

### **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.

Anonymised patient information will also be used at local and national level to help 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 are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this were so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Details of our complaints procedure can be obtained from reception. Any other comments should be submitted in writing to the Practice Manager.


### **Access to Doctors/Nurses**

In keeping with Government guidelines we are working towards an appointment system that allows access to a doctor or nurse within 48 hrs. 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 necessary.

### **Rights & Responsibility**

Enclosed in this leaflet is a copy of the Practice Charter.

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 may ask the Health Board to remove you from our list. There is a special GP practice in the city to which violent patients will be referred.



Drs Tait,  
Morrice &  
Fraser

## **Clarkston Medical Centre**

**75 Busby Road**

**Clarkston**

**Glasgow G76 7BW**

**Telephone: 0141 644 2666 Fax: 0141 644 5171**

We are Dr Tait & Partners, Clarkston Medical Centre, 75 Busby Road, Clarkston, Glasgow G76 7BW. Telephone 0141 644 2666, Fax 0141 644 5171. We hold a General Medical Services (GMS) contract with Greater Glasgow Health Board (GGNHSB), Dalian House, 350 St Vincent Street, Glasgow G3 8YZ Telephone 0141 201 4444. Details of this contract are available from our Practice Manager, Mrs Geraldine Crocket. Our medical centre is fully accessible to disabled patients. The practice can accept patients from the G76 area namely Clarkston, Busby and surrounding areas.

### **The Doctors**

Dr Colin Tait MBChB Glasgow 1973, FRCP, DRCOG

Dr Michael Morrice MBChB Aberdeen 1983, MRCP, DRCOG

Dr Elaine Fraser MBChB Glasgow 1978, MRCP DRCOG

### **Practice Staff**

Practice Manager (Partner):	Geraldine Crocket MBA, MIHM
Assistant Practice Manager:	Nyree Grant
Reception Supervisor:	Arline Inglis
Secretary:	Linda Keenan
Receptionists:	Mark Duddy
	Alison Rushworth
	Kirsty Keenan
	Catherine Henderson
	Laura Currie (also Healthcare Assistant)
	Kathleen Knight (also Healthcare Assistant)
	Margaret King
	Nicolle Tait
Practice Nurses:	Evelyn Brown RGN, BSc
	Caroline Fagan RGN SCM, BSc
	Joanne Lewis BN, RGN
Health Visitors:	Maureen McElhone BSc, RGN, RM, RHV
District Nurses:	Fiona Ralph BSc, RGN
	Stella Welch
	Una Roberts

### **Registration**

In order to register with the practice you should bring your NHS medical card. If you don't have a medical card a receptionist will ask you to fill in a form and will offer you a registration medical appointment if you wish one. If you prefer a particular type of doctor e.g. female for a female patient and vice versa we will note this and do our best to respect your choice. However not all the doctors in the practice provide all services and specific doctors may not be immediately available.

### **Services available from the practice**

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

- Child health surveillance, together with the Health Visiting team.
- Contraceptive services. Specialist services such as IUCD insertion are available at the local Family Planning clinic.
- Maternity services ante-natal and post-natal.
- Routine immunisation of children, together with the Health Visiting team.
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our practice nurse for details.
- Well-woman clinic including cervical screening.
- Freezing of warts and other small skin conditions.
- Contraceptive Implants (new service)

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

An annual flu immunisation programme to protect the elderly and at risk.

Regular monitoring, by blood pressure 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 diabetes; this includes appointments with the dietician and podiatrist.

Minor surgery including injections of joints and removal of cysts.

Routine appointments are available every day in the morning and afternoon. Medical emergency appointments are available every day in the morning and afternoon. If you need an urgent appointment you will be seen as soon as possible that day. Please help the receptionists by telling them whether or not your problem is urgent. The surgery is open continuously from 8.00am-6.00pm for telephone calls, open to personal callers between 8.30am-12.30pm and 1.30pm-6.00pm. Doctors are usually available for telephone advice (0141 644 2666) between 11.00am-12.00pm every day. Practice Nurses are available for telephone advice (0141 644 2666) between 12.30pm-1.00pm every day. The GPs consult between 9.00-11.00am and 2.00-6.00pm.

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.

### **Home Visits**

Requests should be made before 10am.

Home visits are only available for those patients who are housebound because of illness or disability or at the discretion of the doctor. Arrangements for these can be made with reception staff, please let staff know if you require urgent attention. A doctor or nurse may telephone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

### **Repeat prescriptions**

Repeat prescriptions will be issued to those on regular medication. The repeat request slip is attached to your prescription and should be handed in to the surgery ticking the medicine you require. A prescription answering machine service (0141 644 4160) is also available. Please note, 48 hours notice is required for all repeat medication.

The surgery has links with local pharmacies, please ask the reception staff/pharmacies for more information.

### **Leaflets**

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurses. We do not have any leaflets produced by the Practice.

### **Out of hours cover**

Between 6.00pm and 8.00am Mon-Fri and 6.00pm Fri-8.00am Monday, and on public holidays, the surgery is closed. In order to obtain medical advice at these times, please telephone 08454 24 24 24. A receptionist in the emergency call centre will answer your call. She will either:

Arrange advice from a doctor or nurse

Invite you to attend the centre to be seen by the doctor

Arrange a home visit if you are too ill to attend the centre.

Transport to and from the centre is available if you cannot arrange this yourself. Please take a leaflet for further details from reception. Out of hours cover is now the responsibility of GGNHSB.

If you require urgent medical attention that cannot wait until the surgery re-opens please contact NHS 24 on 08454 24 24 24 or visit their website at <http://www.nhs24.com>.

### **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 any way.