

# BRUNTSFIELD MEDICAL PRACTICE

11 Forbes Road  
Edinburgh EH10 4EY  
Tel: 0131 228 6081 Fax: 0131 229 4330  
[www.bruntsfieldmedicalpractice.co.uk](http://www.bruntsfieldmedicalpractice.co.uk)

May 2012

Dear Prospective New Patient

## **WELCOME TO BRUNTSFIELD MEDICAL PRACTICE**

Thank you for expressing an interest in joining our Practice. We take considerable pride in the high standards of our patient care.

As one aspect in maintaining these standards, we consider it is most important to get to know you quickly. We ask you, therefore, to complete a 'New Patient Health Questionnaire' as part of the registration process. This requirement applies to all family members, excepting children age 15 and under for whom we only need a vaccination record.

For those who are elderly or infirm and cannot attend the Health Centre, we would be grateful if a member of family, or a carer could help in the completion of the form and its return to the Practice.

As you may know, it often takes some time to obtain your medical records from your previous doctor and therefore the background information you provide in the questionnaire will help us in the meantime, to give you more useful clinical advice.

Yours sincerely

The Partners  
of Bruntsfield Medical Practice

# PATIENT INFORMATION LEAFLET

Note: (M) denotes those contractual mandatory items required to be promulgated within this leaflet.

## BRUNTSFIELD MEDICAL PRACTICE (M)

11 Forbes Road

Edinburgh, EH10 4EY (M)

Telephone: (0131) 228 6081 (M) Facsimile: (0131) 229 4330 (M)

<http://www.bruntsfieldmedicalpractice.co.uk> (M)

## PARTNERSHIP (M)

Dr Michael P Cash	MB ChB (Bristol)	1988	MRCP MRCGP DRCOG
Dr Judith M Penny	MB ChB (Edinburgh)	1986	MRCGP DRCOG DCCH
Dr Nicholas I Walls	MB ChB (Edinburgh)	1996	MRCGP MBA
Dr Judith L Boyd	MB ChB (Edinburgh)	2001	MRCGP DRCOG
Dr Caroline Calvert	MB ChB (Edinburgh)	2002	MRCGP DCH DRCOG DFFP

## OTHER DOCTORS (M)

Dr Fraser Uytman	MB ChB (Glasgow)	2002	MRCGP
Dr Susan Carswell	MB ChB (Dundee)	2003	nMRCGP DFSRH
Dr Joanna Loudon	BM BS (Nottingham)	2002	MRCGP DRCOG DFFP
Dr Juliet Fairfax	MB ChB (Edinburgh)	2004	GP Specialist Trainee

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## THE PREMISES

The Medical Centre, was purpose built in 1980 and a major refurbishment of the premises was completed in 2001. The Centre houses a number of community services including health visiting, district nursing, & a CPN. These services are available to clients who live in the area and who may or may not be patients of our practice. Features of the building include wheel chair access, toilet facilities for the disabled and lift access to the first floor. The car park is for staff use only. Nearby street parking is available but can be severely restricted by other users in the area, so please arrive in good time to find a parking place. Those with 'disabled permits' can park on the single yellow line outside the front door.

## The Medical Centre is open at the following times, excepting public holidays (M)

Monday to Wednesday and Friday	8.00 am - 6.00 pm
Thursday	8.00 am - 6.00 pm
Thursday Evening - GP Booked Appts only	6.00 pm - 7.30 pm
Saturday and Sunday	Closed

## ACCESS TO SERVICES BY PEOPLE WITH DISABILITIES (M)

A wheelchair is available for those with difficulty in walking, which may be obtained through the reception staff. An induction loop is available to help the hard of hearing have clearer conversations. This can also be provided for individual consulting rooms when necessary. Please feel free to ask the receptionist for any help that you may require.

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### OTHER ACCESS ISSUES

#### **Prams and Bicycles**

Prams and bicycles may be left in the outer foyer of the main entrance to the Practice at your own risk. Bringing prams into the main waiting area is strongly discouraged as they become a potential hazard to other patients, who may not be as agile as those controlling the pram. A metal wall bar is available for securing bicycles, however patients should provide their own chains/locks.

