

PERTH & SCONE MEDICAL GROUP

**PRACTICE
INFORMATION
BOOKLET**

Taymount Surgery, 1 Taymount Terrace, Perth PH1 1NU
Tel: 01738 627117 Fax: 01738 444713

Scone Surgery, 7 Stormont Road, Scone, Perth PH2 6RH
Tel: 01738 551739 Fax: 01738 553517

www.perthandscone.co.uk

Practice Information Booklet

WELCOME to Perth & Scone Medical Group. We hope this booklet will give you all of the information that you require about the services provided by our Primary Health Care Team. We are committed to providing high quality of care to our patients from modern, purpose built premises in Perth and Scone.

The Doctors

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| Dr David A Shackles GMC No. 3198629 | MB ChB DCCH MRCP Qualified in Edinburgh 1987 |
| Dr Leonard D Burnett GMC No. 3332074 | MB ChB BSc DRCOG MRCP Qualified in Manchester 1990 |
| Dr Ailsa M Macgregor GMC No. 4330949 | MB ChB BSc MRCP DFFP MRCP Qualified in Dundee 1996 |
| Dr Kris Wipat GMC No. 4299349 | MBBS AFRCSEd DRCOG DFFP MRCP Qualified in London 1999 |
| Dr Angela J Martin GMC No. 4640574 | FDS MBBS DFFP DRCOG MRCP Qualified in London 1999 |
| Dr Jonathan A Beveridge GMC No. 6151045 | MB ChB BSc (Hons) MRCP Qualified in Edinburgh 2007 |
| Dr Catriona McGregor GMC No. 6025096 | MB ChB MRCS(Ed) DFSRH MRCP Qualified in Aberdeen 2001 |
| Dr Alan Smith GMC number 6129752 | MC ChB MRCP Qualified in Dundee 2005 |
| GP Assistant Dr Alison M Lewis GMC No. 3584297 | MB ChB MRCP Qualified in Dundee 1992 |

New Patients

We welcome patients from within the city of Perth, the village of Scone and most of the surrounding district. Patients wishing to register with the practice will be asked to complete the required documentation and invited to attend a new patient registration appointment according to their needs.

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 based on the principles of Advanced Access, and one of the main aims of this system is to ensure that all patients will be offered an appointment with a healthcare professional within 48 hours. This means that the majority of our appointments - routine and urgent - are available to book on the day, although we also ensure that we have a number of appointments available to book in advance. Surgery sessions are held continuously throughout the day.

Further information out our appointment system can be found on our website www.perthandscone.co.uk

Telephone Consultations

There are a number of telephone consultation appointments 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 may ask for a little more information than usual when you book these appointments. This is to ensure that a telephone consultation is suitable for your complaint but also providing some information in advance can assist the clinician prior to calling you back.

Nights and Weekends

Out of hours care is provided by **NHS24** and they can be contacted by telephoning **111**

If you wish further information about NHS24 you can go on-line at www.nhs24.com

Results of Tests

If your doctor has requested swabs, blood or urine tests to be carried out by the practice nursing team, the results of these tests will then be reviewed by a GP upon returning to the practice and will normally be available for you 5-7 working days after the test has been taken. You can obtain your results by calling the reception staff after 10.00am.

X-ray results may take longer to return to the practice, sometime up to 3 weeks but can be obtained from the reception staff in the same manner.

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 your medication on the repeat prescribing system you will be issued with a computer slip giving details of your medication. **Please refer to this slip at all times to re-order your medication.**

The practice requires 48 hours to process your prescription request and would also advise that if you have a pharmacy who collects on your behalf, an additional day will be required to accommodate this as their collections normally take place in the mornings only.

Please note that you can only order prescriptions that are detailed on the right-hand side of your repeat prescription slip. If you require any other medication you will need to speak to the receptionist who will arrange to leave a message for the doctor.

There are a number of methods you can use to order your medication. We have a 24 hour voicemail service (**643454** for Taymount and **565059** for Scone) where you can leave your request. We also have online services (VOS registration is required for this method – See VOS section) and you can also hand in the re-order slip issued with your previous prescription from us, if the item you require is on your repeat list.

Vision Online Services (VOS)

Patients can now register for our online services which allow you to book GP appointments in advance and also to order repeat medication when it is due. The new system is easy to use and allows for more efficient processing at the practice end as it links directly into your medical record

If you are 16 and over and are interested in using the online ordering service, please speak to the reception staff or follow the **online services link** on our website www.perthandscone.co.uk

Practice Staff

Our Practice Manager, Mrs Lyn Williamson, is responsible for the management of the practice and the staff. She is happy to answer any queries you may have about our systems and procedures.

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 two 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 Visiting team are based at Taymount Surgery. They are involved with Child Health Surveillance and also make public health a priority. They can also offer practice home based advice and support for pre-school children focusing on breastfeeding, nutrition, dental health, accident prevention and child protection issues.

Immunisations are carried out in a central clinic by the local NHS Tayside Immunisation Team, however the health visitors can give advice about any concerns have prior to and post immunisation if necessary.

They can be contacted by phone on **01738 442219**. There is an answering service on this number if there is no-one available to take your call.

District Nurses

The District Nursing team are also based within Taymount Surgery and provide nursing care at home to patients who are strictly housebound and unable to attend the practice nursing team for their care. The District Nurses can deal with routine medical care as well as chronic disease management and palliative care needs. Community nursing care is provided 24 hours a day with the evening and overnight service responding out of daytime hours.

The District Nursing team can be contacted by phone on **01738 445947**.

Rights and Responsibilities

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.

