

Partners

Dr. Ewan McIntosh, M.B., Ch.B., (Aber. 1978), D.R.C.O.G., M.R.C.G.P.

Dr. Roger A Brydon, M.B., Ch.B., (Aber. 1996), M.R.C.G.P.

Dr Claire Meldrum, M.B.,ChB, (Edin. 1999) M.R.C.G.P, D.R.C.O.G, D.F.F.P

Other Doctors - GP Registrar (changes on an annual basis)

G.P. Registrars and Retainers

We are privileged to be recognised, after meeting strict criteria, as a practice where doctors complete their training as GP's. G.P Registrars are experienced hospital doctors who spend their final year of training with us prior to obtaining a post elsewhere. Our practice is also approved to engage a GP Retainee, a fully qualified GP who, because of family commitments, works part-time in the Practice.

Practice Nurses

Sheila Semple, SEN.RGN

Sheena Muir, RGN, RM, Bsc. Nursing Studies

Julie Hopkirk, RGN

The practice nurses by appointment run chronic disease clinics in asthma, diabetes, hypertension, chronic heart disease and chronic obstructive pulmonary disease. In addition they run general clinics incl. cryotherapy, HRT and contraceptive pill checks. The practice nurse run an appointment system and can be contacted by 'phone.

How to Register with the Practice

Under the new GP contract patients register with the Practice and not an individual doctor. Patients can register with the Practice by completing the appropriate registration forms which will be provided by our receptionists. It is also helpful if the patient's current medical card can be handed in. A new card will be issued by the Health Board after registration

Choice of Doctor

Although patients will be registered with the Practice, and not an individual doctor, patients may express a preference to see a named doctor or type of doctor (e.g. male/female) when completing their new patient registration form.

Services available

The Practice is contracted to provide the following services, defined in the new GP Contract, to all our registered patients -

Essential services

Additional Services – Cervical screening, contraceptive services, certain vaccinations and immunisations, child health surveillance, maternity services, certain minor surgery procedures

Enhanced Services – Flu immunisations for over 65s and at risk patients, childhood immunisations, certain minor surgical procedures, anticoagulant monitoring, monitoring of complex drug treatment.

Opening Hours

The Health Centre will normally be open from 08.00 – 18.00 hours. Medical Services during these hours can be accessed by either call in person at the Health Centre or by telephone.

Appointments:

Consultations are either by appointment or at the same day surgery. Appointments may be made by telephone or in person at the Health Centre. The doctor will see on average, 1 patient every 10 minutes. If you wish a non-urgent appointment you will be offered an appointment with the doctor whom you usually see or another doctor in the practice.

Booked appointments are normally available as follows:

Every weekday morning

Every weekday afternoon

Every evening Monday to Thursday (last appointment 5.50pm)

The doctors are available for telephone consultation. If they are not immediately available to talk to you, you will be advised of an appropriate time to phone back, or the doctor will return your call.

A same day surgery will be held from Monday to Friday at 10.45am. This is for patients who feel they cannot wait for the first available routine appointment.

Patients should be aware that this surgery may be very busy and the doctor may have less time to spend with you than if it were a routine surgery. Please note that you will see the duty doctor and not necessarily the doctor of your choice.

Urgent consultations later in the day can only be arranged after discussion with the duty doctor who will decide whether a consultation is necessary prior to 6pm, or whether the problem can reasonably be dealt with the following day.

Home Visits

Home visits are only made if patients are too ill to attend the Health Centre. The doctor is responsible for deciding whether the patient's condition makes a home visit necessary or not. If you feel you are too ill to attend the Health Centre and need to see a doctor, please telephone the Tweed Practice phone number. It is extremely helpful to the doctors in prioritising their visits if your request can be made as early as possible in the day after 9.00a.m. and before 10.00a.m, and the receptionists are given an indication of your illness. Requests for non-urgent home visits made later in the day may have to be dealt with the following day. If you are uncertain as to whether it would be harmful to come to the Health Centre a doctor can advise.

