

GILLBRAE MEDICAL PRACTICE
GILLBRAE ROAD, DUMFRIES, DG1 4EJ
INFORMATION FOR PATIENTS



TELEPHONE: 01387 246282
Repeat Prescriptions: 01387 242747

www.gillbraemedicalpractice.co.uk

NHS 24

Round the Clock health and advice and support

Call **111** or visit **www.nhs24.scot**

NHS 24 is a telephone health and advice and information service. Whatever the problem you can talk confidentially to their nurses or health information advisors who will help you get the right care from the right people at the time.

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Welcome To

GILLBRAE MEDICAL PRACTICE

We are a long established group practice looking after over 13,800 patients in and around Dumfries. The surgery is situated in the Georgetown area of Dumfries and there is easy access for wheelchair users and pushchairs. Our aim is to provide the best possible health care for our patients and this booklet has been produced to help you make the best use of the services we provide. We hope you will find it useful. We also publish updates about the practice and health issues on our TV screens in the waiting room and produce a newsletter from time to time.

NEW PATIENTS

The practice welcomes new patients from within the practice area, a map of which can be found on the back cover of this booklet. Although you will be registered by a specific doctor, you can consult any of the doctors or the practice nurses. If you have a 'preferred GP' whom you would like to see, please let us know so that we can record this on your record. It is most important that we obtain details of your past medical history, medications you may be taking and information regarding allergies and, consequently, you will be offered an appointment for a registration check- up.

THE PRACTICE CHARTER

We Strive to:

- Treat you as an individual with courtesy and respect at all times
- Ensure the practice premises are clean, comfortable and accessible and that the surgery appointment times are available throughout the working day
- Offer you a consultation for a non-urgent appointment with a clinician within two working days
- If medical circumstances require it, offer a same-day consultation with an appropriate professional
- Provide home visits to the genuinely housebound or seriously ill
- Provide repeat prescriptions within two working days, subject to clinical needs
- Inform you of any expected delays when you arrive at the surgery
- Give you access to your health records, subject to any limitations in the law, and treat all information/personal details in the strictest confidence

We ask you to try to:

- Share in the responsibility for your own health and co-operate with agreed treatment plans
- Arrive in good time for your appointments and, if you have to cancel an appointment, to do so as soon as you can (preferably the previous day)
- Make every effort to attend the surgery to make best use of nursing and medical time
- Request your repeat prescription at least two working days in advance
- Treat the practice team with courtesy and respect
- Maintain a healthy lifestyle at all times

- Inform us if you change your address or telephone number

Please remember that a GP has a right to remove patients from his/her list and may do so if:

1. A patient moves outside the practice area
2. A GP considers that there has been an irreversible breakdown in relationships with the patient. We only remove patients from our list in extreme cases and in full discussion with the practice team.

THE PRACTICE TEAM

Doctors

Dr Guy Beaumont	1987 Edinburgh	MBChB, MRCP, MRCGP, DRCOG, DFM, DMJ, MFFLM
Dr Rob Walter	1994 Leicester	MBChB, MRCGP
Dr Alan Gabriel	1999 Aberdeen	MBChB, MRCGP
Dr Jeyarani	1985 Madras	MB, BS, DGO, MRCOG Part 1, DGGP, MRCGP
Arunagiriraj (Known as Dr J A Raj)		
Dr Abdullah Ewas	2010 London	MBBS, BSc, MRCGP, DRCOG, DCH, DFRSH
Dr Catriona Buchan	2007 Aberdeen	MBChB, MRCGP, DCH, DFRSH
Dr Callum Carruthers	2009 Aberdeen	MBChB, MRCGP, DCH
Dr Javaid Iqbal	1999 Karachi	MBBS, MRCGP
Dr Frances Buckle	2012 Dundee	MBChB, MRCGP
Dr Nitin Desai	1984 Edinburgh	MBChB, MRCGP

Practice Manager

Mrs Zoey Hunter	MIHM, BSc.
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Assistant Practice Manager

Mr Chris Hope

Practice Nurses

Mrs Catherine Cotterill	RGN
Mrs Jennifer Howat (Minor Illness Prescriber)	RGN
Mrs Ailsa Lewis	RGN

We also house a team of Health Board employed **Health-Care Assistants**

Reception Staff

The receptionists are your link with the rest of the practice. They will try to help you in any way they can and the more information you are able to give them, the better they will be able to assist you. Any information they ask from you is treated with the strictest confidence. It would help us if all calls could be brief, to ensure that lines are kept free for urgent calls

ATTACHED STAFF

Health Visitors

The health visiting team, who are based at The Willows, Children, Young People and Family Centre, Glencaple Road, Dumfries, DG1 4TG, offer support and health advice to families with children under 5 years old. The contact number for the health visiting team is **(01387) 220009**.

