

The O'Connell Street Medical Practice

Partners: Dr Linda Bruce Dr J MacDonald Dr Emma Woolfenden Dr K Buchan Dr C Prabhakar

Practice Manager: Mr J Fishwick



RCGP Scotland
2004-2007

O'Connell Street
HAWICK
TD9 9HU

Tele: 01450 372276

Fax: 01450 371564

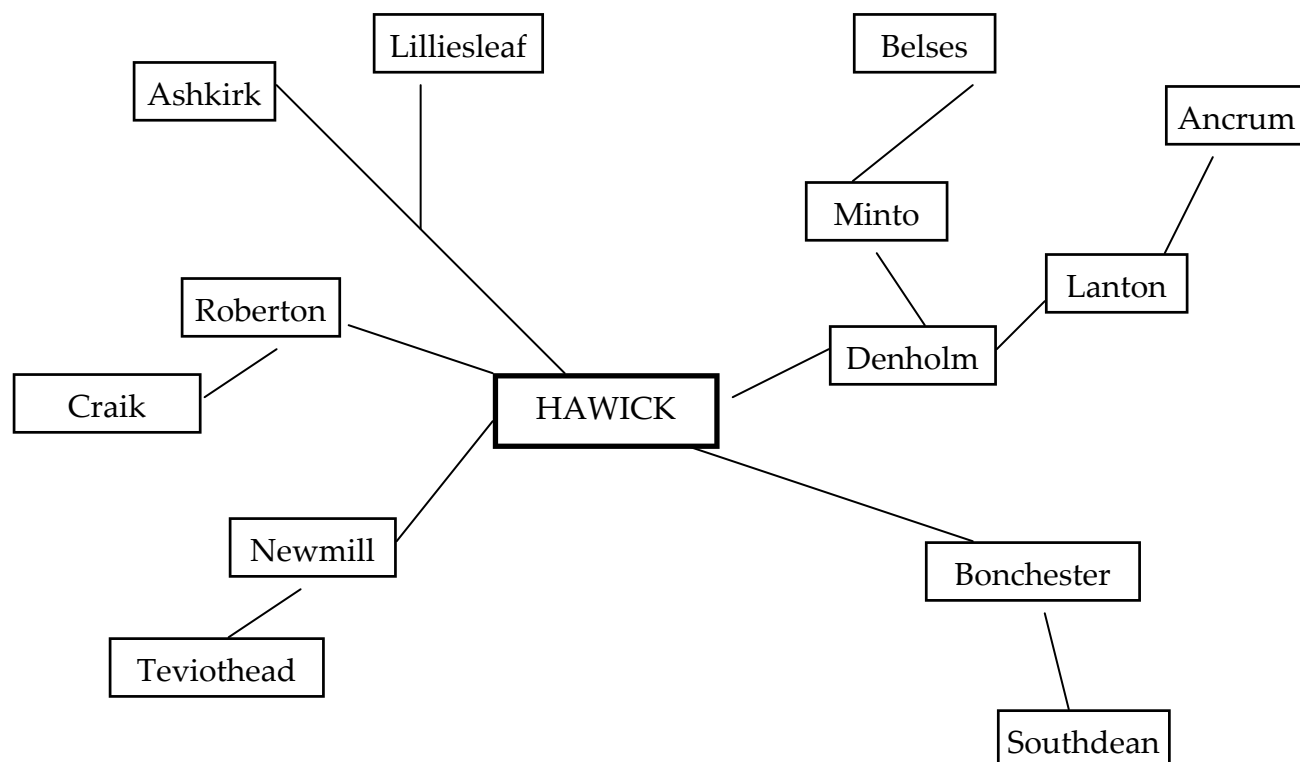
www.oconnellstmedprac.info

The Practice

- list size of approx. 7,000
- landward area of 420 sq miles
- premises are privately owned
- Street level lift available for disabled patients use

Practice Area

(patients residing within the defined boundary may register with the practice)



The Doctors

The O'Connell Street Medical Practice is a partnership of five doctors

Dr Linda Bruce M.B.Ch.B., D.R.C.O.G., M.R.C.G.P.

