2 Victoria Circus
GLASGOW
G12 9LD
www.northcotesurgery.com

Telephone: 0141 339 3211
Fax: 0141 357 4480
Welcome To The Practice
Northcote Practice opened in October 1994 by Dr Harry Leslie.
  *The partnership holds a General Medical Services (GMS) contract with Greater Glasgow NHS Board (GGNHSB)
  Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ.
  Tel: 0141 201 4444
  Details of the contract are available from our Practice Manager, Mr Patrick Clarke
  *Our surgery is accessible to disabled patients.

Doctors
Dr Siobhan Walsh  Full Time - MBChB DRCOG DCCH FP Cert  
(First floor)  Diploma in Diabetes. 1983 Glasgow
Dr Peter Dawes  Full Time - MBChB MRCGP 1986 Dundee  
(Ground floor)  
Dr Marni Willens  Full Time - MBChB MRCGP DRCOG 1990  
(Ground floor)  Glasgow
Dr Douglas Hamilton  Full Time - MBChB, MRCGP, DGM 2003  
(First floor)  Aberdeen
Dr Zoë Haslett  Full Time - MBChB MRCGP DRCOG DFSRH  
(First floor)  Bsc (Med Sci) Hons  2003 Glasgow
Dr Sarita Vaidya  Part Time - MBBS, MRCGP DRCOG 2003  
(First floor)  Glasgow

Practice Staff
Practice Manager  Patrick Clarke
Office Manager/Health Care Assistant  Allison Montgomery
Medical Secretary  Nicola Walker
GMS Contract Officer  Sandra McLean
Receptionist/ Health Care Assistant  Seonaid Robertson
Receptionist  Julie Campbell
Receptionist  Natalie Dobson
Receptionist  Elizabeth Feehan
Receptionist  Katie Power
Receptionist  Corinne Clark
Receptionist  Jennifer McConnell
Receptionist  Susie Smart
Receptionist  Holly Greggan
Receptionist  Lucy McLennan
Practice Nurses

Liz Burns  BA Nursing Specialist Practitioner, RGN, Diploma Advance Nursing, Certificate in Family Planning, Certificate in Diabetes, Certificate in Audit Skills, Certificate in Minor Illness, Nurse Prescriber

Amanda Gaddi  RGN

Lynn Prior  BN, RGN

Sandra Feeney  RGN, BSc

Seonaid Robertson  Health Care Assistant

Allison Montgomery  Health Care Assistant

Liz is our Clinical Nurse Leader and along with the nursing team she is responsible for health promotion, contraceptive advice, chronic disease management, treatment room services, new patient registration, travel and minor illness clinics. The practice nurse team can also offer advice on many other health related issues and routine procedures.

The practice nurse team are also available for advice over the telephone on 0141 339 3211.

Health Visitors

Kate Sutherland  RGN, RM, HV, Nurse Prescriber

Pauline Kyle  RGN, Dip Midwifery, BSc, Grad Dip in Specialist Community Public Health Nursing

Lisa Besnier  RGN, BSc

Kate, Pauline & Lisa offer health advice and support mainly to families with young children. This includes help with parenting and behaviour management and also support to women with postnatal depression. They see children for development checks and immunisation at the GP surgery by appointment.
**District Nurses**

Jan Ross  
BSc, RM, RN, Diploma in District Nursing

Ruth Cameron  
BSc (Hons) Biochemistry, HND (Adult Nursing), RN

Fiona McNiven  
RGN

The district nursing team carry out nursing care for the patient at home. Please telephone them on 0141 337 6385 at either 8.30am & 2.30pm. Out of hours 0141 531 8739

**Students**

Medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance, and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in anyway.

**RCGP Training**

We are a recognised training practice for trainee doctors (registrars) to work with us for a period of 6 or 12 months. At some point we may seek your consent to video your consultation. The videos are used by doctors training to be a GP to review their consultations with their trainers. The video/digital recording is ONLY of you and the doctor talking together. Intimate examinations will not be recorded and the camera will be switched off on request.

All video/digital recordings are carried out according to guidelines issued by the General Medical Council, and will be stored securely in line with the practice guidelines. They will be deleted within one year of the recording taking place.

You do not have to agree to your consultation being recorded. If you want the camera turned off, please advise the doctor – this is not a problem, and will not affect your consultation in any way.

