



Liberton Medical Group

Practice Telephone Numbers

Telephone: 664 3050

Fax : 672 1952

Prescription website
www.libertonmedical.co.uk
(prescription requests ONLY)

Out of hours Emergencies:
NHS 24: 111

Results line: 664 3050
(between 4 and 5 pm)

Health Visitors: 664 6848

District Nurses: 664 0242

We are Textphone enabled



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www.libertonmedical.co.uk



Practice Booklet

Winter 2017

LOCATION AND PRACTICE AREA

The Practice is located at 65 Liberton Gardens EH16 6JT. We cover an area from Lasswade Road, Gilmerton Dykes Street, Gilmerton Dykes Drive, Guardwell Glen, Ellen's Glen Loan, Ellen's Glen Road, Gilmerton Road, Liberton Road, Liberton Brae, minor roads by Liberton Tower Mains, Tower House and Meadowhead, Mortonhall Gate, Frogston Road East to its west end, the south to the City by-pass. Unfortunately if you are outwith this area you will not be able to register with us.

REGISTRATION

In order to register at the Practice collect the appropriate forms from Reception who will guide you through the process. We always ask for proof of both identity and residency as part of our registration process.

TELEPHONE CALLS

Please note all telephone calls to the Surgery are recorded for security and training purposes.

PATIENTS RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS:

Everyone has certain rights covered by the NHS patients charter. You have the right to:

- Receive treatment from a general practitioner
- Receive information about health services
- Have your treatment explained to you
- Refuse to be treated in front of medical students or be involved in medical trials
- Have a friend or relative with you
- Have access to an interpreter or signer
- Confidentiality
- Have access to emergency medical care
- Complain without discrimination
- Have access to contraceptive or maternity services
- Receive treatment regardless of your race, gender, age, social class, religion, sexual orientation, appearance, disability or medical condition.
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YOUR RESPONSIBILITIES:

We would expect you to:

- Be on time for appointments
- Tell the surgery if you cannot keep an appointment
- Tell your GP if you move house or change telephone number
- Use the emergency services responsibly
- Treat healthcare staff politely
- Take care with medicines
- Inform any healthcare professional of any other treatment you may be receiving or medication you may be taking that might influence your care
- Comply with your treatment to the best of your ability

then they may either be seen by ourselves for a private consultation for which a fee will be charged, or by one of the private GP services in Edinburgh. Fees for a private consultation with our Practice currently start at £60.

WEEKEND AND NIGHT COVER

If you require urgent medical advice outwith normal hours then please call NHS 24 on 111 or www.nhs24.com

ZERO TOLERANCE POLICY

We have a zero tolerance policy towards aggression at the Practice. Whilst we fully understand the fact that a visit to the Doctor may be upsetting and stressful we will not tolerate any verbal or physical aggression to any member of the Practice Team. Any such behaviour will result in the person being removed from the Practice List without further warning.

Welcome to Liberton Medical Group

This booklet is provided to assist you and give you information about the Practice and the services offered. We hope you find it helpful and a source for future reference.

THE PARTNERS

Dr. LYNNE PHILIP, 1982 Aberdeen. MBChB, MRCGP, Family Planning Certificate. On Maternity, Paediatric surveillance and Minor Surgery lists. GP Registrar accredited trainer. Joined the Practice in 1990.

Dr. JULIE CATNACH, 1986 Dundee. MBChB, DRCOG, DCH, Family Planning Certificate. On Maternity, Paediatric surveillance and Minor Surgery lists. Joined the Practice in 1994.

Dr. JILL TAYLOR, 1999 Edinburgh. MBChB, DRCOG, MRCGP. On Maternity, Paediatric surveillance and Minor Surgery lists. Joined the Practice in 2004.

Dr. JANET SHEK, 2001 Edinburgh. MBChB, MRCGP, DRCOG. Joined the Practice in 2015.

Dr. JOTHI VELUCHAMY, 1998, MB, BS, MRCGP, DRCOG. Joined the Practice in 2017.

Dr. ALANA PITCAIRN. 2003 Edinburgh. MBChB, MRCGP, DRCOG. Joined the Practice in 2017.

PRACTICE STAFF

PRACTICE MANAGER

Marina Baillie, our Practice Manager is responsible for the day to day administration of the Practice. Your views and suggestions about the service offered by the Practice would be welcomed.

RECEPTION STAFF

The staff behind the reception desk will assist you in making appointments to see your doctor, obtain repeat prescriptions and offer help and assistance at all times. It is a legal requirement that all staff in the Practice maintain confidentiality of patients' records.

GENERAL PRACTICE REGISTRAR 2017—2018

Dr. Jane Crowley

The Practice is an approved training practice and benefits greatly from the services of a Registrar who is a fully trained Practitioner with a minimum of three years post qualification experience in hospital.

PRACTICE NURSES

Elaine Andrews and **Maureen Duncan** are our Practice Nurses with whom appointments may be made through Reception. The numerous tasks they perform are: taking blood for tests, adult immunisation, registration medicals cervical smears, dressings and removal of stitches, ear syringing, Blood pressure clinics, asthma and diabetes clinics.