Please note that a doctor can see at least 4 patients at the surgery in the time taken for an average home visit.

Emergencies

In the case of emergencies, please telephone the Practice number during normal opening hours. It is very important that our receptionists are given an indication as to the nature of the emergency so that the Doctors can respond appropriately.

Patients not seen within the previous three years aged between 16 –75 may request an appointment for a consultation in which any appropriate inquiries or examination can be undertaken.

Patients aged 75 years and over may request an appointment for a consultation in which any appropriate inquiries or examination can be undertaken. Such a consultation can be undertaken in the patient's home if the doctor decides it would be inappropriate, in the light of the patient's medical condition, for the patient to attend the Health Centre.

Out of Hours

Emergency cases occurring after the Health Centre is closed (6.00 p.m.- 8.00 a.m.) will be handled by NHS 24, the emergency out of hours service based at Borders General Hospital

From 20 April 2004 all medical problems out of hours will be dealt with by NHS 24 on 08454 24 24 24. Website: www.NHS24.co.uk

Repeat Prescriptions

Patients on long term medication will be issued with a repeat prescription slip. Repeat prescriptions cannot be issued unless this slip is presented. You can either post the slip to the Health Centre or hand it in personally, or have a friend or relative hand it in for you. It is important, if you are on several medications that you indicate clearly which ones you require. Normally we require **2 working days** notice to issue a repeat prescription and it is important not to wait until your medications have run out before requesting a repeat.

We are unable to accept faxed or e-mailed requests for Repeat Prescriptions

Dispensing

We do not dispense prescriptions. These should be taken to a pharmacist.

Comments and Suggestions

If you have any suggestions on ways in which our services might be improved, these can be made in person or in writing to the Practice Manager or the doctor you normally see. There is also a suggestion box in the reception area where your comments can be placed anonymously.

Publication Scheme

In accordance with the Freedom of Information (Scotland) Act 2002.

Hard of Hearing

The practice has recently installed a Minicom system for use by patients with hearing difficulties. An Audio Frequency Induction Loop System is also in operation.

Disabled Access

The Health Centre has easy access for disabled and wheelchair patients.

Complaints

We take any complaints regarding the service provided most seriously and would wish to deal with these most promptly. If you have a complaint about any aspect of your treatment, whether it be medical or non medical, we would appreciate if you would take the time to complete a complaints form which can be obtained from the receptionist. Your completed form will be passed on to the most appropriate member of our team to deal with your particular complaint who will contact you within two working days of its receipt. This will not affect your right to complain formally to the Health Board but we hope that by talking directly to us we may be able to sort things out to your satisfaction.

Patients' Responsibilities

Patients as well as the Practice have responsibilities. We feel the most important are as follows :-

- Please come on time for appointments to allow smooth running
- Please keep your appointments. If you are unable to attend, please cancel in good time so that the appointment can be made available to other patients
- We expect patients to be courteous to our staff. We will not tolerate verbal or physical abuse towards doctors or staff members.

Violent Behaviour

Any patient who exhibits violent behaviour towards any doctor or staff member will be removed immediately from the Practice list and thereafter will only be able to obtain medical treatment in a special secure environment which will be determined by the practice and Borders Health Board.

Medical Records

Patients' clinical records are confidential. Access to these records by third parties will only be permitted with express consent of the patient. All our practice staff are strictly bound to maintain absolute confidentiality on any personal medical information they may necessarily have access to in the course of their duties.

Patients can access their medical records in accordance with the Access to Medical Records Act 1990.

The Practice is registered under the Data Protection act 1998.

Practice Area - See map on inside back cover.

NHS Borders - You may contact the above by phoning 01896-828282

**HAY LODGE HEALTH CENTRE
NEIDPATH ROAD
PEEBLES EH45 8JG**

The Tweed Practice

TELEPHONE No. 01721-720601