#### **Dogs**

All dogs, with the exception of guide dogs, should be left outside the building. There are metal eyes available to secure a leash if required either side of the main sliding door.

#### **Smoking & Food**

The building is a non-smoking building and we request that this be honoured. We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

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### APPOINTMENTS SYSTEM (M)

We offer booked, open and emergency appointments throughout the day with the doctors. The Practice nurses undertake booked appointments only, and semi urgent and urgent patient requirements will be accommodated within the booking structure, or else the service will be provided by a doctor.

**Booked appointments** may be made with the doctor of your choice. A timetable at the back of this leaflet gives the usual consulting times of each individual doctor. It is usually possible to see the doctor of your choice within four working days, although, during holiday periods you may have to wait longer. The appointment is 10 minutes long, but a double appointment may be requested if there are several conditions to discuss. An evening service is available on a Thursday between 1800 – 1930, but associated services are more limited as there is no nursing support.

**Open appointments** are available each morning to give you and the Practice consulting flexibility. A number are arranged on the day through the receptionist. You should not have to wait more than one working day to see a doctor in an open surgery. Bookings are accepted in half hour sessions and patients are seen in turn by the available doctors. At times of great demand we often extend the surgeries for as long as necessary. It is **important that you telephone** before coming to the Practice in order for us to judge the demand and give you the correct time to arrive so that your waiting time is kept to a minimum. The appointment is 10 minutes long, but a double appointment may be requested if there are several conditions to discuss.

**Emergency appointments** are available each afternoon for any problem that you

consider **cannot** wait until the next day. We request that you do not make inappropriate use of our emergency services.

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### **HOME VISITS (M)**

If you are too unwell to come to the Practice, please telephone as early as possible so that we can plan our visits, and certainly before 10.00 am. The Practice's manned telephone service is available from 8.00am - 6pm, Mon - Fri, excepting public holidays. We regret we cannot necessarily offer you the doctor of your choice since we try to arrange our visiting schedule geographically, in order to make best use of the time available. Urgent visits requested after 11am are made by the duty doctor for the day. When you request a home visit you will be asked for brief details of your problem. This is done so that an assessment of the urgency of your request can be made and planned accordingly. Ideally, patients should have someone with them when the Doctor calls when access to them is difficult.

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### **MISSED APPOINTMENTS**

If you are unable to keep your appointment, please let us know quickly so that it can be offered to someone else. Each month approximately 150 patients fail to keep their appointment without letting us know. Over a year this represents the equivalent of three weeks' consultation time. This is a huge waste of our time that could be available to you!

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### **TELEPHONE ADVICE FROM A DOCTOR**

During consultations, interruptions are upsetting for the doctor, nurse and for patients, so the reception staff have been instructed not to put telephone calls through during surgery sessions. We have a time set aside each morning between 10.40 - 11.00am when you may speak to a doctor on the telephone. The doctors do their best to be available for this service, however, availability is often affected by delays resulting from the previous surgeries and thus it is often that the GP will have to return the patient's call later in the day. The doctor will be of your choice, if he or she is available. If not, you will be asked if you would like to speak to another doctor.

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### **MEDICAL EDUCATION & TRAINING (M)**

We are a Training Practice. Our GP Specialist Trainees (GPST) are qualified doctors who are training in general practice. They are sometimes required to record their consultations to digital video for teaching purposes. Your permission will always be sought and you are free to refuse this.

We also teach final year medical students who are usually with us for four-week blocks. You will occasionally be asked whether you are willing to see your doctor in the presence of a student. Occasionally, during the open surgery, patients may be invited to discuss their symptoms with the medical student alone, prior to further consultation and treatment with the doctor. Again you are free to refuse. A notice will also be provided at the reception desk when medical students are present in the Practice for training.

