

Useful Telephone Numbers

CHEMISTS

| | | |
|--------|-----------------------------|----------|
| Lloyds | Kinfauns | 944 5724 |
| | Dunkenny Square | 944 3479 |
| | Achamore Road | 949 0906 |
| | Alderman Road | 959 1914 |
| | Dyke Road | 959 2456 |
| | Knightswood Shopping Centre | 959 0618 |
| | Knightswood Road | 959 2063 |
| Boots | Rozelle | 944 6909 |
| | Garsadden Road | 944 1577 |
| | Anniesland | 954 4477 |
| | Whitecrook | 562 0310 |
| Mackie | Spey Road | 942 6626 |

HOSPITALS

| | |
|-----------------------------|----------|
| Western Infirmary | 211 2000 |
| Gartnavel General Hospital | 211 3000 |
| Yorkhill Childrens Hospital | 201 0000 |
| Southern General Hospital | 201 1100 |
| Glasgow Royal Infirmary | 211 3600 |

NHS 24 - 111



bergen.com

DRUMCHAPEL HEALTH CENTRE 'A' WING Drs Logan & Macdonald

**80/90 Kinfauns Drive
Glasgow
G15 7TS**

**Telephone: 0141 211 6090
Fax: 0141 211 6095**

www.drumchapelhealthcentrea.co.uk

Last updated Mar 2015

Welcome to our Practice

We hold a General Medical Services Contract (GMS) with Greater Glasgow Health Board, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141 201 4444. Details of this contract are available from our Practice Manager.

The Health Centre is fully accessible to disabled patients and a desk top hearing aid loop is available on request.

Our area comprises the postal codes G13,G14,G15, & G81(1-7).

Our Doctors

| | | |
|----------------|--------|--|
| Dr N Logan | Female | MB ChB (2000), MRCP, BSc, BSc.Med Sci (Hons) GP Partner |
| Dr L Macdonald | Female | MB ChB(1999), MRCP, GP Partner |

Administrative Staff

| | |
|--------------------|-------------------------|
| Jean Martin | Practice Manager |
| Helen Purdon | Receptionist |
| Mandy Cronie | Receptionist |
| Pamela Murray | Receptionist |
| Sharon McGurn | Receptionist |

Practice Nursing Staff

| | |
|--------------|--|
| Gillian Fyfe | Practice Nurse (RGN Dip Asthma, Dip Diabetes, Dip CHD) |
| Jean Martin | Health Care Assistant |

Attached Staff

| | |
|--------------|--|
| Mary Parsons | RN Adult, BSc Specialist Community Nursing |
| Susan Inglis | District Nurse |

Rights & Responsibilities

In the rare event of a patient being violent or threateningly abusive to staff or other people in the surgery, we may call the police, and we may ask the health board to remove you from the list. There is a special GP in the city to which violent patients will be referred.

Minor Illness

Many problems can be self-treated. Information on self treatment can be found on our website www.drumchapelhealthcentre.co.uk, or from any local pharmacy.

The pharmacy Minor Ailments scheme can provide many over the counter medications free of charge. Information can be found at your local chemist.

Bowel Cancer Screening

In April 2009 Greater Glasgow introduced the bowel screening programme as part of a national initiative. Every 2 years men and women aged 50- 74 will be invited to participate . You will be asked to provide three small samples of your motions within 10 days following easy to use instructions. The test kit can then be sent back through the post.

We would encourage you to take part in this simple but important screening tool for bowel cancer. If bowel cancer is detected early survival and cure rates are much improved.

For further information please contact the bowel screening helpline on 0800 0121 833 or visit www.bowelscreening.scot.nhs.uk

Leaflets

Leaflets and other information about various conditions and support agencies are available on display in the waiting room, from the practice nurse or when you are attending the GP.

Physiotherapy

Patients with a requirement for physiotherapy can refer themselves to the Physiotherapy Department which is located within the Health Centre. A self referral for can be obtained at reception.

Eye Problems

Sore eyes or vision problems. See your Optometrist. Free NHS Optometry Services are available at your local Opticians. An Optometrist can arrange an eye clinic appointment at Gartnavel General Hospital if required.

Dental Problems

Toothache, abscesses or painful/bleeding gums. See your Dentist. NHS dental services are available at local dental practices. How to find a dentist who provides NHS treatment can be done via www.nhs24.com and following the links to 'find your local services' section.

Students

Medical students 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 when you attend. If you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

Practice Nurse

Gillian Fyfe **RGN Dip Asthma, Dip Diabetes, Dip CHD**

The Practice Nurse is responsible for the ongoing monitoring and management of Chronic Diseases (Asthma, COPD, Diabetes, Heart and Kidney disease, Stroke and Hypertension).