District Nurses

The district nurses are available for home nursing when necessary and also for general nursing advice. They can be contacted via the surgery.

Primary Care Mental Health Nurses

Appointments can be booked directly either telephone or face-to-face Monday to Friday.

Primary Care Clinical Pharmacist

Pharmacist available daily to discuss medication queries, review medication plan. There are also face-to-face appointments available for Asthma/COPD reviews.

SURGERY OPENING TIMES

The Surgery door is open:

Monday – Friday 7.15 am – 6.00pm

Wednesday closed from 1.00 pm – 2.30pm

APPOINTMENT TIMES

Monday to Friday Daily Early Clinic 7.30am-8.30am

Monday - Friday 8.30am-11.00am and 2.00pm – 5.30pm

Please remember to report to the receptionists on arrival.

If you cannot keep your appointment please let us know. Over 30 appointments per week, which could be allocated to other patients, are wasted due to non-attendance.

If you have an **URGENT** problem and cannot wait for a routine appointment, please telephone the surgery and the duty doctor will contact you.

All telephone calls are recorded for quality and training purposes.

TELEPHONE CONSULTATIONS

All the GP's have a number of appointments specifically allocated for telephone consultations on a daily basis. If you wish to speak to the doctor please make a telephone appointment. Remember,

the receptionists are trained to give out results and can advise on a number of non-medical issues e.g. self certification.

URGENT APPOINTMENTS/TRIAGE

If you have a medically 'urgent' problem, and you consider that you need to be seen on the day, you will be seen. Alternatively, you may consider that your problem can be dealt with on the telephone and you will therefore be able to make an appointment for a telephone consultation. We can also deal with your problem by triage. This means that the duty doctor will telephone you to discuss your problem. You may be given advice on how to self-treat your condition; a prescription might be arranged for you to collect either at the surgery or from the pharmacist in Dumfries or an appointment offered in an appropriate clinic. An urgent appointment with a doctor may also be offered.

HOME VISITS

If you are too ill to attend surgery and require a home visit, please telephone **(01387) 246282 BEFORE 10.00 AM**. This will help the doctors plan their working day. Please do not request home visits for conditions that can be seen at the surgery as the doctor can see several patients in the surgery in the time that it takes to make one house call. Patients can also be examined more thoroughly at the surgery.

If you have a temperature or rash, coming to the surgery will do you no harm. Patients will be asked to come to the surgery if the doctor feels they are fit to do so. It is the doctor who makes the final decision as to where a patient will be seen.

SICK LINES

Please note that for the first week of any absence from work, you do not need to get a medical certificate from the doctor. Your employer will, however, need a self certificate. These can be downloaded from HMRC website at <http://www.hmrc.gov.uk/forms/sc2.pdf> or the practice website.

DATA PROTECTION ACT AND CONFIDENTIALITY

Your medical record is confidential. We do, however, share information among health professionals, where it is felt to be in your interest, as a patient, for this to happen.

With increasing 'shared care' between GP's, hospital doctors, nurses, and allied health professionals, it is necessary to share information, such as lab results, or the medication you are taking, so that, where possible, relevant data can be available, at any place where you receive care, to avoid duplication of investigations, and so that the health professional you are seeing is able to give you the best possible care.

General practices, secondary care, managed clinical networks, and the Health Board need to keep disease registers (list of patients with the same condition), so that call and recall systems can operate, and that shared care can be effectively and efficiently coordinated.

Sometimes data will be used for research or statistical purposes relating to healthcare planning, but in these circumstances individual patients will not be identifiable without their consent.

