

PERTH & SCONE MEDICAL GROUP



PRACTICE INFORMATION BOOKLET



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Perth
PH1 1NU

Tel 01738 627117
Fax 01738 444713

7 Stormont Road
Scone
PH2 6RH

Tel 01738 551739
Fax 01738 553517

www.perthandscone.co.uk



Practice information booklet

WELCOME to Perth and Scone Medical Group. We hope this booklet will give you all the information that you require about the services provided by our Primary Health Care Team. We are committed to providing high quality care to our patients, and we were delighted to receive the Royal College of General Practitioners **Quality Practice Award** in June 2004.



New patients

We welcome patients from within the city of Perth, the village of Scone, and the surrounding district. Patients wishing to register with the practice will be asked to complete a simple medical questionnaire, and invited to attend for a new patient medical check. Patients are welcome to consult with the doctor of their choice.



The doctors

Dr Alistair F Falconer

GMC No. 2545237

Dr Janet I Sinclair

GMC No.2331137

Dr David A Shackles

GMC No. 3198629

Dr Leonard D Burnett

GMC No. 3332074

Dr Ailsa M Macgregor

GMC No. 4330949

Dr Kris Wipat

GMC No. 4299349

Dr Angela J Martin

GMC No. 4640574

GP Assistant

Dr Alison M Lewis

GMC No. 3584297

MB ChB DRCOG MRCGP

Qualified in Dundee 1979

MB ChB DCH DRCOG

Qualified in Aberdeen 1977

MB ChB DCCH MRCGP

Qualified in Edinburgh 1987

MB ChB BSc DRCOG MRCGP

Qualified in Manchester 1990

MB ChB BSc MRCP DFFP MRCGP

Qualified in Dundee 1996

MBBS AFRCSEd DRCOG DFFP MRCGP

Qualified in London 1999

FDS MBBS DFFP DRCOG MRCGP

Qualified in London 1999

MB ChB

Qualified in Dundee 1992



Surgery hours

The receptionists are available at the surgery during the times noted below, and you can access any of our services by telephoning **627117** (Taymount) or **551739** (Scone).



Taymount:

8.00 am - 6.00 pm Monday to Friday

Scone:

8.00 am - 6.00 pm Monday, Tuesday, Thursday,
Friday

8.00 am - 2.00 pm Wednesday

How to see your doctor

You have the right to express a preference for the doctor of your choice, and every effort will be made to offer you an appointment with your preferred doctor as soon as possible. We do, however, operate a system called ***Advanced Access***, and one of the main aims is to ensure that all patients who need an appointment with a healthcare professional will be offered one within 24 hours. Only a small number of appointments will be available to book in advance. Surgery sessions are held continuously throughout the day.



If you are unable to keep an appointment, please telephone the surgery to cancel, as your appointment can be offered to someone else.

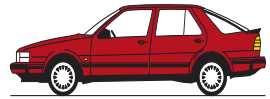
Telephone consultations

We have a number of telephone consultation slots available each day, and there may be times when you would find it more convenient to seek advice from the doctor over the telephone. The receptionist will advise you of the best time to contact each individual doctor.



Home visits

If you are requesting a home visit, please telephone **627117** (Taymount) or **551739** (Scone) before 10.00 am, except in an emergency. Visits are for those who are housebound or too ill to go out; otherwise please try to come to the surgery.



Nights and weekends

Out-of-hours care is provided by **NHS24**, and they can be contacted by telephoning **0845 4 24 24 24**.

If you wish further information about NHS24, you can go on-line at **www.nhs24.co.uk**.

Practice pharmacist

We are fortunate to have a pharmacist, Graeme Lamont, attached to the practice and he works closely with the doctors to ensure a high standard of prescribing is maintained. The pharmacist has qualified as an independent prescriber and this will enable him to fully support the doctors in reviewing patients' medication.



Repeat prescribing

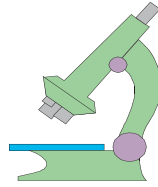
If the doctor decides to put you on the repeat prescribing system, you will be issued with a computer slip giving details of your drugs. If you are unable to hand in or post your slip to the surgery, you can telephone the prescription line on **643454** (Taymount) or **565059** (Scone), and leave a recorded message of your requirements. Prescriptions ordered before 2.00 pm will be available for collection after 4.00 pm the following day.



Please remember this service is only for patients ordering repeat prescriptions agreed with the doctor.

Results of tests and investigations

If your doctor has organised swabs, blood or urine tests to be carried out at the practice by the nurse, the results of these tests should be available within 5-7 days. You can get these results by telephoning the Practice Nurse on **575002** (Taymount) or **575052** (Scone) between 12 noon and 1.00 pm daily.



Practice staff

The Practice Manager, Mrs Agnes Ramsay, is responsible for the management of the practice and the staff. She is happy to answer any queries you may have on the practice.



We are fortunate to have conscientious, experienced reception and administration staff, who aim to provide an efficient and friendly service at all times.

Practice Nurses

We have a team of five practice nurses and three healthcare assistants. The **practice nurses** are experienced in chronic disease management, including asthma, diabetes, and coronary heart disease, health promotion, well woman, including cervical smears, and numerous treatment room tasks. These include general wound care, stitch removal, ear syringing, giving injections, dietary and lifestyle advice, travel health and immunisations. The **healthcare assistants** are ***not*** practice nurses, and will only deal with a very limited range of procedures - for example, taking blood samples, urine samples, blood pressures, heights and weights.



Appointments can be arranged with the nurses by telephoning **627117** (Taymount) or **551739** (Scone).

