

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 4444

Reviewed and updated August 2021

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

	GMC numbers
Dr Robert D Levy (male) MB ChB (Glasgow 1981) DRCOG MRCP	2554587
Dr Rona H Wotherspoon (female) MB ChB (Glasgow 1997) DRCOG MRCP	4411970
Dr Lindsey J Rowland (female) MA MB BChir MRCP	4261151
Dr Rachael Comfort (female) BSc (Hons) MBChB MRCP	7020182
Dr Stella McKay-Wood (female) BSc (Hons) MBChB MRCP	7277469
Dr Amanda Innes (female) MBChB MRCP (2015)	6167715

PRACTICE NURSES

Sister Helen Rose	Advance Nurse Practitioner
Nurse Susan Glynn-Williams	RGN, OHN, FTM
Nurse Yvonne Dominick	Diploma HE Adult Nursing (RGN) BSc Nursing Studies

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.

HEALTH CARE ASSISTANT

Caroline Murray

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

ADMINISTRATION STAFF

PRACTICE MANAGER

Aileen Malley

MEDICAL SECRETARY

Arfana Akhtar

RECEPTION STAFF

Our Reception Team comprises of Adeline Cassidy (Reception Supervisor), Alison Mullen, Caroline Murray (HCA), Linda Rae, Joyce Thomson, Sharyn Paterson, Cecilia Hunter, Beverley Giles.

They will offer you every help and assistance.

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 AND YOUR HEALTH CARE INFORMATION

GDPR (GENERAL DATA PROTECTION REGULATIONS) will replace the existing data protection legislation including the UK Data Protection Act 1998. Further information will be made available in due course.

FREEDOM OF INFORMATION

The Freedom of Information Act (Scotland) 2002 gives people new rights to access information.

A person who requests information from a Scottish public authority which holds it, is entitled to be given it by the authority, section 1 (1) Freedom of Information (Scotland) Act 2002. Any person or organisation can make a request for information which is not already detailed in our Publication Scheme.

A request for information must be in writing and made to the Practice Manager. The applicant must give their name and an address for the reply. They do not need to say what they want the information for.

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 as an when required.

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. Due to the COVID-19 outbreak, these are currently done via telephone consultation with a GP.

NON-NHS SERVICES

There will be a charge for Non-NHS services provided by any of the Doctors. This includes private sick notes, private prescriptions, holiday cancellation forms and medical forms. Payment is by cheque or cash as we do not have card payment facilities. Please refer to our Practice Website for further information on Non-NHS services and why GPs charge for these services.

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.

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.

If you have been kept waiting more than 20 minutes after your appointment time, please inform Reception staff.

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

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

Victoria Gray	SCPHN
Kirsten Todd	SCPHN

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

MATERNITY

Once your pregnancy has been confirmed, please contact the Midwife on 0141 347 8422 to arrange your first appointment.

OPENING HOURS

The surgery premises are open Monday to Friday 8.30am to 6.00pm. The surgery is closed between 1pm—2pm Monday to Friday for lunch hour.

PRACTICE BOUNDARY AREA

Our Practice Boundary 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. In view of the current COVID-19 outbreak, all registration forms can be handed into reception staff without making appointments with our Practice Nurse or Health Care Assistant. Please make sure all parts of the registration forms and medical questionnaires are filled in correctly. We currently do not need to see proof of identification.

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 8.30-12.20am and 1.30-5.20pm
Tuesday 8.30-10.30am and 2-5.20pm
Wednesday 8.30-10.30am and 2-5.20pm
Thursday 8.30-10.30am and 3-5.50pm
Friday 8.30-10.30am and 3-5.20pm

In view of the current Covid-19 outbreak, all appointments will now be via **telephone/video consultations only**. Please call the surgery from 8.30am to book a telephone appointment. The receptionists will ask some standardised questions as instructed by the doctors to ensure you speak or see the most appropriate person at the most appropriate time. Following your telephone/video consultation, the doctor may invite you (if appropriate) to be examined at the Practice. Please **do not attend the Practice** and wait for an appointment without being advised to do so by a clinician otherwise you will just be sent home. Also, please **do not** hand in any specimen samples or e-mail the practice without speaking to reception staff first.

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.

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 through our door. You may also 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 have a medication review annually by the doctor.

PHONING FOR TEST RESULTS

Results are available by telephoning 0141 942 6644 and selecting option 2, between 12 noon and 1.00pm and between 2 pm and 3 pm, Monday to 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 our practice website. 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 25-64 years 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 347 8422** to arrange your first appointment.

CHILD DEVELOPMENT CLINIC

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

CHILDHOOD IMMUNISATIONS

With effect from 18th June 2018 child immunisation clinics will be held at Milngavie Clinic. The clinics are organised according to the formal Health Board recall system. 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

INFLUENZA IMMUNISATIONS

The NHS will hold an annual flu immunisation programme to protect all patients over 65 and those clinically at risk. Letters are sent from a central office to patients advising them of when and where their appointments will be.

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.