### **CHANGE OF ADDRESS / PRACTICE BOUNDARY (M)**

It is important that you notify us of any change of address as soon as possible so that we

can update our records. If you move outside the boundary of our Practice area, you must register with a new doctor who covers that area. Our Practice area is bounded by Lauriston Place to Potterrow to Hope Park, thence South Clerk St, Craigmillar Park, Liberton Road to the Braid Burn, the course of the Braid Burn to Hermitage of Braid and then south to the Braids, Buckstone and Fairmilehead north of Frogston Avenue; thence westwards along Oxgangs Road to the Hunter's Tryst Inn; thence northwards to the Braidburn then westwards to Colinton Road, Patie's Road, Craiglockhart Dell to Slateford Road (but excluding the Allan Park estate), Fountainbridge, Earl Grey Street leading to Lauriston Place. A map of this area is available for reference in the reception area and is available on our website at [www.bruntsfieldmedicalpractice.co.uk](http://www.bruntsfieldmedicalpractice.co.uk)

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## **OUT OF HOURS ARRANGEMENTS (M) HOW TO OBTAIN HELP IN AN EMERGENCY**

### **What hours Does the Out of Hours Service Cover?**

The hours are between 6pm - 8am Monday to Thursday, and from 6pm on Friday until 8am on Monday.

### **Whom to Call (M)**

You should call NHS24 on 08454 24 24 24 or text on 18001 08454 24 24 24 as NHS24 is responsible for the management of the out of hours service on behalf of NHS Lothian, the Health Board responsible for commissioning the service. However, should you call the Practice telephone number, you will be advised of the NHS24 number.

You may also find detailed information on the service at the website [www.nhs24.co.uk](http://www.nhs24.co.uk)

### **What Do I Do In An Emergency?**

Anyone requiring urgent medical advice should contact: NHS24 on 08454 24 24 24 or text on 18001 08454 24 24 24. An experienced NHS24 Nurse will assess your symptoms and provide advice or arrange for you to have further assessment or treatment.

### **What Do I Do If I Require Repeat Medication out of hours?**

You should ensure you have adequate medication according to the advice of the doctor you normally see. The Out of Hours Service are not able to prescribe routine repeat medication.

### **Will my own Doctor be informed of my contact with NHS 24?**

The Practice will be informed of any contact with the Out of Hours Service.

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## **NEW PATIENTS & REGISTRATION (M)**

If you are living within the Practice boundary we would be happy to provide you with medical services. To register, complete the appropriate section of your medical card or, complete a registration form obtained from our reception desk. Formal identification for entitlement will be required as part of the registration process (eg Passport, driving licence etc). Before you are fully registered with the Practice, we ask that you complete a New Patient Health Questionnaire. Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need. You will be registered with the Practice rather than a specific doctor, but you have a right to ask to see a particular doctor, if you wish. If you have a requirement for a prescription then you should arrange an appointment with a doctor of your choice to discuss your ongoing care.

We do not exclude patients from the Practice on grounds of race, sexuality, religion, social class, age, disability or medical condition.

The process for the transfer of a patient's medical record may be found at the following website: [http://www.psd.scot.nhs.uk/doctors/transfer\\_of\\_gp\\_health\\_records\\_faqs.html](http://www.psd.scot.nhs.uk/doctors/transfer_of_gp_health_records_faqs.html)

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### **CONTINUITY OF CARE (M)**

Patients are free to consult the health professional of their choice. We like to offer patients flexibility to choose which doctor or nurse they wish to see, recognising that individuals offer differing consulting styles, and differing areas of special interest and expertise. We also recognise that patients may prefer to consult with a male or female doctor. We do, however, strongly encourage patients to see their 'usual doctor' or nurse for management and review of long-term conditions.

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### **CHAPERONES**

If you feel it is appropriate, you may ask your doctor for a chaperone to be present during your consultation or examination.

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### **MEDICAL SERVICES PROVIDED (M)**

The Practice provides a number of services to its patients as follows:

- Anti coagulation monitoring (INR)
- Cervical smears and Well Woman checks
- Child Health Surveillance
- Childhood Immunisation and pre-school boosters
- Chronic disease management
- Community Psychiatric Nursing service
- Health Promotion
- Influenza immunisations for patients aged 65 years and over, and to those in 'At Risk' groups.
- Lithium monitoring
- Maternity medical services
- Near patient testing (bloods, urine tests required to monitor certain diseases or medication)
- Parenting classes
- Care for Patients with learning difficulties and patients with complex needs.
- Care for Patients within Nursing and Residential Homes
- Smoking cessation advice
- Specialist travel advice and vaccinations
- Vaccinations and immunisations
- Minor Surgery and cryocautery
- Well Baby clinic

