

USEFUL TELEPHONE NUMBERS

Gartnavel General Hospital	0141 211 3000
Gartnavel Royal Hospital	0141 211 3600
Glasgow Royal Infirmary	0141 211 4000
Queen Elizabeth University Hospital	0141 201 1100
Stobhill Hospital	0141 201 3000
West Ambulatory Care Hospital Glasgow	0141 211 2000
Sick Children's Hospital at QEUH	0141 201 0000
Practitioner Services Department, Glasgow Registrations	0141 300 1300
Kirkintilloch Integrated Health and Social Care	0141 232 8200 And 0141 304 7400
East Dunbartonshire Social Work Department	0141 355 2200
NHS Inform	0800 22 44 88
NHS 24	111
Milngavie Clinic	0141 232 4800
Milngavie Police Station	101 and ask for Milngavie Police Office

Greater Glasgow and Clyde NHS Board
NHS Greater Glasgow and Clyde Corporate HQ
J B Russell House
Gartnavel Royal Hospital Campus
1055 Great Western Road
GLASGOW
G12 0XH

Telephone: 0141 201 4500

Reviewed and updated April 2017

The Terrace Medical Practice

160 Drymen Road, Bearsden G61 3RD



Appointments, house calls and enquiries: 0141 942 6644

Repeat prescriptions: 0141 942 7540

Fax: 0141 942 2210

www.terracemedicalpractice.co.uk



Welcome to The Terrace Medical Practice

GP s

Dr Robert D Levy (male)

MB ChB (Glasgow 1981) DRCOG MRCP

GMC numbers

2554587

Dr Brian W Ritchie (male)

MB ChB (Glasgow 1980) MRCP

2547428

Dr Rona H Wotherspoon (female)

MB ChB (Glasgow 1997) DRCOG MRCP

4411970

Dr Lindsey J Rowland (female)

MA MB BChir MRCP

4261151

PRACTICE NURSES

Sister Carol Levy

RGN RSCN Diabetes Dip, Nurse Prescriber.

Sister Brenda McLaren

RGN Asthma Dip COPD Dip BSc Professional
Development Health Studies, Nurse Prescriber,
trained in management of minor illness.

Our Practice Nurses work with the Doctors undertaking investigations and treatments and are trained in health education, well woman, disease prevention and management of chronic illness such as asthma and diabetes. Both practice nurses are Nurse Prescribers and can issue prescriptions for minor illness.

HEALTH CARE ASSISTANT

Samantha McPhail

Our Health Care Assistant is also one of our Reception Team and has been fully trained in areas of taking blood, measuring blood pressure, height and weight, checking urine samples and other health related procedures.

ADMINISTRATION STAFF

PRACTICE MANAGER

Margaret Knox

SECRETARY

Mary Doherty

ADMIN

Jan Watson

RECEPTION STAFF

RECEPTION SUPERVISOR

Margaret Mary McElroy is our Reception Supervisor

RECEPTION STAFF

Our Reception Team comprises Samantha McPhail, Alison Mullen, Caroline Murray and Linda Rae. They will offer you every help and assistance.

CCTV cameras are in operation in the reception area.

The practice has installed a patient operated self check-in system.

SUGGESTIONS AND COMPLAINTS

The Practice welcomes feedback on how we are performing and if you feel there is anything we can do better to improve our service, please contact the Practice Manager.

If you are unhappy about any service you have received in the Practice, please let us know as soon as possible. We hope to be able to resolve any issue quickly and easily.

The practice operate a Complaints Procedure which is in line with the NHS system for dealing with complaints.

A copy of our Practice Complaints Procedure is available from reception.

DATA PROTECTION

The Practice is registered on the Data Protection Register. All the personal health information held by the Practice is treated with the strictest confidence in compliance with the Data Protection Act 1998. The Data Protection Act 1998 also gives you the right to access the health information we hold about you. All requests should be made in writing to the practice. Please ask at Reception for an information leaflet.

CONFIDENTIALITY—YOUR PERSONAL HEALTH INFORMATION

The practice stores the medical information recorded by all health care professionals involved in your care both in paper form and electronically, whether they are NHS based or from outside agencies. We keep this information and your details only as long as is necessary.

Everyone working for the NHS has a legal duty to keep information about you confidential. Further information on this can be found at www.show.scot.nhs.uk/confidentiality. A copy of our Practice confidentiality statement is available from Reception or on our website.

FREEDOM OF INFORMATION—PUBLICATION SCHEME 2002

The Freedom of Information Act (Scotland) 2002 obliges the practice to produce a Publication Scheme.

A Publication is a guide to the classes of information the Practice intends to routinely make available. This scheme is available from reception.

VISIT OUR WEBSITE

www.terracemedicalpractice.co.uk

The surgery's website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourites folder today.