Ashley McKenzie is a Staff Nurse who carries out blood tests, blood pressure and flu vaccines. Ashley visits housebound patients for phlebotomy and blood pressure only.

Sylvia Chidlow is our Practice phlebotomist. She takes blood and checks blood pressure in the Surgery only.

Doctors will insert and remove Implanon, administer joint injections and administer liquid nitrogen.

STAFF ATTACHED TO THE SURGERY

THE HEALTH VISITING TEAM

Eleanor Grieve - Community Staff Nurse, **Kim McFadyen/Karen Bell** - Health Visitor
The Health Visiting Team are involved with the health care of the children and families registered at the Practice. They operate clinics, group work, courses and some open access clinics within the surgery. Newly registered patients with children aged less than 5 years should make themselves known to the team.
To access the Health Visitors telephone **664 6848**

THE DISTRICT NURSING TEAM

Alice Millar (District Nurse), **Nouzha Farboussi**, **Elaine Doherty**, **Jacqui Boyle**, **Vicki Cummings (Community Nurses)**

The District Nursing Team are responsible for looking after patients who need home care. They may be contacted on **664 0242** on weekdays and on **111** at weekends and public holidays.

MIDWIVES

The ante-natal care of pregnant women is shared by the Doctors and our Midwives. Midwives from the Royal Infirmary run an antenatal clinic on Thursday mornings at the Surgery. All attendances are by appointment, which are made by the Midwife directly 0131 672 9457.

PSYCHOLOGISTS/CPNS (Community Psychiatric Nurse)

Both the Psychologists and the CPNs from the local Mental Health Care Team hold appointments in the surgery for our patients. Again these are booked by referral from the Doctor.

TELEPHONE NUMBERS AND EMERGENCY CONTACTS

If you change your telephone number or mobile phone number please tell the surgery so we can update our records. Similarly we now record details of an emergency contact's phone number. If these details change please let us know.

TELEPHONE CALL RECORDING

All incoming and outgoing telephone calls are recorded at the surgery for training and security purposes.

TRAVEL AND HOLIDAYS

Our Practice Nurses can help you with the vaccinations you may require for a foreign holiday. Most of the vaccinations are held in the surgery and the majority are free of charge although some will incur a charge. It is advisable to come as soon as possible to get these done to ensure you are covered in time.

Yellow fever and some other vaccines are not available at the surgery, these are provided from licensed sites only and the closest one to us is the Travel Clinic at the Western General Hospital.

The NHS does not cover the cost of any anti-malarial medication and anti-malarials are not available on NHS prescription. You may get a private prescription for them from the surgery but there is a charge applied for doing so. When requesting anti-malarials we need to know where you are going and for how long. The drugs used vary according to where in the world you are travelling and most need to be started before you leave.

VISITORS AND FOREIGN NATIONALS

If you have friends or relatives staying who become ill and need to see a doctor then we usually try to accommodate them in the surgery. However there may be some occasions when we are unable to oblige and suggest that you contact a different surgery in the area for assistance.

UK citizens are entitled to NHS care within the UK and you can be seen as a "Temporary Resident" anywhere in the UK if you become unwell. Please be aware that whilst UK citizens have the right to NHS care that right does not apply to some Foreign Nationals. At times that can include the spouse and family of a person with UK residency.

People who are from the EU must have a valid EHIC card (European Health Insurance Card)

Overseas students are not always entitled to free NHS care in the UK and their entitlement depends on where they are studying, where they are from and whether they are studying full or part time. If in doubt phone or ask at reception who will be pleased to help you.

If your visitors come from a country that does not entitle them to free NHS care

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the Doctors' discretion and will normally be for patients on long term medication. In common with most Practices we will usually prescribe 56 days worth of medication (two months).

Requests for prescriptions should be made in writing to the Surgery. Usually this is by using the counterfoil from the previous prescription. This can be handed in, posted or faxed (672 1952) to the surgery.

Please allow 48 working hours before collection and make allowances for public holidays and weekends. Often the prescription will be ready before that time but we cannot guarantee this. We can arrange for your prescription to be delivered to any of the local chemists if you ask for this on your request.

Where possible please give the exact drug names when ordering. Please note that for safety reasons we are unable in any circumstances to take orders for repeat prescriptions by telephone.

Prescription requests may also be made through our website at: www.libertonmedical.co.uk. Please read the guidance on the website before using this service.

PLEASE NOTE this web address is only for prescription requests. Please do not send any other requests or correspondence to speak to the doctor via this address as it will not reach them.

RESULTS OF INVESTIGATIONS

If you have had a blood test or other investigation the GP will contact you if there is an abnormality or any other action required. If you wish to contact the Surgery for a result, please ring 664 3050 between 4pm and 5pm. Please note this is a dedicated results telephone line and is only manned between these hours.

Please also see the item on confidentiality regarding the collection of results.

STOPPING SMOKING

If you currently smoke and would like help with stopping, we can provide literature to assist you and offer referrals to the Smoking Cessation Clinics who provide specialist advice and prescribe patches and replacement therapy. Patients can also telephone 0131 537 7154 for advice.