The times of some of these clinics are as follows:

Wednesday	9.30 - 12.00	Parenthood Class (Health visitor and midwife)
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*early booking with Health Visitor is essential*

Wednesday	9.00 - 12.00 &	Immunisation Clinic for Babies (Health Visitor)
Thursday	9.00 - 11.30	Immunisations are done by appointment only.
Wednesday	2.00 – 3.30	Well Baby Clinic (Health Visitor) (no appointment required) (This is usually closed the fourth Wednesday of the month)

The clinical staff provide contraceptive services and minor surgery in normal consulting time.

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### **PRIVATE MEDICAL SERVICES (M)**

You may require some services which are not covered by the National Health Service and a charge will be made for those as recommended by the British Medical Association. They include BUPA and other private insurance forms, private medical certificates and examinations for sports, education, driving or employment. Our Travel Nurse also provides a travel advice and vaccination service. A list of fees is displayed on our notice board.

**If you need to book a medical examination, please tell the receptionist, since a longer time may be needed for such examinations.**

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### **INTERPRETER SERVICES**

If a patient requires the assistance of an interpreter at their appointment, we will make arrangements with the Interpretation & Translation Service (ITS). This may not be possible for urgent appointments, with no notice given.

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### **PRESCRIPTIONS**

The Practice is **not** a dispensing practice so you must either take prescriptions to a pharmacist, or if it is more convenient for you, you can have them picked up by one of the pharmacies that have a daily collection of prescriptions from the Practice.

## REPEAT PRESCRIPTIONS (M)

### What is a Repeat Prescription

A Repeat Prescription is one where your GP has authorised repeat issues of a medication in your medical record which is extant until your next annual birthday review check is due.

### Notice Period

Prescriptions requested before 2 pm are normally ready for collection after 3 pm the next working day. If requesting this through a pharmacy, the timescale may take a further 24 hours to achieve, dependent on the pharmacy pick-up schedule. The time we take to prepare your prescription allows your doctor adequate time to check your request and review your medication, where appropriate. We believe this system ensures a high standard of care. Please avoid asking our staff to process your request any quicker.

### Expired Authorisation of Prescribed Medicines

To ensure that there is correct clinical oversight of medication, a medication review is carried out annually for each patient. This will necessitate you seeing a GP and this will be advertised on your script counterfoil. If you fail to carry out the instruction to see your GP at the end of the authorisation period, delays may result in your being able to get your prescription.

If you require further supplies of a medicine which may have been prescribed in the past, but is not currently authorised for issue, or you are unsure, please call your GP at 'speaking time' or make an appointment.

### How to request repeat medication

You should simply tick the items you need on the counterfoil of your last prescription and append whether you wish it collected from the Practice or one of the Pharmacies from the agreed list. There is no need for an accompanying letter and, if you are bringing your request to reception, we prefer that you do not use an envelope. If you do not have your counterfoil, simply write your name, address, date of birth and a list of the required medication on a piece of paper. If you wish, you may fax your request to us on 229 4330.

**Please note that the staff have been instructed by the doctors not to accept telephone requests to ensure mistakes are not made.** An electronic mail repeat prescription service is available on our website at [www.bruntsfieldmedicalpractice.co.uk](http://www.bruntsfieldmedicalpractice.co.uk), under Repeat Prescriptions. You should ask for your repeat medication well in advance of your actual requirement. Please ask for everything you will need during the next month. Please note, whilst we do everything possible within the Practice to ensure your information is secure, this website is outwith the NHS Lothian network and no transmission over the Internet or via the fax can be guaranteed to be 100% secure. Therefore, you provide us with your information at your own risk to your confidentiality.

Please remember that we deal with a large number of prescription requests every day and it is difficult for the staff and the doctors to process last minute urgent requests.

### If you are consulting a doctor

He or she will be happy to give you your repeat prescription at your consultation. Due to time constraints please do not request prescriptions for other members of your family at your consultation. These should be requested in the normal way.

