

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 to you e.g. from district nurses and hospital services
- When we have a duty to others e.g. in child protection cases
- To help you get other services e.g. from social work department. This requires your consent.

We operate a computer system to help us in organisational and clinical aspects of your health care. Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services. If you do not wish information about you to be used in such a way please let us know. As part of verification on the services we provide NHS Lanarkshire may request access to our computer system.

The Victoria Medical Practice holds a General Medical Services (GMS) contract with NHS Lanarkshire, Beckford Street Hamilton (01698 281313).

RIGHTS AND RESPONSIBILITY

You will be treated with respect and as a partner in your care.. This also means you have responsibilities too. We will:

- Ensure patients have 24 hour access to medical advice
- Ensure you have access to a suitably qualified medical professional
- Involve you and listen to your opinions and views in all aspects of your medical care

We would respectfully ask that you :

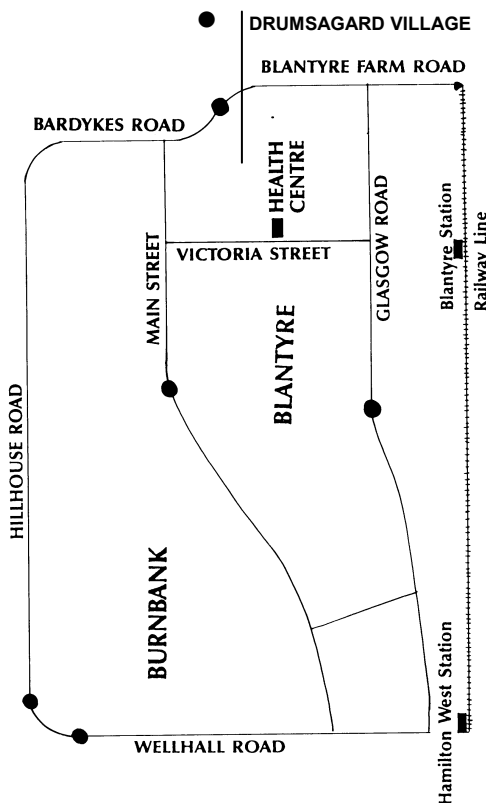
- Cancel promptly any appointments if you cannot keep them.
- Inform the practice of any change in circumstances eg new surname, change of address or telephone number.
- Please respect all our staff working within the team. We operate a zero tolerance to any type of abuse displayed against staff or other patients. In the rare event of a patient being violent or threateningly abusive to staff or other people in the surgery, we may call the police and we will ask NHS Lanarkshire to remove you from our list.

SUGGESTIONS AND COMPLAINTS

We make every effort to give the best possible service to everyone who attends our practice. However we are aware that things can go wrong resulting in a patient feeling they have a genuine cause for complaint. If this is so we would wish for this matter to be settled as quickly and amicably as possible. Contact the practice manager and she will advise you how to proceed as quickly as possible. Please note that if your complaint is on behalf of someone else before we can proceed we require written consent from the patient .

LOCATION AND PRACTICE AREA

Our practice area comprises Halfway, Cambuslang, Drumsagard Village, Blantyre, High Blantyre extending to Burnbank as far but not including Hillhouse in Hamilton.



HOW TO REGISTER

Our practice area comprises, Drumsagard Village, Blantyre, High Blantyre extending to Burnbank as far but not including Hillhouse in Hamilton. All new patients registering with us are invited to attend for a short medical check-up to ensure your records are up to date. To enable you to register with the practice you should bring your NHS medical card. You will be asked to complete a form and will be offered an appointment to attend the practice sister. Please bring with you any medication you are taking and a urine sample. Alternatively you can download the registration form from our

website:

www.victoriamedicalpractice.co.uk

VICTORIA MEDICAL PRACTICE

**BLANTYRE HEALTH CENTRE
VICTORIA STREET
BLANTYRE
G72 OBS**



Victoria Medical Practice

DR MARY CHURCH

MBChB 1976 Glasgow FRCGP DFM

DR IAIN A P GROM

MBChB 1979 Glasgow Ba Bsc MRCGP

DR COLIN SMITH

MBChB 2002 Dundee MRCGP

DR REZA ESFAHANI

MD 1996 Tehran MRCP MRCGP DSRFH

www.victoriamedicalpractice.co.uk

Tel:(01698) 826331

NHS24 Tel:111



SERVICES PROVIDED BY THE PRACTICE

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

- Maternity Services in the ante and post natal period by appointment with our attached midwife Jetta McMillan.
- Contraceptive Services
- Child Health Surveillance
- Routine immunisation of children with the Health Visiting Team
- Immunisation for adults including Travel Advice
- Cervical smears
- Freezing of warts and other skin lesions
- Annual flu immunisation programme to protect the elderly and at risk
- Annual reviews of patients with heart disease, diabetes, strokes, high blood pressure, asthma, lung disease, hypothyroidism, epilepsy and mental health problems.