Dr Willens and Dr Walsh are our official trainers who teach and guide the registrars to become fully fledged general practitioners after their placement with us.
Services Available from The Practice

All GP practices are contracted to provide “essential services”, that is, basic treatment of ill people. We also provide the following “additional services”:

- Child health surveillance services, together with the Health Visiting Team
- Contraceptive services
- Cervical Smears
- Maternity services in the antenatal and postnatal period, together with the midwives from The Southern General Maternity and The Princess Royal Maternity.
- Immunisation for adults in relation to travel. (*Please note that not all travel immunisations are available on the NHS*).
- Freezing of warts and other small skin lesions

We also hold contracts with GGNHSB for the following “enhanced services”:

- An annual flu immunisation programme to protect the elderly and patient’s “at risk”.
- Regular monitoring by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems.
- Annual comprehensive reviews for patients with heart disease.
- Annual comprehensive reviews for patients with Stroke/TIA
- Annual comprehensive reviews for patients with Multiple Sclerosis
- Annual comprehensive review for patients with diabetes; this includes appointments with the dietician and podiatrist.
- Quality Information Preparation of patient’s medical notes.
- Childhood Vaccination & Immunisation, together with the Health Visiting Team.
- Minor surgery to include specialist injections.
- Contraception Implants
- A methadone substitution programme for patients with drug abuse problems.
- Extended opening hours. (Please check with Surgery for hours.)

Times of Clinics and appointments are available on enquiry.
**GP Contract**

The contract held between each general practice and its local NHS Board provides comprehensive information on services provided by a practice.

Detailed information about this process is set out in the UK document ‘Investing in General Practice: the new GMS contract 2003’, which is jointly published by the BMA and the NHS Confederation.

Additional information pertaining specifically to Scotland can be found in the Scottish Annex to the new GMS contract.

Both documents are available on the BMA website [www.bma.org.uk](http://www.bma.org.uk)  
Scottish Executive Health Department’s website [www.sehd.scot.nhs.uk](http://www.sehd.scot.nhs.uk)
may not be seen.

**Travel Clinic**

We have a Travel Clinic on a Tuesday and Friday afternoon, Times of Clinics and appointments are available on enquiry.

You should contact the surgery 6 weeks prior to your trip or as soon as you make a booking to obtain a pre-travel questionnaire form, which should be returned to the surgery completed. The travel questionnaire can be obtained at the surgery or submitted online at the surgery website. You will then be contacted by a nurse for a telephone consultation to establish any vaccines required, and to make an appointment if necessary.

Only certain vaccines are available on the NHS, these include:
- **Tetanus/Diptheria/Polio**
- **Hepatitis A**
- **Typhoid**
- **Cholera**

We normally have these in stock in the surgery.

Any vaccines outwith the above, or in the event of a last minute traveller, you must contact a private travel clinic. Please see the back page of the booklet for contact details.

We are also a Yellow Fever Centre. The charge at the time of printing is £55.00, which can be paid by cash or cheque at the time of injection.

If malaria tablets are needed, these can be bought from the chemist. Alternatively a private prescription will be issued at the Travel Clinic.

**All cheques should be made payable to: Northcote Surgery**

**Non – NHS Services**

Unfortunately, not all services are available on the NHS; this includes letters of support, claim forms, medical examinations for employers, private sicklines etc. Please see notice at reception for full details. For any such service this will be deemed as private and a charge will apply.

Unfortunately due to the GP & Administration time involved, if you do not collect your letter/document you will still be charged.
**Appointment System**

The surgery offers appointments ranging from 8:00am to 5:30pm.

In order to help, the surgery operates four categories of appointments:

**Routine appointments** are for problems that can wait until the next available appointment with the doctor of your choice.

**Telephone consultations** (five minutes) are available for telephone advice with a GP. These appointments are for problems that a GP can deal with over the phone only.

**48 hour appointments** are for conditions that cannot wait more than 48 hours to be seen by a doctor in your opinion. The appointment offered will not necessarily be with the doctor of your choice.

**Emergency (same day) appointments** are for conditions that need to be attended by a doctor the same day and will be added to the end of a doctor’s fully booked surgery. The appointment offered will not necessarily be with the doctor of your choice. If you require an emergency appointment you will be asked to leave a contact number and the GP on duty will call back. **Please phone as early as possible in the morning**

In addition to the above the practice offers **Minor Illness appointments** with Sister Burns to Patients over the age of 16 who are not Pregnant.