Health Visitors

The health visitors are based in Taymount and Scone. They are fully involved in child health surveillance and childhood immunisations, health promotion and smoking cessation clinics. They also offer practical home-based advice and support for children, parents, ante-natal and vulnerable individuals within the practice. They can be contacted by telephone on **442219**.

District Nurses

The district nurses are based in Taymount and Scone. They provide specialist nursing care to patients who are confined to home. Arrangements for this care are made by the doctor, hospital or by self-referral. The district nurses can be contacted by telephoning: **445947** (Taymount) or **575081** (Scone).

The Practice Charter

You will be treated as an individual and will be given courtesy and respect at all times. You will receive the most appropriate care, given by suitably qualified people, and no care or treatment will be given without your informed consent.

In return we would ask you to treat all doctors and staff with courtesy and respect. We would also ask that you try to follow the medical advice offered, and take any medication as advised.

If you wish the fuller version of our Practice Charter, please pick up a copy of our leaflet ***Patients' Rights and Responsibilities***.



Discrimination policy

We are committed to a policy of equality in the provision of our services and our aim is to ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race (includes colour, age, nationality, ethnic and national origins), sex, sexual orientation, marital status, disability, or of other conditions not justified in law.



Services

We carry out a full range of medical services, including chronic disease management clinics, maternity care, and minor surgery, and full details of these services are shown in the enclosed leaflet.

Baby clinics

The child health surveillance clinic is held on Tuesdays between 9.30 – 11.30 am for screening, and you will be sent an appointment for this clinic. The health visitor and doctor are available at each clinic session.



The health visitors are available for advice and immunisations at the drop-in clinic. They can be contacted by telephone on **442219** for details.

Childhood Immunisation Clinics are held in **Taymount** on Wednesdays at 9.30 to 11.30 am and in **Scone** on Fridays at 9.30 to 10.30 am.

Children's Consent to Treatment

The Age of Legal Capacity (Scotland) Act 1991 provides that a person under the age of 16 years shall have legal capacity to consent on his or her own behalf to any surgical, medical or dental procedure or treatment, including psychological or psychiatric examination where, in the opinion of an attending qualified medical practitioner, he or she is capable of understanding the nature and possible consequences of the procedure or treatment.

Perth & Scone Medical Group is committed to ensuring that a competent person of any age has the right to determine their own health care treatment without recourse to the views and wishes of their parents.

Prevention of ill health

We encourage all patients between the ages of 16-75 to attend a consultation with a nurse in the practice every 3 years. This gives us an opportunity to carry out some tests, such as a blood pressure reading, which can prevent future health problems.

We also encourage all patients aged over 75 to have a yearly checkup with a nurse in the practice. The nurse will refer you to a doctor if necessary. If you are fully housebound and unable to come to the surgery, please let us know.

Private fees

Certain services provided by your doctor, eg. ***private certificates, employment medicals, insurance claims, holiday cancellation certificates***, are not covered by the NHS, and the receptionist will advise you when a fee is payable. We ask that patients complete all the appropriate details before handing the form in to reception, and allow 7 working days before collection.

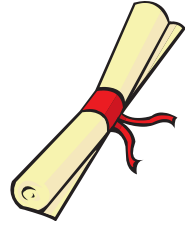
GP Registrar

We are a GP training practice, and will normally have a Registrar attached to the practice. The Registrar will have already spent a considerable time working in hospital medicine before spending a year with us to gain experience in general practice. Part of this training requires video consultation, and from time to time we may ask patients to help us with this valuable aspect of the training year. This would, of course, only be done with your written agreement. The recordings are only used for teaching and training purposes, and confidentiality will always be maintained.



Medical students

We are sometimes involved with the education and training of medical and nursing students. We would be grateful if you could accept them as part of the practice. You will always be asked if you wish the student to be present during your consultation, and we will always respect your decision.



Your medical records and confidentiality

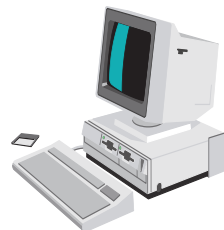
The sensitivity of patient information is well-understood within the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment. We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practicable we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you.

As a teaching/training practice there may be occasions when other healthcare professionals—such as audit/research assistants—require access to your medical records as part of approved research projects, or medical visitors who require access to ensure high standards of care are being maintained by the practice. You should be reassured that all persons who have access to your medical records are bound by the same rules of **absolute confidentiality** as members of the Primary Health Care Team.

Please ask at reception for a leaflet “**Your Medical Records and Confidentiality**”.

Computer

All our patient records are kept on computer, and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act.



Disabled persons

Our premises at Taymount and Scone have suitable access for disabled persons, and ample parking is available. Our staff are specially trained to assist any disabled person who wishes to access our services.



Comments, suggestions and complaints

The doctors and staff at Perth and Scone Medical Group strive to give our patients the highest possible standard of care, and to act quickly if problems arise.

If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns and, if necessary, conduct a full investigation.

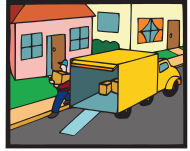


In the first instance we would ask that you contact the Practice Manager or one of the doctors, either in writing or in person, who will be only too happy to discuss the matter with you.

If you wish to make a formal complaint, please ask the receptionist for a ***Practice Complaints Leaflet***.

Change of personal details

If you change your name, address or telephone number, please notify us immediately so that we can amend your records. If you change address and move outwith the practice area, we will have to ask you to register with another practice nearer to your new home.



Practice area

A detailed map of the practice boundary is available at the surgery, and is shown below.