Registered 1982 (Glasgow)

Full-time partner

Dr John MacDonald M.B. Ch.B., M.R.C.G.P.

Registered 1979 (Edinburgh)

Full-time partner

Dr Kevin Buchan M.B..Ch.B., M.R.C.G.P.

Registered 1995 (Aberdeen)

Full-time partner

Dr Chinniah Prabhakar M.B., D.O., D.F.F.P, MRCGP(UK 2007)

Registered 1990 (Madras)

Full-time partner

Dr Emma Woolfenden M.B.Ch.B., D.T.M.& H., M.R.C.G.P.

Registered 1991 (Sheffield)

Part-time partner

Dr Elaine Kirk M.B.Ch.B., D.R.C.O.G., D.F.F.P., D.C.H., M.R.C.G.P

Registered 1995 (Edin)

GP employed – 3 sessions per week

Care Advice and Consulting

The O'Connell Street Medical Practice strives to provide all our patients with the best clinical advice and care in the most appropriate and timely manner. This leaflet explains how we can deliver this to all our 7000 patients.

Please remember your local pharmacy is part of the NHS team and can provide advice and treatment for Minor Ailments as well as offering other clinical services.

Surgery Opening Hours

Reception is open: Monday to Friday between 8.00am-6.00pm

Contacting the Surgery via telephone

The switchboard is busiest between 8.00am and 11.00am. ***Please ring out with these hours if your call can wait.*** Emergency calls will be dealt with ***immediately.*** Please inform the receptionist if your call is urgent.

To protect the staff, telephone voice recording equipment has been installed on the practice telephone lines. This will be used to record both incoming and outgoing telephone calls. The information held on the tapes may be used from time to time for training purposes.

Consultations

Monday – Friday 8.10am – 5.30pm These times may be subject to variation

For Routine consultations, we offer appointments in the surgery or by telephone. These can be booked in advance with the assistance of our reception staff who will help you choose the most appropriate and timely appointment.

When booking a telephone consultation with a specific GP we shall help you choose from the available dates/times. Patients must then be available on their given telephone line 30 minutes either side of the appointment time. If the GP is unable to contact you this shall be treated as a Did-Not-Attend(DNA) appointment.

Extended Hours Service – We are now able to offer this service to those patients who, due to work commitments, may find it difficult to attend during normal Practice opening hours. The O'Connell Street Medical Practice invites those working patients to apply for access to this Extended Hours Service. Please ask reception for an application form. This service is for routine pre-booked appointments only and not for emergencies.

Requests for Urgent Consultations – if you feel that your condition is such that you are unable to wait for a suggested routine appointment and need more urgent attention, we shall offer you the earliest available Telephone Triage call time to help you with advice and assess your clinical need. As your request is Urgent we will be able to give you an approximate time for the call back. Patients must be available 30 minutes either side of this time. In order to meet your need for urgent advice, the call shall be triaged by a scheduled clinician so patients are unable to request an urgent call from a clinician of their choice.

Home visits

For housebound patients, please contact the surgery before 10.30am if possible. A GP will telephone you back at a given time to offer advice and assess the requirements of the visit.

Minor Injuries

Cuts, scalds, etc can be dealt with when we have appropriate treatment room staff available. Patients can self refer to the senior nurse at the Teviot Health Centre Minor Injuries unit or Hawick Community Hospital. She will contact the duty doctor.

Out of Hours Emergencies

Midweek: Monday to Friday from 6pm until 8.00am the following morning.

Weekend: Friday evening from 6pm until 8.00am on the Monday morning.

The out-of-hours services are not provided by the Practice. NHS Borders is responsible for commissioning the services.

The out of Hours Medical Service will be provided by Borders Emergency Care Service through NHS24. When the practice is closed and you need urgent medical advice, please telephone NHS24 on 08454 24 24 24 . An experienced nurse will then help decide the most appropriate course of action to deal with your **URGENT** medical problems. or access www.nhs24.co.uk

Obtaining Test Results

X-ray and Scan results shall be reviewed by your GP who shall then contact you with details in writing or by telephone. Please allow 10-14 days from test.