HOW TO MAKE AN APPOINTMENT

We offer a wide range of appointments for doctors every morning and afternoon Monday to Friday. You can make an appointment during opening times over the telephone or personally at the desk. All urgent cases will be seen as soon as possible. You may see the doctor of your choice at the first available appointment. If you need to be seen more urgently, the first doctor available will be offered. Children under 16 should be accompanied by a responsible adult. If you cannot keep an appointment, please cancel it and we can offer it to someone else.

You can make **appointments online** now. For more details ask reception Or visit: www.victoriamedicalpractice.co.uk

Extended Hours

Surgery provides extended hours one day a week. This can either be late evening after 6pm or early morning.

Please ask reception for more details.

CHILDRENS SURGERIES

(unique to Victoria Medical Practice in Blantyre)

No Appointment is necessary

Children's surgeries are held Monday, Wednesday and Friday at 10:30 prompt, and no appointment necessary. These surgeries are for children under 12 years who have become acutely unwell. Of course, normal scheduled appointments can also be made for children for routine matters.

HOME VISITS AND TELEPHONE ADVICE

Please try and request these before 10.00 am. A doctor or nurse or practice nurse may call you back as it may be that your problem can be dealt with by telephone advice or that it may be more appropriate to send a nurse. Home visits are strictly for patients who are totally housebound because of illness or disability

REPEAT PRESCRIPTIONS

Requests can be made in person during office hours, by telephoning between 2.00 pm and 5.00 pm every day or by using our 24 hour telephone hotline number on 01698 727535. Please allow at least 24 hours for processing. A prescription collection service is available from our local pharmacies, please ask our receptionists for details.

You can order your repeat prescription and book appointment online. Please ask reception for more details, or visit:

www.victoriamedicalpractice.co.uk

OUT OF HOURS COVER

Please see overleaf our surgery opening times. If you wish to obtain medical advice out with these times, please dial the surgery number as usual and you will be given the number of NHS24 to contact which is 111. A receptionist at NHS24 will answer your call and arrange for you to have a nurse consultation. The nurse may be able to deal with your problem over the phone, invite you to attend an emergency centre or arrange a home visit. Transport to and from the centre is available if you cannot arrange this yourself. Out of hours care is now the responsibility of NHS Lanarkshire. Further information and advice is available on the NHS24 number given above or at www.NHS24.co.uk.

TEST RESULTS

If you have had tests carried out and you have not been asked by the doctor to make another appointment, you can obtain the results by telephoning between 11.00 am and 1.00 pm weekdays. Please note pregnancy results are not given out over the telephone.

PRACTICE TEAM

The best modern medical care cannot be provided by doctors alone. We therefore work as a team to provide a very comprehensive service. As well as the doctors our team comprises of

Practice Sister - Anne Wilson BA RN

Available by appointment or for telephone advice when required. Services provided by Sister Wilson include blood pressure checks, well woman advice, cervical smear tests, family planning, managing patients with chronic disease including diabetes and advice on minor illness

District Nurse Team - Sister Ann Hughes RN DN, Lead Nurse

Health Visiting Team - Karen Mulrooney, RN HV Lead Health Visitor

The district nursing team provide a comprehensive nursing service for housebound patients and can be contacted between 8.45 and 9.15 and after 2.00 pm every day. The Health Visitors are available every morning until 09.30 am. A Well Baby Clinic is held in the Main Community Dept. every Tuesday between 1.30 and 4.00 pm—no appointment necessary to discuss any concerns face to face. They provide advice and help on parenting and behaviour management and also offer support for women with post-natal depression. Child immunisations are carried out on a Thursday by appointment. Please contact our health visitors for information on the above and other support groups To contact any of the above telephone the Health Centre on 01698 823583 or the practice telephone number

Practice Administrative and Reception Staff

Our practice manager, **Mrs Helen Archibald** and all our staff have the difficult task of keeping the practice running as smoothly as possible. They are here to help you with any administrative or non-medical aspects of your health care. Our receptionists are trained to help you but please remember they do a very difficult job and they will not always be able to arrange exactly what you want. All the above staff will deal with matters regarding you and your family in the **strictest confidence**.

Receptionists May Carnwath

Lorraine Davidson Audrey Duris

Elizabeth Farmer Jacqueline Higgins

Angela Platt Janey Reardon

Practice Secretary - Angela Kennedy