

# CLYDEVIEW MEDICAL PRACTICE



**Dr J Anderson**  
MB ChB (Edinburgh) 1986

**Dr Z Al-Najim**  
MB ChB (Baghdad) 1993 MRCGP MSc DOccMed DRCOG  
Cert Traffic Med DFFP

**Dr P B Climie**  
MBChB (Glasgow) 1994 BSc MRCGP

**Dr P Lynch**  
MB ChB MRCGP DFFP (Glasgow) 1999

**Dr I Harrison**  
MB ChB BMSc MRCGP (Dundee) 2010

**Appointments/General Enquiries: 0141 207 7730**

**Repeat Prescription Line: 0141 207 7725**

**Fax: 0141 207 7740**

Visit the Practice Website @  
[www.clydeviewmedicalpractice.co.uk](http://www.clydeviewmedicalpractice.co.uk)

Booklet Reviewed  
September 2017

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## THE PRACTICE OF

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## PRACTICE BOOKLET

The Practice Booklet has been prepared to help you get the best out of the services we offer. We trust that you will find it informative and we suggest that you keep it in a safe place for future reference.

## PREMISES

The health centre has access appropriate for wheelchairs. There are toilet facilities accessible to disabled patients. Parking spaces for disabled are situated outside the main entrance. Parking for other patients is to the side of the building.

**The parking area behind the health centre is for doctors and staff only.**

## PRACTICE DETAILS

The doctors practice as a partnership from the health centre, between the hours of 8am and 6pm.

## GP CONTRACT

We hold a General Medical Services (GMS) contract with Greater Glasgow and Clyde NHS Board (GG&CNHSB). NHS Greater Glasgow & Clyde, Gartnavel General Hospital, Modular Unit, Great Western Road, Glasgow. Details of this contract are available from our Practice Manager.

## PRACTICE TEAM

### Doctors

**Dr Judith Anderson** MB ChB (Edinburgh) Female – Full time

**Dr Ziad Al-Najim** MB ChB (Baghdad) 1993 MRCGP MSc DOccMed DRCOG Cert Traffic Med DFFP  
Male – Full time

**Dr Paul B Climie** MB ChB (Glasgow) 1994 BSc MRCGP Male – Full time

**Dr Paula Lynch** MB ChB (Glasgow) 1999 MRCGP DFFP Female – Full time

**Dr I Harrison** MB ChB (Dundee) 2010 BMSc MRCGP Male – Full time

## **GENERAL PRACTICE MANAGER**

**Diane Ramsay Chartered MCIPD, Pg Dip HRM**

The Practice Manager is responsible for the management and administration of the practice and is happy to give advice on non-medical matters. She will deal with any complaints and will be pleased to hear suggestions on how to improve the service provided.

## **PRACTICE NURSES**

### **Lead Nurse**

**Marilyn Traynor** RGN SCM, Honours in Minor Illness and Clinical Decision Making, Chronic Disease Management, Nurse Prescriber

**Jeanette Tiffoney** RGN, SEN HNDip Adult, BSc Travel, Honours in Minor Illness and Clinical Decision Making, Chronic Disease Management, Nurse Prescriber

### **Carole Gibson RGN**

The broad area of the practice nurses' work includes:

New patient medicals; Cervical smears; Contraceptive advice; Lifestyle advice; Assessment and monitoring of asthma, diabetes, blood pressure; Injections and dressings; Travel health promotion and vaccinations.

## **MEDICAL RECEPTIONISTS**

All medical receptionists are here to ensure that patients are dealt with courteously and efficiently.

Mrs Gillian Boyd

Ms Janice Hunter

Mrs Kirsti Jardine

Mrs Donna McCulloch

Ms Gillian Crawford

Mrs Helen Watson

Mrs Gaynor McKenzie

Ms Laura Stewart

The receptionists deal with telephone calls, prescription requests, appointments and all general inquiries. The staff are bound by the same rules of confidentiality as clinical staff.

## **HEALTHCARE SUPPORT WORKER**

**Julie Monaghan**

The healthcare assistant works with our clinical team to help with the day to day running of our chronic disease management clinics. They have been trained by our team of nurses and have attended the necessary college/university to gain a Healthcare Support Worker qualification.