Blood test results are available by telephone from a Nurse between 12 noon and 12:30 Tuesday, Wednesday or Thursday. Please allow 3+ days from test for processing, etc

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person whom they relate until that person has given prior permission for the release of the results or they are not capable of understanding the results.

Repeat Prescriptions

The administrative staff deal with approximately 100.000 repeat prescription items annually. As you may imagine, this is a huge task.

FOR SAFETY REASONS, WE ARE NO LONGER ABLE TO OFFER A TELEPHONE PRESCRIPTION SERVICE.

Please help us by:

1. Handing your repeat prescriptions list into the surgery by placing it in the box provided. A repeat prescriptions list may be given to you on collection from the pharmacy or a tear off slip may be attached to your prescription.
2. Please allow the surgery 48 hours to process your request for a repeat prescription.
3. By arrangement, your repeat prescription can be forwarded direct to a chemist of your choice.
4. If the prescription is to be posted please provide a stamped, addressed envelope.
5. In line with NHS recommendations most prescriptions will bear the generic (scientific) name rather than the brand name. The effectiveness and safety of the generic preparation is identical to that of the brand name. If you are at all uncertain please check with your pharmacist or doctor.

Minor Surgery

Removal by excision of lumps, cysts, etc.

Injection of joints.

Removal of warts, etc.

All partners are approved to carry out the above procedures.

Health Promotion

The practice encourages a healthy lifestyle and can offer advice and regular surveillance of common chronic illnesses by appointment:

- Healthy Heart
- Advice about weight reduction and maintenance of an “ideal weight”.
- GP Exercise Referral Scheme
- Smoking Cessation

Well Woman Clinic

Supervised by Dr Linda Bruce and Dr Emma Woolfenden with practice nurse support.
Clinic times by appointment

Results of cervical smear test – recall arrangements

The patient will be sent a written report.

The Practice is a part of a fully computerised National recall system which would aim to re-test each lady between age 20-60 every three years.

Family Planning

Chiefly the remit of Dr Linda Bruce and Dr Emma Woolfenden and/or the nurse Hazel Pow, who has received specialised training. All partners are able to advise. A standard twelve-minute appointment at a time of the patient's choice is normally sufficient.

Practice Nurse: Hazel Pow

- New patient Examinations
- Health Promotion including cholesterol advice and Blood Pressure checks
- Cervical Cytology
- Family Planning Advice
- Infant Immunisations
- Adult Immunisations and Foreign Travel Information
- Blood Tests
- Diabetic Care
- **Hormone Replacement Therapy**

Research Nurse: Molly Mitchell

- New patient Examinations
- Health Promotion including cholesterol advice and Blood Pressure checks
- Coronary Heart Disease Care/ Stroke reviews
- Asthma Care/Chronic Obstructive Pulmonary Disease Care
- Infant Immunisations
- Adult Immunisations and Foreign Travel Information
- Blood Tests
- Smoking Cessation

Treatment Room Nurse (RGN)

By appointment

- Health Promotion including cholesterol advice and Blood Pressure checks
- Blood tests
- Wound care/dressings
- Suture Removal
- Ear syringing
- Injections
- Assist with minor surgical procedures
- ECG

Community Staff

Two community nurses – full- time

Two community nurses – part-time

One community nursing auxiliary – part-time

This domiciliary service is intended to cater for those patients who are unable to attend the surgery. An assessment of need is completed initially by a community nurse and subsequent care provided by a designated member of staff.

Telephone number – 8.30am-16.30pm – **01450 371763**.

After hours and in an emergency, the community nurse/midwife on call can be contacted via **NHS24 on 08454 24 24 24**.

As part of UKCC requirements, nursing personnel are obliged to undertake ongoing professional development.

Child Health Surveillance

Children's health and development are monitored through the Child Health Surveillance programme according to local and national recommendations.