If you have not been seen at the surgery for three years (or one year for those over 75), you can request a check up appointment if you wish.

**Interpreters**
We do have access to an Interpreter Service. Please state at the time of booking if required.

**Access for Disabled Patients**
The practice is situated on two levels and wherever possible we would endeavour to accommodate patients unable to negotiate the stairs, depending on room availability.
**Home Visits**

If possible please try to telephone before 10am. A doctor or nurse may phone you back, as it may be that your problem can be dealt with by giving telephone advice, or that it would be more appropriate to send a nurse, or arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

**Please remember that a doctor can see 5 patients in the surgery in the time it takes to see one patient at home.**

**Chaperone**
If you require an intimate physical examination and you would like a chaperone, please state this when booking your appointment.

**Cancelling Appointments**
You should give as much notice as possible when cancelling an appointment (Minimum 60 minutes.)

**Online Appointments**
You can manage your appointments online using our new system Emis Access. This system allows you to book/cancel routine GP appointments up to two weeks in advance. For details please ask at reception or visit our website.
Registration

In order to register with the practice you must be intending to live in the area for longer than 3 months, from your registration date and live the postal districts of either:

G3 - 6-9    G11 - 0,5-7,9    G12 - 0,4,6-9    G13 - 0-5,9    G14 - 0,9
G15 - 6-8    G20 - 0,4,6-9    G61 - 1-4    G62 - 6-8

You will be required to provide proof of address and photographic identity.

A registration medical appointment will be made with either the Health Care Assistant or one of the Practice Nurses. Depending on your age you will be asked to complete a registration form and new patient information sheet.

Please bring these forms along with a urine sample to your registration appointment. Please arrive **10-15 minutes early** to complete these forms and provide the necessary identity. In the event that you are late for your appointment or the forms are not completed by your appointment time you may need to wait to be seen/reschedule your appointment.

In the event that you cannot attend your appointment for Registration and fail to cancel your appointment you may not be able to register at the Practice.

**Surgery Hours**

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<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>8:00am to 12.30pm</td>
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<tr>
<td>Tuesday</td>
<td>8:00am to 12.30pm</td>
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<td>Wednesday</td>
<td>8:00am to 12.30pm</td>
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<td>Thursday</td>
<td>8:00am to 12.30pm</td>
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<tr>
<td>Friday</td>
<td>8:00am to 12.30pm</td>
<td>1:30pm to 6:00pm</td>
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Staff meetings/training normally takes place on the last Tuesday of the month. For further details please check with reception or on the website. Details of public holidays can also be obtained here.

**Please note that during lunch you will still be able to phone into the surgery.**
Repeat Prescriptions

If the doctor decides that you do not need to be seen each time you require your prescription renewed, you will be given a tear off slip with a list of your medication.

To order a repeat prescription you can:

- You can call any time during opening hours on the practice number (339 3211) and leave a message on the Prescription Answering Service. Please speak clearly giving your name, date of birth, items required, and, if applicable, the name of the chemist you wish to collect it (this needs prior arrangement with your chosen pharmacy).
- Complete the tear off slip of your medication and post in your request.
- Alternatively you could insert it into the "post box" at the surgery. If you wish your request could be accompanied by a stamped addressed envelope and your prescription will be posted directly to you.
- Alternatively you can arrange for your regular chemist to order and collect your prescription for you.

**All regular prescriptions can be collected the next working day after 3:00pm**

If you order an item that is not on repeat please contact the practice the following day to make sure that it has been approved and is ready for collection.

**Important**

Telephoning of prescriptions through to a chemist is only in an emergency case.

If the chemist does not attend the practice to collect prescriptions you will be liable for the cost of postage.

Please ensure that you order your prescription in plenty of time so that you do not run out
Out of Hours Cover

If you require medical advice or require to be seen outwith surgery hours please phone:

NHS 24 111
www.nhs24.com

The receptionist at the emergency call centre will either:

1. Arrange advice from a doctor or nurse
2. Invite you to attend the centre to be seen by the doctor.
3. Arrange a home visit if you are too ill to visit the centre.

Patient transport services are available for those who do not have their own transportation.