We strongly support the NHS policy of zero tolerance. Any patient attending the surgery who abuses the doctors, staff and other patients verbally, physically, or in any threatening manner whatsoever, will risk immediate removal from the practice list.

You can download a copy of the leaflet "*Patients' Rights and Responsibilities*" from the website www.perthandscone.co.uk

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. Full details of these services are available on our website www.perthandscone.co.uk

Child Health Screening

Child Health Development Screening clinics are held weekly at Taymount Surgery and appointments for these clinics are sent out centrally by the child health office. If you receive an appointment for this that is not suitable, you may be able to re-arrange it to a more mutually agreed time by contacting the Health Visiting team on **442219**.

You can find out more about child immunisations on our website www.perthandscone.co.uk

There is an unsupervised drop in baby weighing facility at Taymount Surgery on a Monday between 10.00am and 2.00pm and again on a Friday between 10.00am and 12noon. The baby weighing scales will be available for you to use during these times. Please note however, that there is no Health Visitor present at these sessions.

Children's Consent to Treatment

Young people from the age of 16 are normally presumed to be competent to make their own decisions regarding their medical care. However, if the young person is under the age of 16 but is able to demonstrate sufficient understanding and intelligence in a situation, there is no need for the practice to obtain parental consent or consent from someone who has parental responsibility for the young person in the absence of the natural parent (e.g. court appointed guardian or carer) prior to any treatment.

Private Fees

Certain services provided by your doctor, e.g. private certificates, employment medicals, insurance claims and holiday cancellation certificates, are not covered by the NHS. The receptionist will advise you when a fee is payable for these and when any completed paperwork will be ready for collection.

If any patient has treatment carried out in a private setting, please be aware that the costs you will be charged by them will include all pre and post-operative care, including blood tests, dressings, stitch/staple removal etc.

All private hospitals should be aware that if they wish the patient's NHS GP or practice nurse to undertake any part of this private episode of care then they must first contact the practice to agree arrangements. This should happen **before** any patient is directed to the practice for treatment.

In some cases the practice will send an invoice to the private hospital for any work undertaken by the GP/practice nurse. However, costs which are not being met by the private provider must be paid directly to the practice by the patient at the point of treatment. An estimate of such costs can be provided in advance as necessary.

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.

Data Protection

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.

Our 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*".

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.

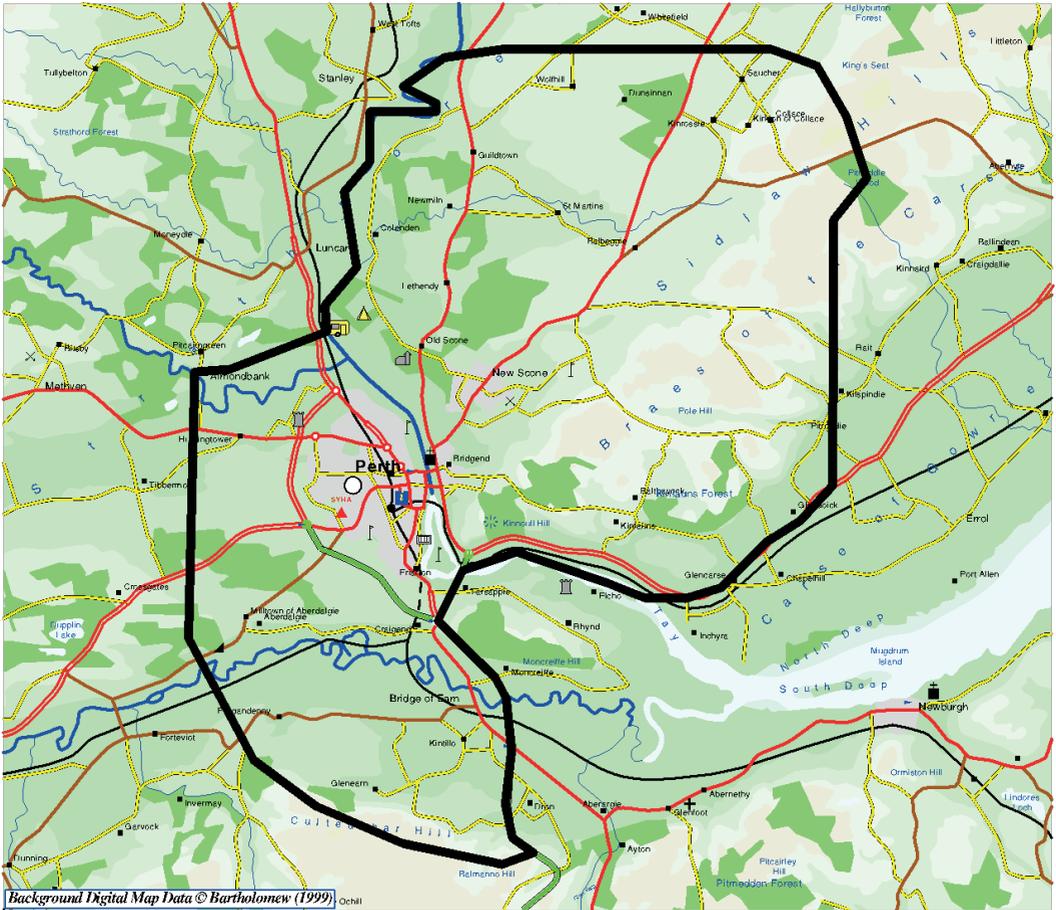
If you wish to make a formal complaint, please ask the receptionist for a *Practice Complaints Leaflet*.

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

(Updated, April 2018)



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