## Prescription collection

Depending on your written requirement, your prescription will be forwarded to the Pharmacy of your choice from a specified and agreed list (may add up to 24 hours to pick-up time), or kept at the Practice for collection, or will be posted if you have supplied a stamped addressed envelope. If you are using the postal service to send your request and receive your prescription back, we suggest you allow seven days. A detailed information leaflet on the repeat prescribing procedure is available from the Reception staff, or on-line at the Practice website [www.bruntsfieldmedicalpractice.co.uk](http://www.bruntsfieldmedicalpractice.co.uk)

## List of Pharmacies Agreeing to Pick Up Prescriptions from Practice

Boots (Morningside)  
Boots (Buckstone Terrace)  
Lindsay & Gilmour (Comiston Road)  
Lloyds Pharmacy (Bruntsfield)  
Lorimers Pharmacy (Morningside)  
Paton & Findlay Pharmacy (Bruntsfield Place)  
Tollcross Pharmacy (Home Street)  
Co-op Pharmacy (Brougham Place)  
Co-op Pharmacy (Mayfield Road)  
Marchmont Pharmacy (Marchmont Road)  
W. Kings (Marchmont Road);  
Polwarth Pharmacy (Polwarth Gardens)  
Hutchison Pharmacy (Fountainhall Road)

## How the notice period for a repeat prescription works

<b>Request received at Practice</b>		<b>Prescription normally ready for collection</b>	
Monday	before 2 pm after 2 pm	Tuesday	after 3 pm
Tuesday	before 2 pm after 2 pm	Wednesday	after 3 pm
Wednesday	before 2 pm after 2 pm	Thursday	after 3 pm
Thursday	before 2 pm after 2 pm	Friday	after 3 pm
Friday	before 2 pm after 2 pm	Monday	after 3 pm
		Tuesday	after 3 pm

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## INFORMATION TECHNOLOGY (M)

### DATA PROTECTION AND FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

An increasing amount of information is stored on our patient database and this helps us to provide a much more efficient service. The information is as secure and confidential as the information in your medical record file.

We are properly registered as data users under the Data Protection Act. As such, personal records are held in both computer and paper form. For your present and future treatment, your personal and care details will be documented. Your personal medical information may be on paper or on computer. At all times great care is taken to ensure

that high standards of confidentiality are maintained in respect of records held. We use the information, which we hold on patients for their benefit - eg reviewing and monitoring patients with a particular condition. We may also use the information for other reasons such as research, audit, training and planning purposes. All staff are bound by the current Data Protection Act and confidentiality is maintained at all times. The current Data Protection Act gives you the right of access to your information, held on paper and electronically. You may ask a doctor to see your records about your health, however, where a paper copy is required, a charge will be made. A leaflet explaining access to your records is available at reception.

From time to time, staff from NHS Lothian may join our own staff to help us review and update our systems. In order to carry out this work a small number of Primary Care Organisation (PCO) staff have to be given access to patient information. They are each bound by patient confidentiality agreements. If you would like more information on this subject, or have any objections, please ask to speak to a member of the Business Management team who will be happy to discuss your query.

The Freedom of Information Act (Scotland) Act 2002 recognises that members of the public have a right to know how public services are organised and run. Bruntsfield Medical Practice is obliged to respond to requests about recorded information that it holds. The Act creates a right of access to that information, subject to certain exemptions.

The Bruntsfield Medical Practice has adopted the British Medical Association (BMA) model publication scheme for General Practitioners in Scotland. Overall responsibility for the model publication scheme rests with the BMA.

If you wish a copy of our Freedom of Information Act publication, please ask at reception.

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### **EMERGENCY CARE SUMMARY (ECS) (M)**

New patients should be aware that an electronic summary of their current medication and drug allergies will be available to emergency GPs and Accident & Emergency departments should they visit them. This information will only be accessed with your consent at the time.

Should new patients not wish to have their information available to emergency medical services then they should obtain an ECS Disclaimer Form from the reception staff, who will subsequently carry out the relevant data procedures to exclude them from this service.

We need to be informed of this even if you previously expressed this preference to a previous surgery.