Appointments are available at various times through out the week. Please contact the receptionist on 0141 207 7730 to arrange an appointment.

## **PHLEBOTOMIST**

**Julie Wallace**

A phlebotomist is available Monday - Friday, between the hours of 8.30am - 11am, to carry out blood tests on patients, at the request of the doctors. To arrange an appointment please telephone 0141 207 7730.

## **PRIMARY CARE TRUST PHARMACIST**

**Aileen Courtney**  
**Julianne Lock**

Aileen liaises between the Health and Social Care Partnership and the partners on prescribing issues. She also carries out reviews of patients' repeat medication.

## **COMMUNITY NURSING STAFF**

### **District Nurses**

The practice works closely with the district nursing team who give nursing care to patients in their homes, at the request of the doctors. You may contact them directly on 0141 207 7750

### **Health Visitors**

Our health visitor is available for advice particularly for children, expectant mothers, and the elderly and physically disabled. You may contact them directly on 0141 207 7750

### **Midwives**

The doctors' work with the Orange midwife team from the Royal Alexandra Hospital. The practice's ante-natal clinic is held on a Friday afternoon from 2pm – 4pm. This is by appointment only. If you need to contact the midwife you can call them at the Royal Alexandra Hospital on 0141 580 4731.

## **Training Practice**

The Practice are an accredited training Practice. This means that at any time there will be a GP Trainee/ Trainees working alongside the established Partners. These doctors are fully qualified with hospital experience, and are attached to the Practice for 18 months of their Specialist GP Training Program, the remainder of which is undertaken in hospital.

They will be supervised when in practice by their Trainer. As part of their training they are expected to video a number of consultations and we are grateful to those patients who permit this.

The recorded consultations are:

- used for analysis and assessment alongside their Trainer
- in order to improve and develop GP consulting skills
- only done so with the express permission of the patient, and any patient can decline this
- reviewed in confidence between the Trainee and Trainer for the purposes of training
- stored safely or encrypted when awaiting review
- erased once viewed

We may also ask our patients for feedback (Questionnaire) on the Trainees at specified times in their training.

We are very grateful to patient's who assist us. Together we aim to ensure excellent GPs for the future.



## **APPOINTMENTS**

**Routine appointments** can be arranged either by telephone or by calling into the health centre. **A doctor is available in the surgery between 8am and 6pm - Monday to Friday. Each doctor undertakes surgery sessions and clinics at various times during these hours. PLEASE CHECK WITH**

### **RECEPTION.**

You can also register for our online appointments, see the 'Online Services' section within the booklet on how to register for this service.

**Any patient who requires medical advice and feels unable to wait for the first available bookable appointment, should telephone the practice between 8am and 10am.** You will be asked a series of questions to ascertain the reason(s) you require to be seen. Please give as much information as you can, so the doctor can prioritise his/her calls appropriately.

If you are arranging a Doctor appointment and have multiple ailments you wish to discuss, please arrange a double appointment, to ensure you have adequate time with the Doctor to discuss these.

**PLEASE LET THE SURGERY KNOW IF YOU CANNOT KEEP AN APPOINTMENT.**

### **Extended Hours**

The Practice appreciates that some patient's can not attend within normal surgery times. The Doctors take in turn to provide extended hours and there is a surgery each day from 7am – 8am Monday – Friday. You should contact the receptionist on 0141 207 7730 to arrange an appointment.

### **Home Visits**

When you see the GP at the Health Centre this means that you have the best facilities for examination and treatment. If you do require a home visit be prepared for the receptionist to ask for some brief details of your problem. If possible, please request home visits before 10.30am. We do recognise that emergencies can happen.



### **Contacting Your Doctor or Practice Nurse**

If you wish to speak to a GP or a Practice Nurse with regards to something that does not require a consultation you should call the practice and inform the reception staff who will take a message and the doctor or nurse will call you back after surgery.

Please advise staff if your call is urgent. They will take your details and you will be called back as soon as it is appropriate.



## **PRESCRIPTION REQUESTS**

There are a number of ways you can order your repeat prescription.