The Practice Booklet is reviewed and updated annually.

CARDIOVASCULAR CLINIC

Clinics are managed by both our Practice Nurses to monitor patients who have had a stroke or heart disease. Patients are invited to attend on an annual basis.

DIABETIC CLINIC

There is a Diabetic Clinic held at The Practice every Thursday morning.

NON-NHS SERVICES

There will be a charge for Non-NHS services provided by any of the Doctors. This includes passport applications, private sick notes, private prescriptions, holiday cancellation forms and medical forms. A price list is on display in Reception. Payment is by cheque or cash as we do not have card payment facilities.

STUDENT TEACHING

The Practice is involved in the undergraduate teaching of medical students which includes observation consultations. You will always be informed beforehand and asked for your consent.

ZERO TOLERANCE

We strongly support NHS policy on zero tolerance towards violent or aggressive patients. Any person attending the surgery who abuses the GPs, staff or other patients either verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list.

PATIENTS RIGHTS AND RESPONSIBILITIES

The Patient Rights (Scotland) Act 2011 is in place to ensure that all patients receive good patient care every day. This is regardless of whether services are carried out by NHS staff or independent contractors which includes GP Practices. A copy of the Patient Rights (Scotland) Act 2011 booklet can be obtained from our Practice Manager which gives full details on what patients can expect from their Health Services.

Our patients can expect a professional, courteous and confidential service at all times.

Please try to arrive punctually for your appointments - you may be asked to re-appoint if you are more than 10 minutes late. Some patients require more than the allocated time and we ask for your understanding if this occurs. Routine appointments are 10 minutes and are for one person only and generally one problem only. If you have multiple problems and think that you will need more than 10 minutes, please inform the Receptionist when you are making the appointment.

If you have been kept waiting more than 20 minutes after your appointment time, please inform Reception staff. On arrival, if the Clinician is running late then the Reception staff will inform the patient that there is a delay and how long it is likely to be.

We ask you to inform us if there is any change in your personal details, i.e. name, address and telephone number, to enable us to keep our records up to date. Forms are provided at reception for any change of details.

ATTACHED HEALTH CARE PROFESSIONAL STAFF

A Dietician attends the Practice on the 2nd Wednesday of the month.

DISTRICT NURSES

Gillian Buchan	SEN RGN HN dip
Kirsten Fullerton	BN
Brittany Grier	BN

The District Nurses provide nursing treatment and advice to the housebound and those recently discharged from hospital. They can be contacted by telephoning:

0141 232 4817 8.30am—4.30pm Monday—Friday

HEALTH VISITOR

The Health Visitor is able to provide information, advice and support to families of young children. She can be contacted by telephone **0141 232 4820**.

MATERNITY

Once your pregnancy has been confirmed, please contact the Midwife on 0141 232 4005 to arrange your first appointment.

OTHER MEMBERS OF THE HEALTH CARE TEAM

The Community Psychiatric Nurses offer help in the community to patients with mental health problems.

OPENING HOURS

The surgery premises are open Monday to Friday 8.30am to 6.00pm. In addition the practice offers GP and Practice Nurse appointments on a Monday evening until 7pm. The surgery is closed between 1.00 and 2.00pm on a Friday for Staff Training.

PRACTICE AREA

Our Practice covers Bearsden postcode area **G61 3**** and **G61 4**** only.

HOW TO REGISTER AS A PATIENT

To register as a patient at the Practice, you may call in to reception at your convenience. An Application to Register Permanently with a General Medical Practice (GPR) form, a new Patient Medical History Questionnaire, and a New Patient Ethnicity Form must be completed and signed for all family members. You are also required to bring proof of identification in the form of a Medical Card, Birth Certificate or Passport.

Newly registered patients are invited to make an appointment to see our Practice Nurses or our Health Care Assistant for a basic health check which includes blood pressure, height, weight and urine checks.

FACILITIES FOR PEOPLE WITH DISABILITIES

We have an access ramp at the front door and toilet facilities. A portable induction loop system is available upon request. We endeavour to minimise any difficulty that may be encountered in using our services.

CONSULTING TIMES

Consultations are by appointment only. Appointment times are between:

Monday 8.30-11.10am and 3.30—7pm
Tuesday 8.30-11.00am and 3.30—5.20pm
Wednesday 8.30-11.20am and 3.30—5.50pm
Thursday 8.30am-1.00pm and 3.50—5.50pm
Friday 8.30-11.20am and 3.30—5.30pm

The normal consultation time per appointment is 10 minutes. Some appointments may require a double appointment, therefore please assist the Receptionist if she asks the nature of your appointment. Patients are able to consult with any of the Doctors in the Practice. Non-urgent appointments will normally be given within two working days with any Doctor. Routine appointments with a specific Doctor may not always be possible on the day. Urgent appointments will be dealt with on the same day by the Doctor on Call. *You are now able to book appointments online , please ask the receptionist for details.*

HOME VISITS

If you need a home visit, please telephone 0141 942 6644 before 9.30am. Home visits are for those who are housebound or too ill to go out. Home visits are made at the clinical discretion of the Doctor.