If data about you is used for education or training, then, where possible it will be anonymised, and if this is not possible, then your consent will be required before information is used for this purpose. Finally, as part of the quality assurance, it is sometimes necessary to check individual records to ensure that agreed standards of care are being met.

Under no circumstances is information about you shared with third parties who do not directly contribute to, or support the delivery and planning of, your health care unless your consent has been obtained.

In these circumstances, under the Data Protection Act 1998, we are not obliged to obtain explicit consent for sharing relevant information, but if you do have specific requests for some aspects of your health record to remain confidential from some part of the NHS, please let us know, and we shall take action to comply with your wishes.

REPEAT PRESCRIPTIONS

Prescriptions for medicines taken regularly can be obtained without seeing the doctor if he/she has agreed to this. If you have a regular repeat medication, please see your doctor annually. Please make sure that you do not re-order medicines that you no longer use.

To order your repeat prescription please ring (01387) 242747. An answering machine will take the message so please speak clearly giving:-

Name, address and the medicines you wish to order. Please let us know if you no longer require any prescriptions.

Local chemists operate a collection and deliver service for repeat prescriptions. Should you wish to use this service, please let us know which chemist you use when you order your prescription.

Please allow **two working** days before collecting your prescription and allow time for the pharmacy to prepare your prescription. Should you wish your repeat prescription to be posted, then please forward a written request and enclose a stamped addressed envelope.

BLOOD TEST AND X RAY

If any tests are done, the doctor or nurse will ask you to telephone for the results you should receive. Please ensure that you request the results of all the tests that are done. As our phone lines are very busy first thing in the morning, please ring after 11.00am for results. In order to preserve confidentiality, please phone the surgery yourself.

MATERNITY CARE

If you are planning to start a family and would like preconception advice, please make a routine appointment to see either a doctor or a practice nurse. We also have a leaflet 'Preconception information for patients' which provides comprehensive advice.

Once your pregnancy is confirmed, you should make an appointment with a doctor of your choice. At this appointment the doctor will discuss your complete antenatal care with you. The midwives attached to the practice are the 'Blue Team' and you can attend their clinics at either Cresswell Wing or Gillbrae Medical Practice. The 'Blue Team' provides maternity care throughout your pregnancy, birth and following delivery at home. If you have any bleeding in early pregnancy, you can contact the midwives directly on **07703435715**.

CLINICS

Child Health Surveillance

Parents will be sent invitations to bring their children for immunisation according to the national immunisation schedule.

Chronic disease monitoring

If you suffer from a chronic disease such as diabetes, Asthma, COPD, heart disease, rheumatoid arthritis or hypertension, you are encouraged to attend regular reviews with the practice nurses. By attending these appointments, your condition can be managed to help prevent exacerbations of your problem.

Minor Surgery

If you have a problem which your doctor feels is best treated by a minor operation, it may be carried out at the surgery if appropriate. We also hold a wart clinic every Wednesday. At this clinic, liquid nitrogen is used to freeze warts and other skin problems.

Pharmacy Advice Clinic

General practice clinical pharmacist advice clinics are held daily for patients who are having problems with or would like to discuss their medication or management of their pain. Please contact reception to make an appointment to see the pharmacist.

Stop Smoking Clinic

Smoking damages your body and those around you who inhale the smoke. The benefits to be obtained from stopping smoking start within an hour of smoking your last cigarette. If you want help to stop smoking, we can offer support and advice including referral to the Health Promotion Services Stop Smoking Clinics. For further information please ask the doctors, nurse or receptionists.

NON NHS WORK

Medical examinations for insurance, employment or HGV etc can be arranged, by appointment only, directly with a doctor of your choice. Please note that these and other services such as completing insurance or passport forms and housing reports are out with the remit of General Medical Services and therefore a charge will be made. Please contact the practice manager if you require details of costs.

OUT OF HOURS

When the surgery is closed, please ring NHS24 on **0845 24 24 24 or 111** who will ensure that you receive advice and/or treatment as required. Be ready to give the following details:

- Your telephone number
- The nature of the emergency
- The patient's name and date of birth
- The patient's address and address from which you are phoning

Please note that out-of-hours services are for serious and urgent problems that cannot wait until the surgery re-opens.