- You can telephone the repeat prescription line on 0141 207 7725. The prescription line is available 24 hours a day, 7 days a week. You will hear a pre-recorded message advising you of what information is required. If you would like your local pharmacy to collect your prescription, please indicate this on your message.
- You can also send in a written request using the tear off which you receive with your repeat prescriptions, and if you enclose a stamped addressed envelope, we will return the prescription to you.
- You can post your request in the box provided at reception.
- You can log onto the practice website [www.clydeviewmedicalpractice.co.uk](http://www.clydeviewmedicalpractice.co.uk) and follow the online instructions. You will need to register for this service. Ask at Reception for your unique registration document. Please ensure you select the correct drugs. You may be on a repeat medication that is not on your repeat list, unfortunately you will not be able to order this via the website. This service is only available for those patient's on repeat medications.
- Prescription requests for acute conditions can be made by telephoning the practice number 0141 207 7730.

On some occasions, you may not be able to order certain drugs via the online service. This is purely because certain drugs require regular monitoring and are not able to be put on a repeat prescription list.

We ask that you give us 48 hours (2 full working days) notice for repeat prescriptions.

## **GOOD MEDICINE MANAGEMENT IS IMPORTANT**

Please pre-empt ordering prescriptions to avoid running out.

If you are given 56 days of tablets and you have 7 days left, order your new prescription. In the case of any emergency your regular pharmacist will give you a couple of tablets until you get your new prescription.

**If you are going on holiday you should take a list of your medication with you.** In case you have a problem ENSURE YOU HAVE ENOUGH MEDICATION TO COVER YOUR HOLIDAY. SOME COUNTRIES ALSO NEED A DOCTOR'S LETTER TO EXPLAIN THE MEDICATION. Check with your travel agent.

If you have elderly relatives ensure they have an adequate supply of their medication. Dosette boxes/blister packs can be arranged if they have a large amount of medication to take.

### **Useful Information**

Each drug has two names – the generic and the brand name. Where possible we use the generic name because this is usually much cheaper for the health service. Due to this, you may notice a change in colour, shape or size of the drug. Do not be concerned by this, you

are still receiving the same drug of the same quality, it is only the appearance that has altered.

## **CHEMIST COLLECTION SERVICE**



All the local pharmacies have a collection and ordering service. If you would prefer your local pharmacy to collect your prescriptions, please contact the Pharmacy direct or alternatively contact the surgery and we will change your collection status on your computer record. This would mean you can collect your ready dispensed prescription within 48 hours of ordering it, instead of having to come to the surgery.



## **OUT OF HOURS**

Out of hours cover is the responsibility of NHS Greater Glasgow & Clyde. Out of hours services are provided during the following periods when the surgery is closed.

**Monday to Friday: 6.00pm - 8.00am**

**Saturday to Monday: 8.00am - 8.00am (weekends)**

**Bank Holidays: 6.00pm the night before until 8.00am the day after**

**For urgent advice during these times please phone NHS 24 FREE BY DIALING 1 1 1**

You will speak first to an experienced nurse who will assess your symptoms and then either give you advice or direct you to the most appropriate health care professional or organise a home visit. If you phone the surgery you will hear a message advising you of the NHS 24 number to contact.

**If you need a doctor in an emergency e.g. chest pain, we would urge you to call 999 for an ambulance. They will send a professional fully equipped to deal with the emergency.**

Round the clock health advice and support is available from NHS 24

**Tel: 1 1 1**

**Text phone users: 18001 18454 24 24 24**

**NHS 24 website: [www.nhs24.com](http://www.nhs24.com)**



## **HOW TO REGISTER WITH THE PRACTICE**

To register with the practice you should request new patient forms at the reception desk.

In accordance with Greater Glasgow and Clyde recommendations, all new patients should present **two** forms of identification which proves residency and authenticates their identity. This is required to reduce and prevent fraudulent attempts to obtain or misuse NHS care. Overseas visitors may be asked for additional information to prove NHS entitlement.

One form of identity must ideally be photographic such as:

- Passport
- Drivers License
- Official ID card from Public Services body
- Student matriculation card (*current year*)

Other documents for proof of residency that are acceptable are:

- Recent utility bill (*within last 3 months*)
- Council Tax document
- Television License
- Payslips (*last two months*)
- Rent book/agreement (*Public Body or Private Landlord*)
- Bank Statement (*Name and address section only required*)
- Solicitors Letter- (*Clearly showing name and address*)

If unable to provide photographic evidence then you must present one of the above and one of the following:-

- Birth Certificate
- Marriage Certificate
- Divorce\Annulment Papers.