Out of hours cover is now the responsibility of GGNHSB. Further advice and information can also be obtained from NHS 24 by either telephone on 0141 616 6211 or by accessing their website on www.nhs24.com.
Information Sharing

The practice complies with Data Protection and Access to Medical Records Legislation.

Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.
- Medical reports e.g. insurance companies. This requires your consent.

Anonymous patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Suggestions or Complaints
We make every effort to give the best service possible to everyone who attends our practice. However, we’re aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably, as possible. All complaints should be put in writing and addressed to either Mr Patrick Clarke, Practice Manager or one of the partners. Further written information is available on the complaints procedure from reception.

Access to Doctors/Nurses
In keeping with Government guidelines we are working towards an appointment system that allows access to a doctor or a nurse within 48hrs. Given our current staffing levels we are not always able to meet this, particularly at times of high demand. However, we guarantee to see anyone the same day if the patient considers this to be an emergency.
Rights and Responsibility
Enclosed in this leaflet is a copy of the Practice Charter.

In the event of a patient being violent or threateningly abusive to staff or other people in the surgery, we will call the police and will ask the Health Board to remove you from our list.

PRACTICE CHARTER
Northcote Practice is committed to ensuring a high standard of care and service to you and your family. Help us to help you.

Patients have a right to be treated courteously
Patients have a right to absolute confidentiality
Doctors and Nurses will begin surgeries at appointed times: any delay will be due to medical necessity. Patients should normally be seen within 20 minutes of their appointment time. If you are kept waiting any longer than 20 minutes, you should enquire at reception as to the nature of the delay.
We will try to involve you in your treatment and will always try to explain what is wrong with you and what we propose to do about it, in a way you can easily understand.
We will try to help you get the best possible care from the rest of the health service.
All complaints will be thoroughly investigated and dealt with in an amicable manner.

With these rights come responsibilities, and for the patients this means:
We ask that patients treat the staff & doctors with courtesy and respect. Bear in mind that reception staff has a very difficult job to do, juggling with limited resources and without detailed medical knowledge. They are trying to do their best for you.
Please leave a detailed message if you require a member of the team to contact you.
It is important that you understand any treatment that has been prescribed, please ask if you have any doubts.
To attend appointments on time or to give the practice adequate notice of cancellation so another patient can be seen.
Patients should make every effort to consult at the surgery to make best use of nursing & medical time—home visits should be medically justifiable and not requested for social convenience.
Please try to arrive on time for your appointment, let the practice know if you are going to be late. If your delay is excessive it is possible that you
We expect that patients will understand that appointments are for one person only. Additional appointments should be made for more than one person.
Requests for help and advice for non-urgent matters should be made during surgery hours.
Patients are responsible for their own health and the health of their children and should co-operate with the practice in endeavouring to keep themselves healthy. We give you professional help and advice—please act on it!
Home visits should only be requested for patients who are seriously ill or housebound. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well equipped surgery or hospital.
Leaflets

Leaflets and other written information about various illnesses and conditions are available on display and from the GP’s and practice nurses.

**Violent Threatening And/Or Abusive Behaviour Towards Staff**

This Practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing/ swearing, physical contact and aggressive gestures.

No abuse of staff is acceptable whether verbal or physical. All abuse will be reported to the Practice Manager who will keep a log of incidents.

All physical abuse of any of our staff by patients is reported to the police.

The patient will be removed immediately from our list. There is a special GP practice in the city to which violent patients will be referred.
Self Treatment of Common Illnesses and Accidents

Burns
Apply large quantities of cold water to the affected area as soon as possible and maintain until the pain subsides. This may take as long as 15 minutes.
If the skin is broken or blistered, apply a loose dry dressing.

Diarrhoea
With adults diarrhoea is usually caused by a viral infection. Drink plenty of water and consult your doctor if the symptoms persist for more than 2 to 3 days.

*Diarrhoea in very young children and babies needs careful attention. Please consult your doctor.*

Chickenpox
On the first day, a rash appears as small red patches 3-4mm across. Within a few hours of this developing small blisters appear in the centre of these patches. During the next 3 to 4 days further patches will appear and the earlier ones will turn crusty and fall off. Calamine Lotion may be applied to soothe the severe itching. Cool baths may also help. The most infectious period is 2 to 3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last crusts have dropped off.