The Scottish Executive information on this service is at the site, as follows:

<http://www.scotland.gov.uk/Publications/2006/08/16152132/1>

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### **CONSENT FOR CHILDREN'S TREATMENT** (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment. Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

## OTHER MEMBERS OF THE PRACTICE HEALTH CARE TEAM

### **Practice Nursing Staff:**

Sister Angela MacArthur  
Sister Gail Aitchison  
Sister Barbara Stark  
Sister Jennie Waddell  
Staff Nurse Shona Swain

Our Practice Nurses deal with chronic disease management, travel medicine, dressings, blood tests, removal of stitches, minor injuries, ear syringing and injections. For their consulting times, see the timetable at the back of this leaflet. The Practice Nurses can be contacted via the main practice switchboard on 228 6081.

### **Health Visiting Team:**

Ann Fraser - Team Leader  
Anne Gaskell - Health Visitor  
Bridget King – Staff Nurse  
Fiona Maxwell - Health Visitor  
Catriona Macpherson – Health Visitor  
Colette Barr – Staff Nurse  
Alison Sutherland - Health Care Assistant  
Gillian Proudfoot - Administrator

Our health visitors are registered nurses who also have midwifery training and a health-visiting diploma. They are concerned with health care, particularly for expectant mothers, small children, the elderly and those with hearing disability. You can contact them for information on our baby clinics, childhood immunisation, our post natal support group, our parenthood classes, child health surveillance of the under fives and our parenting courses. Their direct line telephone number (with answer machine) is 228 7502.

### **District Nursing Team:**

Kat Fraser - Staff Nurse  
Cathy Ireland - Staff Nurse  
Laurie-Anne Gibson - District Nurse  
Suzanne Thomson – District Nurse  
Jillian Paulin – District Nurse  
Julie Robertson – Staff Nurse  
Sarah Herries – Staff Nurse  
Christine Newton - Auxiliary Nurse

The District Nurses work closely with the doctors to provide treatment and advice to the housebound and to patients recently discharged from hospital. Their direct line telephone number (with answer machine) is 228 7503. The nursing team also cover patients registered with Grange Medical Practice.

If patients require to see either a Social Worker or an Occupational Therapist, the GP can discuss an appropriate referral. The Social Work team is based at Oxgangs (4 Oxgangs Path, EH13 9LX, Telephone: 0131 445 4451). You can also call Social Care direct on 0131 200 2324, Monday - Thursday: 8.30am - 5.00pm, Friday: 08.30am - 3.40pm.

### **Business Manager:**

Brenda Mair

Brenda Mair is responsible for the overall management of Practice with regard to finance, premises, staff and the strategic planning of service development and delivery. Brenda Mair also acts as Complaints Officer.

**Assistant Business Manager:** Rob Easton

Rob Easton assists Brenda Mair with the day to day running of the Practice and has responsibility for the management of personnel.

**Reception Supervisor:** Alison Waterton

The Reception Supervisor is responsible for the day-to-day supervision of the reception staff and the efficient operation of the reception and records office.

**IT Department:** Karen McDonald  
Jayne Freer

**Medical Records Summariser:** Jamie McQueen

**Administrator/Medical Receptionist:** Elizabeth Ayton

**Medical Secretaries:** Rose Allan  
Christine Sheridan

**Receptionists:** Pam Coyle  
Natalie Nicholls  
Christine Blyth  
Audrey McDonald  
Annette Williamson  
Harriet Sudall-Slater

Our staff make your appointments, take requests for home visits or emergency care, prepare your repeat prescription requests, deal with very many telephone enquiries and with large amounts of record keeping and secretarial work. Their job is more complex than you may think and it is sometimes difficult for them to please both you and us. They are mostly extremely busy and you may find it difficult to understand why there is sometimes a delay in dealing with your request. They will, however, help you as quickly and as courteously as they can. We ask you to be patient and courteous in return. So please help them to help you!

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## **RIGHTS & RESPONSIBILITIES OF PATIENTS (M)**

### **Our Commitment to Patients**

- To be treated as an individual with courtesy and respect.
- To have the right of support from a relative, friend, patient advocate or any other individual.
- To offer consultations with health professionals taking account of personal requirements.
- To advise you when surgeries are running more than 30 minutes late, or if a doctor has had to attend to an emergency outwith the Practice.
- To be asked whether you wish to participate in training or research. Your decision to refuse will be respected.
- To be guaranteed confidentiality of information relating to your care.
- To be invited to comment on our services and help us make improvements of existing and future services.

