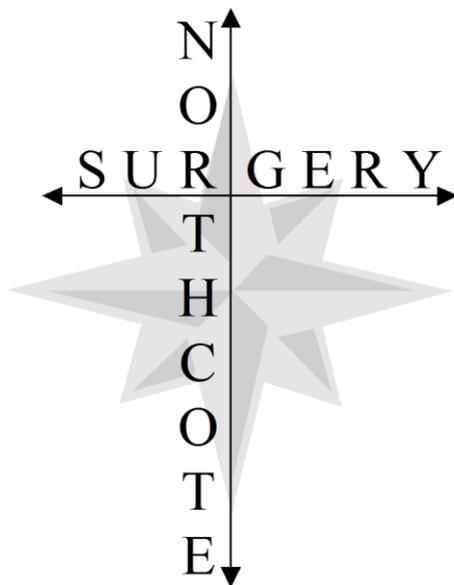


Dr Siobhan Walsh ▪ Dr Peter Dawes ▪ Dr Marni Willens

Dr Douglas Hamilton ▪ Dr Zoë Haslett

Dr Sarita Vaidya ▪ Dr Dawn Rees



**2 Victoria Circus
GLASGOW
G12 9LD**

www.northcotesurgery.com

Telephone: 0141 339 3211 ▪ Fax: 0141 357 4480

Please note calls are recorded for monitoring and training purposes

Welcome To The Practice

The building housing the practice was opened in October 1993 by Dr Harry Leslie, a retired senior partner.

The partnership holds a General Medical Services (GMS) contract with Greater Glasgow NHS Board (GGNHSB), 1055 Great Western Road, Glasgow G12 0XH, Tel: 0141 201 4444

Details of the contract are available from our Practice Manager, Mr Patrick Clarke.

Access for Disabled Patients

Our surgery is accessible to 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.

Car Park

Northcote Surgery has a private car park and is for the use of patients visiting the surgery only. The surgery cannot take any responsibility for any loss or damage to vehicles or private property.

Surgery Hours

Monday	8:00am to 12.30pm	-	1:30pm to 6:00pm
Tuesday	8:00am to 12.30pm	-	1:30pm to 6:00pm
Wednesday	8:00am to 12.30pm	-	1:30pm to 6:00pm
Thursday	8:00am to 12.30pm	-	1:30pm to 6:00pm
Friday	8:00am to 12.30pm	-	1:30pm to 6:00pm

Staff meetings/training normally takes place on the last Tuesday of the month during which the practice is closed. For further details please check with reception or www.northcotesurgery.com. Details of public holidays can also be obtained here.

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

Out of Hours Cover

If you require medical advice or to be seen out with 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 the responsibility of GG&CHB. Further advice and information can also be obtained from NHS 24 by accessing their website on www.nhs24.com.

Practice Staff

Doctors

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

Practice Team

Patrick Clarke	Practice Manager
Allison Montgomery	Office Manager
Nicola Walker	Medical Secretary
Sandra McLean	GMS Contract Officer
Julie Campbell	Receptionist
Natalie Dobson	Receptionist
Elizabeth Feehan	Receptionist
Katie Power	Receptionist
Jennifer McConnell	Receptionist
Susie Smart	Receptionist/HCA
Holly Greggan	Receptionist/Typist
Sarah Leggatt	Receptionist
Zoe McLean	Receptionist

Adeline Cassisy

Receptionist

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, Asthma Diploma

Fiona McNiven RGN, EN Diploma

Susie Smart Healthcare 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.

Healthcare Team

Health Visitors

The Health Visiting Team 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.

The Health Visitors for Northcote Surgery are Kate Sutherland and Trisha Eschle.

You can contact the Health Visiting Team at the Community Centre for Health on 0141 211 1408. You will be asked to leave a message, please state that you are a patient from Northcote Surgery.