**N.B. The above list is not exhaustive and staff are entitled to ask for further proof if required. Please note you will not be registered with the practice if you cannot provide the documents required to prove NHS eligibility.**

You will be offered the opportunity to have a new patient health check. This allows us to gather any relevant information we may require before your medical record is received from your former GP.

If you prefer a particular type of doctor e.g. female for female patients and vice versa we will do our best to accommodate this. You should note however that not all doctors in the practice provide all services and specific doctors may not be immediately available.

Our practice area covers all parts of Renfrew and Inchinnan.

If you change your address or telephone number please inform the practice. If you move out with the area covered by the practice you will have to register with a doctor in the area in which you are living.

### **Patients from Overseas**

There are laid down guidelines for patients from overseas which vary depending on the country of origin. Additional/Other documentation may be required in these circumstances – the Practice Manager or Reception Staff can advise.

### **ENTITLEMENT TO NHS TREATMENT**

The NHS is the UK's state health service, which provides treatment for UK residents. Some services are free, other have to be paid for. The regulations that govern who can and can't receive treatment are complex and may change. A person who is regarded as ordinarily resident in the UK is eligible for free treatment by a GP. A person is 'ordinarily resident' for this purpose if lawfully living in the UK for a settled purpose as part of the regular order of his or her life for the time being. Anyone coming to live in this country would qualify as ordinarily resident. Overseas visitors to the UK are not regarded as ordinarily resident if they do not meet this description.

The following NHS treatment is available to anyone: -

- Treatment in an emergency (but not follow up treatment)
- Treatment of certain communicable diseases
- Compulsory psychiatric treatment

To qualify for other NHS treatments you must meet certain conditions.

### **EU Nationals and NON EU Nationals**

The regulations covering the above are complex. The Practice Manager and the Reception Team can advise on each individual situation for eligibility.

### **SERVICES OFFERED**

In accordance with the NHS contract the practice provides:

Core services: general management of medical conditions, health promotion advice, referral for other services, care for temporary residents, emergency care if appropriate.

- Additional services: cervical screening, contraceptive services, vaccination and immunisations, child health surveillance

- Enhanced services: anti-coagulation and near patient testing
- Maternity services in the ante natal and post natal period, together with the Midwives from the Royal Alexandra Hospital. For first appointments, you should contact the central booking office on 0141 232 4005.
- Routine immunisation of babies is carried out at the baby clinic by the health visiting team. Pre-school children for boosters are also seen by the health visiting team. The clinic is held on the 1<sup>st</sup> floor of the health centre. You will be sent out an appointment from community screening when your child's next appointment is due.
- Immunisation for foreign travel is restricted to vaccinations prescribed under NHS regulations e.g. Hep A, Diphtheria, Polio, and typhoid. Appointments for travel advice must be booked at least six weeks before date of travel advice regarding specific regions must be obtained privately at a travel immunisation clinic.
- Cervical Smears for woman aged 25 to 65 years.
- Substance Abuse clinic is held weekly. A key worker with Renfrew Substance Abuse Resource is available to offer assessment, help and advice. Dr Climie, the specialist GP in this field is responsible for prescribing. **SPECIFIC DRUG ISSUES WILL NOT BE ADDRESSED OUTWITH THIS CLINIC.**
- An annual flu immunisation programme to protect the elderly and at risk patients
- Regular monitoring by blood and urine tests for patients on a specific range of drugs.
- The management of all disease processes



### **CHARGABLE SERVICES**

- Medicals for insurance, HGV, PSV, pre-employment etc. are performed outside normal appointment times. Please make an appointment with the receptionist and remember that a fee is charged for this type of work as it lies outside our NHS contract.
- Certain medical certificates will be provided under the NHS:

Sickness Certificates/Exemption from Prescription charges/Council tax exemption Discount for severe mental impairment/Fitness for Jury Service/Confirmation of Pregnancy/Voter-absent on grounds of disability.