If you are calling from a mobile phone or landline with an answer-phone, please ensure that this facility is switched off.

NHS 24

NHS 24 is a 'round the clock' telephone health advice and information service. Whatever the problem, you can talk confidentially to their nurse or health information advisors who will help you get the right care from the right people at the right time. The contact telephone number is **0845 24 24 24**.

Alternatively you can access this service via the internet at www.nhs24.com

CARERS

Please let us know if you are a carer. If required, we can help you access appropriate support and advice including referral for social service assessments.

EYE TESTS

Regular eye tests are encouraged. For this you need to contact one of the local opticians.

ACCESSING YOUR RECORDS

The Data Protection Act 1998 gives you certain rights of access to the medical records we hold about you. If you wish to apply for access to your own data, please contact the practice manager.

COMMENTS/COMPLAINTS

We are constantly trying to improve the service we offer and your ideas and comments are extremely helpful. Please get in touch with the practice manager if you have any ideas or comments you would like to pass on.

If you remain dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO). The SPSO cannot normally look at:

> a complaint that has not completed our complaints procedure

- > events that happened, or that you became aware of, more than 12 months ago
- > a matter that has been or is being considered in court.

The SPSO's contact details are::

Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Freephone: 0800 377 7330
Online contact: www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>

FREEDOM OF INFORMATION

The practice has adopted the BMA Model publication scheme for GP's. Further information on this scheme is available from the practice manager.

FURTHER INFORMATION

The practice is contracted to provide general medical services under the Primary Medical Services (Scotland) Act 2018 by NHS Dumfries and Galloway. Further details about any GP practice in Dumfries and Galloway can be obtained by contacting:

NHS Dumfries and Galloway, Crichton Hall, Bankend Road, Dumfries, DG1 4TG. Telephone 01387 244000 Fax: 01387 244706

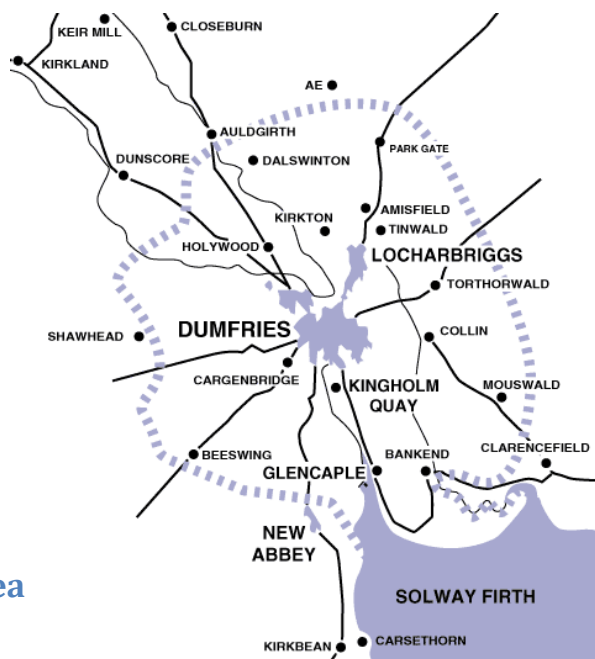
ZERO TOLERANCE

This practice supports the Scottish Executives policy on zero tolerance.

Violence and abuse is a growing concern. Doctors and their staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff properly without violence or abuse. Should a patient be violent, abusive or aggressive to a doctor or any member of their staff, we will ask that their name be removed from our list of patients with immediate effect. They will then have to contact Practitioner Services in Glasgow (**0141 300 1350**) to register with a new practice. Violent patients will also be reported to the police.

NOTES

Our Practice Area



TELEPHONE NUMBERS

The Surgery	01387 246282
Repeat Prescriptions	01387 242747
NHS24	111

LOCAL HOSPITALS

Dumfries & Galloway Royal Infirmary	01387 246246
Midpark Hospital	01387 246246
Cresswell Maternity Wing	01387 246246
Cumberland Infirmary	01228 223444

SELF HELP GROUPS

Age Concern	01387 267613
Citizens Advice	01387 272700
CRUSE (Bereavement Care)	01387 208078
Samaritans	01387 272700
Carers Centre	01387 248600