In addition to this role, she provides travel advice, and where necessary vaccinations available on the NHS. She also carries out our cervical screening programme and the monitoring of many medications.

The Practice Nurse also carries out an annual home visit for patients with chronic diseases those who are housebound.

Health Care Assistant

Jean Martin

Our Health Care Assistant (HCA) carries out a number a number of nursing tasks for our Practice Nurse and Doctors. These include, but are not limited to, taking blood, checking blood pressures, weight management, Registration Medicals for new patients and health promotion

HEALTH VISITOR TEAM

Direct Number 0141 232 9163

Mary Parsons

The health visiting team are involved in advising, supporting and visiting new mothers until the child is aged five and beyond. They are also involved in health promotion, immunisations, child protection and monitoring of infant development. Our child health clinic runs on Thursdays from 2-3:30pm.

District Nurses

Direct Number 0141 211 6074

**Susan Inglis
Michelle McGinty**

The district nursing team carry out nursing care for housebound patients within the home including palliative care, terminal care and specialist care (eg leg ulcer assessment). They can be contacted on the number above. There is an answering machine if they are not available.

Additional Services

In addition to the services shown there is also a treatment room in the health centre where ECG, bloods, ear syringing and wound care are carried out. This is by GP referral only.

Patients can also self refer to the physiotherapy department in the health centre by completing a form available from our reception staff.

There is a podiatry service in the health centre. A leaflet with information about this is available from our reception.

Reception/Administration Staff

Our non-clinical staff have a key role in our Practice. They are here to help you and make sure you see the most appropriate member of our Clinical Team.

To do this they are trained to ask you certain questions about your appointment. They are bound by the same levels of Patient confidentiality as our Doctors and Nurses. We ask that you answer their questions as fully as possible.

Registration

In order to register with the practice you will be asked to fill in forms which are available from our reception staff. We will offer you a registration medical with the practice nurse. We would also ask you to keep us informed of any changes to your address/phone number.

- We are committed towards improving the quality of care by working with other health professionals from the community, hospital, social services and voluntary services.
- Patients who need to be seen urgently can expect to be seen within one working day, not necessarily your GP of choice. The practice aims to offer routine appointments within three working days.
- The practice will ensure all new patients have a health check when they register. Patients suffering from a chronic disease will be offered regular reviews.
- The doctors and nurse will endeavour to see their patients on time, but at least within 20 minutes of their appointment time. Should there be an additional delay, you will be advised by the reception staff. Please make sure you inform the reception staff of your arrival so you can be checked in

Freedom Of Information Act

The practice complies with this act. Please speak to the Senior Receptionist for further information.

Suggestions/Complaints

We make every effort to give the best service to everyone. We are aware things can go wrong resulting in a patient feeling they have a genuine cause for complaint. If this is so we would wish for the matter to be dealt with as quickly and amicably as possible. Please contact the Senior Receptionist or collect a complaints form from Reception staff to start the process.

Information Sharing

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others only in the following circumstances:

1. To provide further medical treatment for you
2. To help you get other services e.g. social work
3. When we have a duty to others e.g. child protection

Intimate Examinations

During your consultation, a doctor may need to examine you in order to provide you with the best care. Occasionally this may involve an examination of intimate areas. We understand that this can be stressful and embarrassing.

If this sort of examination is necessary we will:

- ◆ Explain why we need to carry out the examination
- ◆ Explain what the examination will involve
- ◆ Obtain your permission before carrying out the examination
- ◆ Offer you a chaperone
- ◆ Respect your privacy during the examination and while dressing/undressing

Patient Charter

What we ask of you:

- You should treat all staff politely
- You should work with the practice to keep yourself healthy following advice from the doctors and staff
- You should attend all your appointments on time
- You cancel appointments if you are unable to attend
- House-calls are only requested for those that are too ill or disabled to attend the surgery

What we aim to do

- We are committed to giving our patients the highest quality service. This is best achieved by working together.
- All patients will be treated as individuals and given courtesy and respect at all times regardless of age, sex, religious beliefs and ethnic origin.
- Anything that is discussed with a doctor, nurse or receptionist and anything written in the notes is kept secure and confidential.
- The doctors, nurses and other health care workers will discuss with patients the most appropriate care and if necessary make a referral to other doctors and nurses, with the patients agreement.
- We will help you to understand your health and illness. This includes understanding any treatment and its side effects, how to prevent illness from returning or worsening and advice on the ways patients from treating themselves, without the help of a doctor.

