alternative forms of treatment;
 - possible important side-effects of treatment;
 - the likelihood of recovery;
 - how to prevent or avoid the illness recurring
6. Patients have the right to ask questions.
7. The Practice will seek to inform patients of steps which they can take to promote good health.
8. The Practice will offer advice regarding appropriate self-help for minor ailments.
9. The Practice will inform patients of developments in the Practice which are likely to influence the service given to them.
10. Suggestions and complaints from patients will be dealt with seriously and promptly.

With these rights come responsibilities and for patients this means:

1. When an appointment has been made, a patient is responsible for keeping it or giving adequate notice to the Practice if they wish to cancel.
2. Delays can be reduced by remembering that an appointment is for one person only. When another member of the family needs to be seen, a separate appointment ought to be made.
3. Requests for repeat prescriptions should be made in good time.
4. A doctor can see more patients in the surgery than when out on home visits. Home visits should, therefore, only be requested for the housebound or seriously ill. All home visit requests should be made before 10:00, or the day prior if possible.
5. Out-of-hours requests should only be asked for if they are felt to be truly necessary.
6. As the receptionists should treat patients with courtesy and friendliness, so the patients should treat the receptionist. It is not the receptionist's fault if the doctor is delayed.
7. Each person is responsible for his or her own health. Patients should value medical advice on lifestyle and treatment, but they are of course free to reject this advice if they so wish.

Satisfaction

At Kelty Medical Practice, we are committed to providing high-quality care and welcome feedback from our patients. Your comments help us to improve the services we provide.

If you are unhappy with any aspect of your care or any service provided by the Practice, please ask to speak to our Feedback and Complaints Officer, who will be happy to discuss your concerns and explain the complaints process. Complaints and feedback can be submitted via email to Fife.F20803Kelty@nhs.scot

All formal complaints are taken seriously and will be investigated thoroughly and fairly. We aim to provide a written response to the complainant within 20 working days. If we are unable to meet this timescale, we will keep you informed of the reasons and provide an update on the progress of our investigation.

Raising a concern or making a complaint will not affect the care or treatment you receive from the Practice. We are committed to handling all feedback sensitively, respectfully and confidentially.

Quality Policy

It is the purpose of the Kelty Medical Practice to provide a quality health service for all its patients. With this intent we will at all times maintain the highest standards of health care by employing the necessary knowledge, skills and administrative procedures required to meet the needs of our patients.

The above policy shall be understood, upheld, implemented and monitored at all levels within the organisation.

Useful Telephone Numbers & Website Addresses

Kelty Medical Practice	01383 831281
Kelty Medical Practice website	https://keltymedicalpractice.gp.scot/
Kelty Health Centre (NHS Fife Receptionist)	01383 830203
Out-Of-Hours District Nurse	01383 623623
Dunfermline & Kirkcaldy Hospitals	01383 623623
Well Chemist, Kelty	01383 830712
Dears Chemist, Kelty	01383 830212
Royal Infirmary, Edinburgh	0131 536 1000
Western General, Edinburgh	0131 537 1000
Royal Hospital for Children & Young People (Sick Kids),	0131 536 1000

Edinburgh	
Royal Infirmary, Perth	01738 623 311
NHS Fife	01592 643355
NHS24	111
NHS24 Website	https://www.nhs24.scot/
NHS Inform Website	www.nhsinform.scot
Health Rights Info Scotland	www.nhsinform.scot/care-support-and-rights/health-rights/
Fife Health and Social Care Partnership	03451 551 503 www.fifehealthandsocialcare.org
Information on transfer of medical records	https://www.nss.nhs.scot/medical-services/patient-registration-and-medical-records/movement-of-patient-records/
Patient Access (repeat prescriptions & appointment cancellation)	https://www.patientaccess.com/
Scottish Public Services Ombudsman	www.spsso.org.uk

If you wish details of primary medical services please contact NHS Fife, Primary Care Department, Fife House - Level 6, North Street, GLENROTHES, KY7 5LT.