- The following are paid for by other agencies:

Lawyers reports/Occupational Health/Life Assurance medicals/DSS reports/Adoption and Fostering

**Please note ANY OTHER CERTIFICATE is likely to mean A FEE WILL BE CHARGED. The receptionist will advise you what the charge will be when you hand in your form(s).**

### **Specimen Collection**

If you are asked to hand in a sample, please ensure you hand this in at reception before 1.30pm. All samples should have the patient's name and date of birth on the label.

### **Obtaining Test Results**

When results are received they must be screened by the doctor. Most results are back within one week but some results take longer so please be patient. Please contact the surgery by telephone on 0141 207 7730, Monday - Friday after 4pm.



**Information will not be given to another person without your permission.**

## ONLINE SERVICES AVAILABLE



Introducing Patient Access online services - Access through the Practice Website at [www.clydeviewmedicalpractice.co.uk](http://www.clydeviewmedicalpractice.co.uk) or at [www.patient.co.uk](http://www.patient.co.uk)

How to register for this service – you should ask at Reception for your unique registration document. This will allow you to register online.

### What services are available?



**Book your next Doctor appointment** - You can view, book and cancel Doctor appointments at your convenience. This is quick and easy to use, avoids busy telephone lines, can access out with Practice hours and electronic management of your appointments.



**Request Repeat Prescriptions** – Access a list of your repeat medication and request a repeat prescription. You can minimise your trips to the Practice/Pharmacy – only one visit is needed to collect your prescription. Your request is authorised by the Practice, so you know when it's ready to collect and you can avoid queues and busy telephone lines.



**Update your Personal Details** – You can update your address and contact details online. Changes made through this service are then approved by practice staff. (Through the Practice website at [www.clydeviewmedicalpractice.co.uk](http://www.clydeviewmedicalpractice.co.uk))



**Mobile App** – The free Patient Access app provides greater convenience for patients who are away from a desktop PC or laptop, with access to a Smartphone\*. Download at [patient.co.uk/accessapp](http://patient.co.uk/accessapp)

\*Available on the Android and iOS platforms



**Safe and Secure** – All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure.



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## **ACCIDENT AND EMERGENCY**

The nearest casualty departments are at  
Royal Alexandra Hospital, Paisley. Tel: 0141 887 9111  
Queen Elizabeth South University Hospital, Glasgow Tel: 0141 201 1100  
Patients requiring X-rays as a result of injury should go to casualty department as there are no X-ray facilities in the health centre.

## **PRACTICE STANDARDS**

These are the local standards set within this practice for the benefit of our patients. It is our responsibility to give you treatment and advice. Following discussion with you, you will receive the most appropriate care. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

**FREEDOM OF INFORMATION ACT (Scotland) 2002.** The practice has adopted the model publication scheme prepared by SGPC. Copies can be obtained by contacting the Practice Manager.

## **DATA PROTECTION**

We are obliged to comply with Data Protection 1998 and other guidance on privacy and data confidentiality, which we take very seriously. In order to provide care we are obliged to keep records of all medical information, which is kept either in paper form or stored on computer. In order to manage services and improve the quality of patient care we provide we are sometimes asked to share information on practice activity with the CHP pharmacist, Health Board, Common Service Agency and the Scottish Executive. Whenever possible this information is anonymised. Information is not shared with any third party outside the Health Service without your written consent. We are obliged by law to provide certain information e.g. notification of certain infectious diseases. If you require further information regarding Data Protection please contact the Practice Manager.

## **ACCESS TO YOUR HEALTH RECORDS**

Under the Data Protection Act 1998, you have a legal right to access your health records. If you want to see your health records you can write to the Practice Manager to request a time to come in and read them. You don't have to give a reason for wanting to see your records. It's a good idea to state the dates of the records that you want to see – for example, from 2009-2012 – and to send the letter by recorded delivery. You should also keep a copy of your letter for your records. You will usually receive a response to your request within 21 days, although the law states that your hospital, or the Practice, has up to 40 days to respond.

## **Hospital Records**

As well as having a copy of your health records the Practice will also have a summary of any hospital tests, or treatment, that you have had. Any hospitals where you have had treatment, or tests, will also hold records.