NIGHT AND WEEKEND EMERGENCY SERVICE

If you require EMERGENCY medical attention when the practice is closed please dial 999. If you require URGENT medical attention, please dial NHS 24 free number 111. The NHS 24 web address is www.nhs24.com.

TELEPHONE CONSULTATIONS

The Doctors are available for telephone consultations daily. Please ask the Receptionist who will advise you when to phone.

REPEAT PRESCRIPTIONS

You can now order your Repeat Prescriptions using EMIS Access. Please ask the Receptionist for details on how to register for this service.

Repeat prescriptions can be re-ordered using the repeat prescription telephone number **0141 942 7540**, **The prescription telephone line will be switched off from 5pm every Friday evening and will be switched back on Monday morning at 8.30am, you will not be able to order repeat medication over the weekend.** You can also order by ticking medication required on right hand side of prescription and posting the slip in the prescription box located in the reception hallway. You may also hand your request to the Receptionist or post your request to the Practice. Should you wish your prescription to be posted back to you, please provide a supply of stamped addressed envelopes at the time of ordering. Your prescription can be collected by a local pharmacist of your choice and you should advise this at the time of ordering. Please note that two working days are required to process your prescription from the time it is requested.

All patients on repeat prescriptions must be seen annually by the doctor.

PHONING FOR TEST RESULTS

Results are available by telephoning 0141 942 6644 and selecting option 2, between 12 noon and 3.00pm Monday to Thursday and 12 noon and 1.00pm then 2.00pm and 3.00pm on Friday. Please allow 5 working days before phoning for results. The practice will contact you before this if any further action is required.

MEDICAL/SICKNESS CERTIFICATES

If you are absent from work for less than seven working days you may self certify. Forms are obtainable either from your employer or from the Receptionist. If you are absent from work for seven days or more you will need to speak to the doctor to be issued with a fit note.

NHS SERVICES AVAILABLE TO PATIENTS

All GP Practices are contracted to provide “essential medical health services” to patients.

Other services and clinics available to patients include:

CERVICAL SMEARS

From 6th June 2016 the eligible age range for cervical screening and frequency of screening changed in Scotland. The eligible range is now 25-64years and up to 70 for women on non-routine follow-up. Women aged 25-49 will be called routinely every three years and those aged 50 and over will be called every five years. Women already in the screening programme under the age of 25 will continue to be included in the eligible cohort for screening. Unless clinically indicated, women who have been called by SCCRS for screening should have a test taken.

BREAST SCREENING

We participate in the National Breast Screening Programme. All female patients between the ages of 50 and 70 are offered mammography every three years.

FAMILY PLANNING ADVICE

Family planning advice is available from any of the doctors.

MATERNITY

Once your pregnancy has been confirmed, please contact the Midwife on 0141 232 4005 to arrange your first appointment.

ANTENATAL CLINIC

This is run by a Community Midwife at the Milngavie Clinic

CHILD DEVELOPMENT CLINIC

These clinics are held monthly in conjunction with the Health Visitor. Appointments are sent by post.

TRAVEL IMMUNISATIONS

With effect from 1st March 2017 we will no longer be able to provide non NHS vaccines but will continue to provide the following NHS vaccines:- Diphtheria/Polio/Tetanus-combined injection. Hepatitis A, Typhoid. Only these NHS vaccines will be administered in the surgery. Please complete a Travel Health Questionnaire at least 6-8 weeks before you intend to travel in order to plan vaccination schedules. You can now download and print a copy of the Travel Health Questionnaire from our website.

SMOKING CESSATION ADVICE

Smoking Cessation advice and help is available from any of the Doctors, Practice Nurses or Health Care Assistant and the local pharmacies. You can also self-refer to East Dunbartonshire Smoke Free Team by telephoning 0141 355 2327.

OTHER ENHANCED SERVICES PROVIDED

CHILDHOOD IMMUNISATIONS

Immunisation clinics are held at the Practice. The clinics are organised according to the formal Health Board recall system. Appointments are sent by post.

INFLUENZA IMMUNISATIONS

We hold an annual flu immunisation programme to protect all patients over 65 and those clinically at risk. Letters are sent to patients advising them of the open clinic times.

MULTIPLE SCLEROSIS ANNUAL REVIEWS

Patients are invited to an annual review at the surgery. This is managed by an MS Support Worker from Greater Glasgow and Clyde Health Board.