District Nurses

The district nursing team carry out nursing care for the patient at home. You can contact the District Nursing team at the Community Centre for Health in-hours 0141 211 1404, Stobhill out-of-hours 0141 355 1688 or Maryhill Health Centre at

weekends 0141 232 8100. You will be asked to leave a message, please state that you are a patient from Northcote Surgery.

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.

You will be offered a registration medical 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.

Appointment System

The surgery offers appointments ranging from 8:30am 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 (urgent) 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**

Nurse Telephone Consultation is available to book on the day if you feel you have a urinary infection. The Nurse will call you back at the end of the morning surgery.

Minor Illness appointments are with Sister Burns for patients over the age of 16 who are not Pregnant. Sister Burns can deal with conditions such as coughs, colds, ear and wound infections. Please speak to a member of staff for full details.

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.

We expect that patients will understand that appointments are for one person only. Additional appointments should be made for more than one person. Please note that a GP appointment is 10 minutes, if you present with multiple problems the GP may not be able to deal with everything in this time frame and may ask you to make another appointment.

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!

Interpreters

We do have access to an Interpreter Service. Please state at the time of booking if you require assistance with hearing impairment or an alternative language.

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.) The surgery sends text reminders which enable you to text back cancel. If we do not have your current mobile number you can fill in a form at the surgery or update your records at www.northcotesurgery.com. In addition to the above the practice offers.

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:

- Order online using Patient Access (**if you wish to register please ask a member of staff or see www.northcotesurgery.com**)
- Call any time during opening hours on the practice number (0141 339 3211 selecting option 1) 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 or 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 staff will submit a special request for the GP to authorise, 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***

Online Services

Online Appointments

You can manage your appointments online using our Patient Access system. You will be able to book/cancel routine GP appointments up to 2 weeks in advance using your PC, tablet or smart phone.

Online Prescriptions

You can also manage your repeat medication online using Patient Access. You will be able to submit requests and check the progress of your prescription by logging in and viewing status updates and messages for the GP.

You can download the Patient Access app for your phone or tablet from either Android or Apple. Please see www.northcotesurgery.com for links.

For more information or to register for online services please speak to a member of staff or visit www.northcotesurgery.com. The application form is available at reception or to fill in online.

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.

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.

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

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 GP Trainer will view recordings with the GP Trainee and provide feedback on consultation skills.

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.

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 triage anyone the same day and if considered to be an emergency you will be seen.

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 Queen Elizabeth University Hospital. ***(you can now call the Midwives directly on 0141 232 4005)***
- 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 review for patients with diabetes.
- Childhood Vaccination & Immunisation, together with the Health Visiting Team.
- Minor surgery to include specialist injections.
- Contraception Implants/IUD
- 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

Scottish Executive Health Department's website www.sehd.scot.nhs.uk

Travel Clinic

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

You should submit a pre-travel questionnaire form a minimum of 6 weeks prior to your trip or as soon as you make a booking. The travel questionnaire can be obtained at the surgery or submitted online at the surgery website.

Once you have submitted the form you should book a telephone appointment at least 2-3 working days later with the travel Nurse to establish any vaccines required, and to make an appointment if necessary.

Only certain vaccines are available on the NHS, these include:

Tetanus/Diphtheria/Polio

Hepatitis A

Typhoid

Cholera

We normally have these in stock in the surgery.

Any vaccines out with the above, or in the event of a last minute traveller, you must contact a private travel clinic.

If malaria tablets are needed, these can be bought from the chemist.

Alternatively a private prescription will be issued at the Travel Clinic which incurs a fee. Please see reception or speak to the travel Nurse.

Private Fees and Charges

Why do GP's charge fees?

The National Health Service provides most health care to most people free of charge, but there are exceptions. Sometimes the charge is made to cover some of the cost of treatment, for example dental fees. In other cases it is because the service isn't covered by the NHS, for example, medical reports for insurance companies, claims on private health insurance and other letters and forms which require the doctor to review the patient's medical records.