To see your hospital health records, you will have to contact your local Hospital. Your request to see your records will be forwarded to the health records manager. The manager will decide whether your request will be approved. Your request will usually only be refused if your records manager, GP, or other health professional believes that information in the records is likely to cause you, or another person, serious harm.

## **Charges**

If your records have been updated in the last 40 days – that is, you have seen your GP, or another health professional, in the last 40 days, you're entitled to see your records free of charge. However, if your records are held on a computer, there may be an administration charge of up to £10.

For a copy of older paper records, and results such as X-rays, you may have to pay photocopying and administration charges. These charges will be a maximum of £50 (in total).

## **Power of Attorney**

Your health records are confidential, and members of your family are not allowed to see them, unless you give them written permission, or they have power of attorney.

A lasting power of attorney is a legal document that allows you to appoint someone to make decisions for you, should you become incapable of making decisions yourself.

The person you appoint is known as your attorney. An attorney can make decisions about your finances, property, and welfare. It is very important that you trust the person you appoint so that they do not abuse their responsibility. A legal power of attorney must be registered with the Office of the Public Guardian before it can be used.

If you wish to see the health records of someone who has died, you will have to apply under the Access to Medical Records Act 1990. You can only apply if you: are that person's next of kin, are their legal executor (the person named in a will who is in charge of dealing with the property and finances of the deceased person), have the permission of the next of kin, or have obtained written permission from the deceased person before they died. To access the records of a deceased person, you must go through the same process as a living patient. This means either contacting the Practice or the hospital where the records are stored.

## **ZERO TOLERANCE**

The practice operates a zero tolerance policy in relation to abusive or violent behaviour towards Doctors and staff. Such behaviour will result in removal from the practice list and where appropriate will be reported to the police.

## **DATA 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 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.

## **YOUR PERSONAL HEALTH INFORMATION**

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care e.g. GP, health visitor, practice nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them.

Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds and are authorised to check that payments are being properly made. We are required to co-operate with these checks and disclosure of your data is a necessary part of our provision of healthcare services. Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards. Whenever we take part in activities such as these we will ensure as far as possible any details that may identify you are not disclosed.

Where you need a service provided jointly with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information e.g. the notification to the government of births and deaths and certain diseases or crimes is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in

relation to how your personal information is used including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on protecting patient confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

### **Scottish Primary Care Information Resource (SPIRE)**

This has been developed to help GPs, the NHS in Scotland and researchers learn from information held at GP

Practices. Gathering this information will help improve health and care services in Scotland.

Benefits of the improved service are

- Improving the quality of care for people who have a condition or a health need
- Improving the quality of care for all patients
- Responding to major public health issues like flu epidemics
- Improving the provision of health and care to vulnerable or disadvantaged groups
- Developing knowledge about the uptake of vital medicines and vaccines
- Supporting research into new treatments for particular illnesses.

### **What Information will be used?**

To understand and analyse the data, information such as your date of birth, gender, vaccinations, diagnoses and prescribed medicines, will be used from your GP patient records. To protect confidentiality, these details will be encrypted before they are sent. So you can be confident that your information is secure at all times.

### **Who will be able to access the information gathered through SPIRE?**

The information will be used by trained and authorised analysts at NHS National Services Scotland. For example, to work out the total number of people in Scotland with a particular illness. Individual data will be grouped together to produce national and local Health Board summaries, which will be publicly available. You will not be able to be identified from these reports.

Health researchers from outside the NHS Scotland (for example, charity or university researchers) will have to apply to an independent steering group if they want to use the information. Permission will only be considered where there is a clear health benefit and where patient confidentiality can be maintained at all times. The steering group includes members of the public who represent patients' interests.

### **What choices do I have?**

If you're happy for NHS Scotland to use information from your GP patient records for planning health and care services and for research, then you don't need to do anything – it will happen automatically.

If you have questions about SPIRE or want to know more about how confidential information is managed, just visit [spire.scot](http://spire.scot). Alternatively call NHS inform on 0800 22 44 88 to find out more.

If you do not want information from your GP records to be used in this way, you need to log onto [spire.scot](http://spire.scot) and complete the opt out form. You need to bring this to your GP Practice so your records can be updated.