- If you feel we have not met our guarantees, you have the right to ask for and receive an explanation.

### **Your Commitment to the Practice**

- To be courteous to all members of the staff.
- To attend your appointment on time.
- To be patient if surgeries are running late. You will be seen, or if you prefer, offered an alternative appointment.
- To give adequate notice if you no longer need your appointment so that it may be offered to another patient.
- Home visits should be medically justified and not requested because it is socially inconvenient to come to the Practice.
- To be flexible in accepting when the doctor of your choice is not available.

### **ACTION TAKEN WHERE A PATIENT IS VIOLENT OR ABUSIVE (M)** (Clause 203 of Practice Contract)

The Practice will remove patients from our list if an act of violence or aggression is committed on any doctor, member of staff or any other person present on the Practice premises. This removal will be highlighted in medical records and confirmed in writing to the patient by Lothian Health Board.

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### **SUGGESTIONS AND COMPLAINTS (M)**

We constantly strive to give you the best possible care and attention. There is a comments book available in the entrance foyer, or you may put any suggestions in an envelope addressed to the Business Manager. There is also the facility, on our practice website, to submit feedback through a specifically designed webform. In each case feedback will be provided, either in the space available in the comments book, or by personal letter in response to the personal suggestion. We are always pleased to hear your comments about the Practice - good or bad!

We hope you never have cause to complain but, should you feel you need to do so, a leaflet explaining the procedure is available from reception staff or on our website. This includes information on how you can obtain advice from the Citizens Advice on making a complaint.

### **Contact Details of Complaints Officer, NHS Lothian (M)**

(In the Event You Feel You Cannot Raise your Complaint with the Practice Direct)

NHS Lothian Complaints Team,  
2<sup>nd</sup> Floor,  
Waverley Gate,  
2-4 Waterloo Place,  
Edinburgh  
EH1 3EG      Tel: 0131 465 5708

## Contact Details of Health Board (M)

(Which is a party to the GP Contract and from whom details of Primary Medical Services may be obtained)

NHS Lothian  
Pentland House, Ground Floor  
47 Robb's Loan,  
Edinburgh EH14 1T Tel: 0131 537 8423

## DOCTOR & PRACTICE NURSE CONSULTING HOURS

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Dr Mike Cash</b>	AM & PM	AM	AM	AM & PM	AM & PM
<b>Dr Judith Penny</b>	AM	AM	AM & PM	AM	NA
<b>Dr Nicholas Walls</b>	AM & PM	AM & PM	AM	AM & PM	AM & PM
<b>Dr Jude Boyd</b>	NA	AM	AM & PM	AM & PM	AM & PM
<b>Dr Carrie Calvert (Dr Davidson)</b>	NA	NA	AM & PM	AM & PM	AM & PM
<b>Dr Fraser Uytman</b>	AM & PM	AM & PM	AM	AM & PM	AM & PM
<b>Dr Jo Loudon</b>	AM	PM	AM & PM	NA	NA
<b>Dr Susan Carswell</b>	AM & PM	AM & PM	NA	AM & PM	AM
<b>Dr Juliet Fairfax</b>	AM	AM & PM	Dependent on Training	NA	AM & PM

Booked Appointments are available on a Thursday evening from 3 doctors on a rota basis 1800 - 2000

Emergency appointments are available each afternoon for matters which cannot wait until the following day.

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Sister Angela MacArthur</b>	AM & PM	AM & PM	AM & PM	NA	NA
<b>Sister Gail Aitchison</b>	NA	AM	AM	AM & PM	AM
<b>Sister Barbara Stark</b>	NA	NA	PM	AM & PM	AM & PM
<b>Staff Nurse Shona Swain</b>	AM & PM	AM & PM	NA	NA	NA
<b>Staff Nurse Jennie Waddell</b>	NA	NA	NA	NA	AM & PM
<b>Phlebotomist - Hannah Brown</b>	AM	AM	AM	AM	NA