TELEPHONE ADVICE

We can offer telephone advice and this can often save you a trip to the Surgery. Telephone the Surgery and leave your message and telephone or mobile number and the duty Doctor will call you back.

SURGERY OPENING TIMES

Monday to Friday 0800 to 1745 hrs

The Surgery is closed between 12.30 and 1.30 each day

We also have an Extended Access Surgery , which usually runs once a week from 0700 to 0800 hrs.

The Surgery is also closed on a Wednesday afternoon on the following dates for training: n/a

The Surgery will also be closed on the following Public Holidays: 25.12.17, 26.12.17, 1.1.18, 2.1.18

Emergencies outside normal hours:

In a life threatening emergency dial 999

For urgent medical advice call NHS 24 on 111

CONSULTING TIMES

Monday to Friday 0800 to 1700 – booked surgeries

Extended Access surgeries 0700 to 0800 hours - booked surgeries

All consultations in mornings and afternoons are by appointment.

APPOINTMENTS

All consultations are by appointment at the Surgery. Appointments may be made by telephoning the Surgery on **664 3050**. Routine appointments can be made in advance but many appointments are available on the day in question. We advise ringing the surgery at 8am for an "on the day" appointment.

If you cannot keep your appointment please try to inform us as soon as possible so that it may be offered to another patient.

Any patient who continually fails to attend booked appointments without giving us prior notice will be removed from our Practice list.

HOME VISITS

Home visits are at the discretion of the Doctor and are normally restricted to the frail, very ill and truly housebound people. We would usually expect ALL other patients to attend the Surgery. Please remember that several patients can be seen at the Surgery in the time it takes to do a home visit.

If you feel you require a visit please contact the Surgery before 1000 hrs. Please give the Receptionist as much information as possible to enable the Doctor to allocate priority to house calls. Home visits are always at the discretion of the Doctor.

OTHER INFORMATION A - Z

CCTV

CCTV is in operation in and around the surgery building. This is for the purpose of crime prevention and public safety and our equipment complies with the Data Protection Act.

COMPLAINTS PROCEDURE

If you have any comments to make or wish to make a complaint, please write to the Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation. Please note that we have to respect our duty of confidentiality to patients and the patient's consent will be necessary if the patient in person does not make the complaint.

We believe that it is important to deal with complaints swiftly and we will try to address your concerns, provide you with an explanation and discuss any action that may be needed. This system does not affect your right to complain to Lothian Primary Care NHS Trust. Their address is NHS Lothian, Complaints Dept. 2nd floor 2-4 Waterloo Place Edinburgh EH1 3EG. Tel: 0131 536 3370 or contact the Ombudsman on 0800 377 7330.

CONFIDENTIALITY

We take our responsibility to patient confidentiality very seriously. All our staff including the Receptionists are fully aware of this issue and would not divulge any information given to them except to the appropriate GP.

Please feel at ease when speaking to the Receptionists (for example if requesting a phone call or visit from the Doctor) that the details you give will be dealt with in strict confidence. We are able to prioritise visit requests and telephone calls more effectively if the Receptionists are given adequate information.

Similarly we cannot and will not divulge medical information on any adult or competent adolescent to anyone other than the patient themselves. This is irrespective of who is asking for the information and this includes test results.

Probably the most common cause for complaint we receive regarding test results is from parents of teenage children asking for their test results. If your child is competent legally then we are bound to keep their confidence unless they specifically give us permission to discuss their results with their parent or guardian.

As an exception if a patient has given informed written consent that they wish the Practice to share medical information with a named individual then we are able to do this.

DATA PROTECTION ACT

The Practice is registered under the Data Protection Act. The Practice complies with the Data Protection Act in the disclosure of Patient Data to Primary Care and for claims verification.

Your records are confidential to you but if you wish sight of them under the terms of the Act please contact the Practice Manager in writing.

DISABLED ACCESS

There is Disabled Access to the surgery via a ramp from the road to the surgery door, and the main door opens automatically.

FREEDOM OF INFORMATION ACT

The Practice has formally adopted the BMA publication scheme for General Practitioners in Scotland and for all information relating to practice information which is contained in this scheme please contact the Practice Manager.

NON ENGLISH SPEAKING PATIENTS

If you or a relative does not speak English or does not feel confident that they are able to come to the surgery for a consultation alone, there are a number of things that you, and we, can do to help.

If you wish, you can bring a friend or relative who can act as an interpreter. Please speak to them in advance about what the issue is but be aware that often the doctor will have to ask questions that may be of a personal nature as part of the consultation.

If there is no one available we, or you, can (with some prior notice) arrange an interpreter to be present at the consultation. The main source we use are the Edinburgh Interpreter Service who can be arranged through the Practice. This is a free service.

REGISTRATION

If you wish to register at the Practice please collect the forms from Reception who will guide you through the process.

As part of our registration process we always ask for proof of identity and residency in all patients. Suitable identification includes a passport and a recent utility bill, driving licence etc.

Please be aware that as part of a Scottish Office initiative to allow for services development we are asked to collect data on ethnic background on all our patients.

Please take careful note of the area that the Practice covers. If you move out of his area you will have to register at a Practice nearer your home.