You can change your mind at any time. Your choice will not affect the care you receive from your GP.

## **OUR RESPONSIBILITIES TO YOU**

We are committed to giving you the best possible service.

**NAMES:** People involved in your care will give you their names and ensure that you know how to contact them.

**WAITING TIME:** We run an appointments system in this practice. You will be given a time at which the doctor or nurse hopes to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

**ACCESS:** You will have access to a doctor in the case of an emergency. A home visit will be arranged as appropriate, for those who are too ill or infirm to be brought to the surgery.

**TELEPHONE:** We will try to answer the telephone promptly and ensure that there are sufficient staff available to do this.

**TEST RESULTS:** If you undergo test or x-rays at the request of the GPs you will be informed how to obtain the results.

**RESPECT:** Patients will be treated as individuals and partners in their healthcare, irrespective of ethnic origin and cultural beliefs.

**INFORMATION:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive information which directly affects your health and the care being offered.

## **YOUR RESPONSIBILITIES TO US**

- Please let us know if you change your name, address or telephone number.
- Please do everything you can to keep appointments, and inform us if you cannot.
- Please keep your telephone calls brief and avoid calling during peak morning time for non-urgent matters.
- Test results take time to reach us so please do not ring before you have been asked to do so.
- We ask that you treat the doctors and practice staff with courtesy and respect.
- Remember, you are responsible for your own health, and the health of your children.
- We will give you our professional help and advice. Please act upon it.

## **USEFUL CONTACT NUMBERS**



Renfrew Health Centre (RHC) (General Enquires)	207 7401/02
RHC Chiropody	207 7407
RHC Physiotherapy	207 7408
Royal Alexandra Hospital	887 9111
Queen Elizabeth South University Hospital	201 1100
Royal Hospital for Sick Children	201 0000
Social Work Department	207 7777
Renfrewshire Council	842 5000
DSS (Renfrew)	800 6800
Police Station (Renfrew)	532 6100

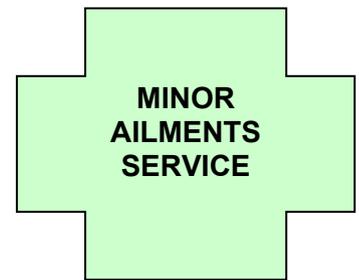
## **USEFUL WEBSITE FOR PATIENT LEAFLETS**

We do recognise that there are many websites available for patient's to read on various conditions they might have. We have found that the undernoted website is very useful and patient's can view and print leaflets from it. It is designed for the patient so it makes the reading of the leaflets easy to understand. You can log onto [www.patient.co.uk](http://www.patient.co.uk)

Please remember if you are concerned about your health, please arrange a Doctor's appointment.

## **LOCAL PHARMACY – MINOR AILMENTS SERVICE**

This is a service for people who don't pay prescription charges.



### **What is the NHS Minor Ailments Service?**

Everyone can go to their pharmacist for advice or to buy a medicine for a minor illness or complaint. But, this is an NHS service for people, including children, who didn't pay prescription charges prior to the implementation of free prescriptions for everyone in April 2011. It means that if your pharmacist thinks you need it, they can give you a medicine for a minor illness or complaint without you having to pay for it. It will save you making appointment with your GP simply to get a prescription for a minor complaint.

### **How does it work?**

The NHS Minor Ailment service is available from all community pharmacies in Scotland.

You register for the service with the community pharmacy of your choice. You will be asked for some details—your name, date of birth and postcode. The pharmacist will check whether you pay for your prescriptions and complete a form which you must sign to register.

You don't have to make an appointment. You can go along at a time that suits you.

Your consultation will always be with a pharmacist. They will offer you advice and if needed you will receive medicine or a product to treat your symptoms, you will be given this free of charge.

You may still need to see your GP if your pharmacist feels you need a medicine that you can only get with a prescription.