German Measles (Rubella)
The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across. There is no itching. No other symptoms are usually present apart from occasional aching joints. The most infectious period is from 2 days before the rash appears and until the rash disappears in 4 to 5 days from that date. The only danger is to unborn babies, so it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Measles
The rash is blotchy and red and appears on the face and body around the 4th day of illness. It is at its most infectious from 2 to 3 days before the rash appears until 8 to 10 days after that date. Immunisation can prevent disease.
## Useful Contacts

### Chemists

<table>
<thead>
<tr>
<th>Chemist</th>
<th>Phone number</th>
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<tbody>
<tr>
<td>Boots, 71 Gordon Street</td>
<td>0141 221 7107</td>
</tr>
<tr>
<td>Boots, 368 Dumbarton Road</td>
<td>0141 339 4565</td>
</tr>
<tr>
<td>Boots, 227 Byres Road</td>
<td>0141 339 1954</td>
</tr>
<tr>
<td>Boots, 200 Sauchiehall Street</td>
<td>0141 332 1925</td>
</tr>
<tr>
<td>Boots, 494/498 Sauchiehall Street</td>
<td>0141 332 6729</td>
</tr>
<tr>
<td>Boots, 1630 Maryhill Road</td>
<td>0141 954 4477</td>
</tr>
<tr>
<td>Boots, Queen Margaret Drive</td>
<td>0141 946 3333</td>
</tr>
<tr>
<td>Gilbrides Pharmacy, 37 Hyndland Street</td>
<td>0141 339 4840</td>
</tr>
<tr>
<td>LG Pharmacy, 119 Cleveden Road</td>
<td>0141 339 5258</td>
</tr>
<tr>
<td>Lloyds Pharmacy, 10 Achamore Road</td>
<td>0141 949 0906</td>
</tr>
<tr>
<td>Lloyds Pharmacy, 63 Kinemauns Drive</td>
<td>0141 944 5724</td>
</tr>
<tr>
<td>Lloyds Pharmacy, 29 Dunkenny Square</td>
<td>0141 944 3479</td>
</tr>
<tr>
<td>Kelvin Pharmacy, 151 Hyndland Road</td>
<td>0141 339 3235</td>
</tr>
<tr>
<td>Maryhill Pharmacy, 1129 Maryhill Road</td>
<td>0141 945 1842</td>
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### Hospitals

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<tr>
<th>Hospital</th>
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<tbody>
<tr>
<td>Western Infirmary</td>
<td>0141 211 2000</td>
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<tr>
<td>Gartnavel General</td>
<td>0141 211 3000</td>
</tr>
<tr>
<td>Gartnavel Royal</td>
<td>0141 211 3600</td>
</tr>
<tr>
<td>Royal Hospital for Sick Children, Yorkhill</td>
<td>0141 201 0000</td>
</tr>
<tr>
<td>Southern General Maternity Hospital</td>
<td>0141 201 1100</td>
</tr>
<tr>
<td>Glasgow Royal Infirmary</td>
<td>0141 211 4000</td>
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<tr>
<td>Glasgow Nuffield Hospital</td>
<td>0141 334 9441</td>
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NHS 24 111
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<tr>
<th>Travel Clinics</th>
<th>Phone number</th>
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<tr>
<td>Hogarth Travel Clinic, 308 Crow Rd.</td>
<td>07914 539 503</td>
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<tr>
<td>Masta – 90 Mitchell St</td>
<td>0141 221 4224</td>
</tr>
<tr>
<td>TheTravelClinic, Paisley</td>
<td>0141 889 7656</td>
</tr>
<tr>
<td>Footprints – Woodlands Road</td>
<td>0141 353 6738</td>
</tr>
<tr>
<td>Ailsa Travel Clinic, Admiral Street</td>
<td>0141 429 0913</td>
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<tr>
<td>Parkside Travel Clinic, Pollockshaws Road,</td>
<td>0141 636 0054</td>
</tr>
<tr>
<td>GP Matters, Barrington Drive</td>
<td>0141 339 0894</td>
</tr>
<tr>
<td>Clinic 158, Hyndland Road</td>
<td>0141 357 7357</td>
</tr>
<tr>
<td>Superdrug, 117 Sauchiehall Street</td>
<td>08450 260 830</td>
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<tr>
<td>Emcare, 45 Hope St.</td>
<td>0141 404 0075</td>
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