Services Available Within The Practice

All GP practices are contracted to provide 'essential services', this is basic treatment of ill people. In addition we also provide the following 'additional services' :

- ⇒ Child health surveillance (with the health visitor)
- ⇒ Maternity services
- ⇒ Routine immunisation of children
- ⇒ Travel immunisations (not all are available on the NHS, the practice nurse will be able to give more details if necessary).
- ⇒ Cervical smears
- ⇒ Contraceptive Services – including implants
- ⇒ Freezing of warts and other small skin lesions

We also provide 'enhanced services' , which include:

- ⇒ Annual flu immunisation programme to protect the elderly and those at risk
- ⇒ Regular blood monitoring for those on particular drugs for arthritis, bowel problems and those undergoing chemotherapy
- ⇒ Annual review for those with heart disease
- ⇒ Annual review for those with asthma/COPD
- ⇒ Annual review for those who have had a stroke
- ⇒ Annual review for those with diabetes; this includes a review with the podiatrist and dietician
- ⇒ A methadone programme for those with drug abuse problems

Appointments

All consultations with the doctors, practice nurse and health care assistant are by appointment only which can be made in person, by telephone or through our website www.drumchapelhealthcentrea.co.uk

Please let us know if you cannot attend for an appointment you have booked. This allows us to use this for another patient who may need it.

Please help the staff by answering their questions fully and telling them if you feel your problem is medically urgent. Please note that requests for Sick lines/fit notes are not urgent. Misuse of urgent appointments may result in your removal from our list.

The surgery is open from 8:00am—6:00pm Monday to Friday and the doctors consult from 8:30am every morning. A small number of appointments are available after routine surgery on alternate Mondays for patients who work.

Telephone Consultations

(Speaking to a Doctor or Nurse by telephone)

Not all problems require a face to face appointment with a Doctor or Nurse. If you would like a telephone consultation please ask. The Reception staff will take details of your query along with your contact number. A doctor/nurse will call you back at the end of their surgery. If telephone requests are made after one o'clock they may return your call the following morning unless deemed to be urgent.

Appointment Reminder System

Patients with an appointment of 20 minutes, or longer, are routinely reminded by telephone the day before the appointment.

Text Messaging Service

Appointment confirmation now available via Text messaging. Please ensure you have an up to date Mobile Number with us so we can send you a text message when you make an appointment, this service also will send you a reminder of your appointment and will also allow you to cancel your appointment if no longer needed.

Home Visits

Home visits are intended for those who are disabled or too unwell to visit the surgery. Please contact the surgery before 10am or the day before to arrange a visit. The receptionist will ask you for some details to help the doctor assess the urgency of the problem. We ask that you help by providing the receptionist with the information requested. Housecalls are not routinely carried out for children and in certain circumstances the doctor may feel it more appropriate that you are seen in the surgery.

Failure to Attend Appointment

The Practice has a policy of following up on missed appointments. Patients missing three or more appointments in a rolling twelve month period will be removed from our Practice List.

There will be a letter sent by the Practice to the patient after a second

missed appointment to inform that “there has now been two missed appointments. Should there be a third missed appointment then the patient will be removed from the list”.

If patients fail to attend an appointment no further appointment will be provided for a period of 72 hours after the missed appointment.

Out Of Hours Cover

Between 6:00pm and 8:30am Monday to Friday and all weekend the surgery is closed.

In order to obtain medical advice, please dial the surgery number 0141 211 6090. This will transfer you to a receptionist in an emergency call centre. They will either :

- ◇ arrange advice from a doctor/nurse
- ◇ invite you to attend the centre
- ◇ or arrange a home visit if you are too unwell to visit the centre.

Transport to and from the centre is available if you cannot arrange this yourself. Further advice can also be obtained from NHS 24 on

- ◇ 111
- ◇ or via their website www.nhs24.com

Repeat Prescriptions

On the right hand side of your prescription is a tear off slip which lists all your regular medications. Prescriptions can be ordered in 3 ways.

1. Phone our prescription line – 0141 211 6169
2. Hand in the tear-off slip to the Practice
3. Request via our website www.drumchapelhealthcentrea.co.uk

Please allow 2 working days (48 hours) for collection. Prescriptions ordered on Friday will not be available until Monday afternoon.

Only Order what you need. Even if you never open them. Once you leave the pharmacy your medication cannot be recycled or used by anyone else. This means that any you return are destroyed. Before ordering take a look in your cabinet to see what you actually need. You may have ordered extra of a repeat prescription last time you went and forgot