### **What does the Service Offer?**

You will be able to get advice and free treatment (if you need it) from your community pharmacist for minor illnesses and complaints such as:-

- |                        |                    |                |
|------------------------|--------------------|----------------|
| ● Acne                 | ● Athlete's Foot   | ● Period Pain  |
| ● Thrush               | ● Verrucae         | ● Warts        |
| ● Backache             | ● Cold Sores       | ● Constipation |
| ● Diarrhoea            | ● Earache          | ● Cough        |
| ● Eczema               | ● Allergies        | ● Head Lice    |
| ● Indigestion          | ● Nasal Congestion | ● Mouth Ulcers |
| ● Hay fever            | ● Pain             | ● Sore Throat  |
| ● Haemorrhoids (piles) | ● Threadworms      | ● Headache     |

For more information contact your local pharmacy or you can call the NHS helpline on 0800 22 44 88 (calls are free).

## **DENTAL PROBLEMS**

Not all health related problems should be seen by your Doctor. If you have tooth or gum problems i.e. toothache or abscess you should contact your Dentist, who will be able to assess your condition using the correct medial equipment. If you need a prescription for your dental problem, the Dentist can write you one.



Please remember to always get 6 monthly check ups to ensure you keep your teeth and gums healthy.

## **EYE PROBLEMS**



If you have an eye problem, Opticians are now able to offer a service to enable them to see you, again using the appropriate examination equipment. You should contact your local Optician if the need arises and they will arrange an appointment for you.

## **PRACTICE NEWSLETTER**

The Practice produces newsletters at least 2 – 3 times a year. This will included up to date service information and any other initiatives the team are participating in. You can also keep up to date by logging onto the Practice website @ [www.clydeviewmedicalpractice.co.uk](http://www.clydeviewmedicalpractice.co.uk)



## **SUGGESTIONS/COMPLAINTS ABOUT OUR SERVICE**

We welcome suggestions on how we could improve our service.

Our aim is to give you the highest possible standard of service and to deal quickly with any problems that arise.

In support of this we operate a complaints procedure. Our system meets the nationally agreed criteria for dealing with NHS complaints.

A leaflet giving details of our procedure is available. You can obtain a copy of the NHS complaints procedure at the Practice or by logging onto

<http://www.hris.org.uk/patient-information>

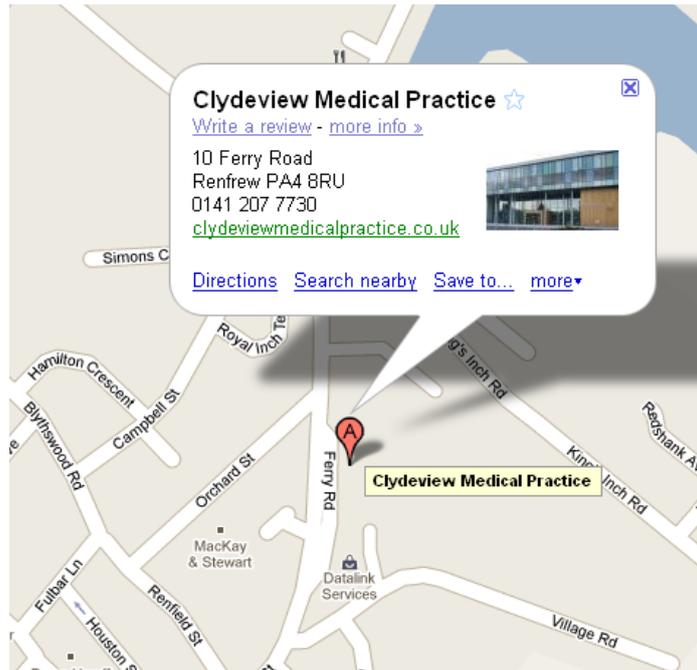
If you are unhappy about any aspect of our services please contact the Practice Manager or you can complete a comments/suggestion form available at reception area.

Mrs Diane Ramsay  
Clydeview Medical Practice  
Renfrew Health and Social Work Centre  
10 Ferry Road  
Renfrew  
PA4 8RU  
Tel: 0141 207 7730

## PRACTICE AREA

The practice is happy to accept patients living in the PA4 postcode.

Map of area where health centre is.



The Practice has a Facebook page, this has been set up to inform patients of up to date information regarding the Practices Services. Please **DO NOT** leave any messages on this page. If you need to contact the Practice you should contact us by telephoning in the usual way. Search for Clydeview Medical Practice.