It is important to understand that GP's are not employed by the NHS, they are self employed, and they have to cover their costs: staff, buildings, heating, lighting etc- in the same way as any small business

The NHS pays the doctor for specific NHS work, but for non NHS the fee has to cover the doctor's costs

What is covered by the NHS and what is not?

The government's contract with GP's covers medical services to NHS patients. In recent years, more and more organisations have been involving doctors in a whole range of non medical work. Sometimes the only reason that GP's are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to be sure that information provided is true and accurate

Examples of non-NHS services for which GP's can charge their patients

- Private medical insurance reports
- Holiday cancellation forms
- Letters requested by or on behalf of, the patient
- In certain instances fitness to work forms

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his/her patients. Most GP's have a very heavy workload- the majority of GP's work up to 60 hours a week and paperwork takes up an increasing amount of their time. In addition non-NHS work must be undertaken outside of NHS contracted time.

I only need the doctor's signature-what is the problem?

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. Therefore in order to complete even the simplest of forms, the doctor needs to check the patient's entire record. Carelessness or an inaccurate report can have serious consequences for the doctor, with the General Medical Council or even the Police

Please note that it can take between 5-10 working days for these services

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 have a very difficult job to do, juggling with limited resources and without detailed medical knowledge. They are trying to do their best for 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 may not be seen.

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.

Social Media

We ask that you're respectful in your comments. If you are unhappy with the practice please use the complaints procedure. While communication through social networks may be considered to be a personal matter, this is not the same as it being private. In a lot of cases, written conversations inside these networks can be found through search engines.

Any comments that are deemed to be:

- Abusive or personal attacks
- Material that is unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous or hateful

We will contact you (if possible)/local authorities/regulator authority to have these comments removed. We reserve the right to remove user(s) who post such content from the practice list.

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 GP's. Further written information is available on the complaints procedure from reception.

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.

Emergency Care Summary is a summary of basic information about your health which might be important if you need urgent medical care when your GP surgery is closed, or when you go to an accident and emergency department. It means that all NHS staff looking after you can get important information about your health. ECS contains:

- Your name
- Your date of birth
- The name of your GP surgery
- An identifying number called a CHI number (there is more about the CHI number later)
- Information about any medicines prescribed by your GP surgery
- Any bad reactions you've had to medicines that your GP knows about

You will be asked each time for permission to view this information.

Key Information Summary (KIS) has been designed to support patients who have complex care needs or long term conditions. It allows important patient information to be shared with health care professionals in unscheduled care in

the NHS 24, A&E, Scottish Ambulance Service, out of hours, hospital and pharmacy environments. Your KIS might contain information about:

- future care plans
- medications
- allergies
- diagnoses
- your wishes
- carer and next of kin details

Your expressed consent must be given to the GP.

Please see www.ecs.scot.nhs.uk/kis for more information.

Research Studies/Clinical Trials

The practice is actively involved in research studies and clinical trials with various organisations. All studies have been looked at in-depth by the GP's to ensure it is ethical, of value to our patients and to the NHS and that it respects the rights, safety and well-being of those taking part.

You may receive a letter inviting you to participate in a study that the practice is involved in. If you wish to participate please follow the instructions enclosed. The study organisers will not have any of your details unless you choose to respond. The companies are fully compliant with Data Protection laws and meet the rigorous requirements laid down by the Department of Health.

Please note that taking part in research is voluntary – you do not have to take part and you can change your mind at any time. If you decide that you no longer wish to take part this will not affect your care.

Leaflets

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

This information is also available online at www.nhs.uk or www.patientinfo.co.uk. Here you can find access to self help for treating minor ailments, support groups and other health/disease information.

Disclaimer

While care has been taken to ensure that information contained in this leaflet is true and correct at the time of publication, changes in circumstances after the time of publication may impact on the accuracy of this information.

Northcote Surgery accepts no liability or responsibility to any person or organisation as a consequence of any reliance upon the information contained in this leaflet.

Reviewed April 2016