Public Health Nursing Team Tel: 01450 376845

Health Visitors, School Nurses, Staff Nurses, Nursing Auxillary & Secretarial Support

Public Health Nurses are qualified nurses with further specialised training in child and family health education at individual, group and community levels. We work with people of all ages and can offer advice and support on a great variety of issues including:

- Lifestyle change towards better health e.g. smoking cessation.
- Health eating, exercise, safer drinking and stress reduction
- Prevention of illness
- Mental health
- Health information
- Local and national support services

Every family with a child under 5 years has a named Health Visitor who can offer advice and support on all aspects of parenting including:

- Preparation for, and adjusting to parenthood
- FEEDING
- Growth and development
- Immunisation programmes
- Accident prevention
- Everyday difficulties, e.g. teething, sleeping, bedwetting, Behavioural problems
- Child care and schooling
- Minor ailments – both Health Visitors are registered Nurse Prescribers
- Where to get additional help

Well Baby Clinic: Each Thursday 1.30pm – 3.30pm (no appointment necessary).

Maternity Care

This service has a major and independent midwifery input. It is co-ordinated by a practice midwife supported by the GP's and Borders General Hospital. The same community team supervises additional postnatal care and offers such things as baby massage classes.

Antenatal Clinics are held weekly

Care is shared with the specialist obstetric unit at borders General Hospital. A domiciliary confinement is not available.

New Patient Registration

Reception staff will arrange a private interview with the Practice Manager or his deputy to enable registration details to be completed. Please bring your Medical Card with you. If you cannot find your medical card, don't worry as you will still be able to register with some other form of identification as guided by the administrator. In this case we shall need you to provide full details of the GP Practice you were previously registered with together with your current and previous addresses. If we cannot register you, the reason shall be given to you.

Patients are registered with the practice, not an individual GP. For administration reasons your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor and this will be recorded in your medical notes. Not all doctors in the practice provide all services and specific doctors may not be immediately available.

Emergency Care Summary - Important Information for all Patients

From October 2005 some of the information in your GP patient record will be made available to improve your care out-of-hours.

If you become ill when your doctor's surgery is closed, you or the person phoning on your behalf may be asked by the out-of-hours doctor whether they can look up some of the information in your patient record.

This information will cover:

1. Any known allergies you may have
2. The medication you are currently taking

This will help the nurse or doctor treating you to provide the best care possible, even if you are too ill to remember this important information.

The extract from your patient record is called the Emergency Care Summary. Out-of-hours staff will not be able to see your full patient record.

If you do not want any of the nurses or doctors looking after you out-of-hours to see your Emergency Care Summary, please let the Receptionist at your GP Practice know. Please note that withholding this information may mean you are denied an improvement in your care out-of-hours.

For more information contact 01896 826996 or visit www.nhsborders.org.uk

Information Sharing and Confidentiality

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others involved in your medical care e.g. Community Nurses and hospital services; Or when we have a duty of care to others e.g. in child protection cases.

Patients Rights and Responsibilities Complaints

The O'Connell Street Medical practice believes in patients rights and responsibilities as outlined in the handbook "The NHS and You" developed by the Scottish Executive. This can be obtained by telephoning the NHS helpline on 0800 22 44 88 or visit www.show.scot.nhs.uk/healthrights

In summary patients have the right to confidentiality, respect, good service, and competent and attentive care in accordance with evidence-based practice.

Clearly it is in everyone's interest to air a problem and to resolve it as quickly as possible. If you have a complaint or a concern about the attention you have received from a doctor or any of the practice staff please do let us know by contacting either Dr Bruce or one of the other partners. Alternatively, you may prefer to discuss your concerns informally and in private with the practice manager John Fishwick. We will do our best to resolve any problems, and if required a Practice Complaints leaflet is available from reception.

As patients, we ask you to co-operate in your treatment; try to adopt a healthy lifestyle which we are willing to assist with information, encouragement and practical advice; show patience at busy times, treat our staff well, keep your appointments, and help preserve a quiet and friendly environment in the waiting room.

We are required to advise that unacceptable behaviour from patients may result in their removal from our list. We will normally discuss this problem with the patient, and if removal from the list is appropriate, we will provide a written reason. The patient will then be expected to register with another Practice.

Postgraduate

Each doctor spends a minimum of five days per annum following a course of study. All nursing and secretarial staff are positively encouraged to develop their skills by attending conferences, workshops and specific training courses. Occasionally the practice will be closed to enable ongoing Staff training to be carried out and generally occurs on the last Wednesday afternoon of most months. Actual dates will be publicised by notices in the Practice. Emergency cover is provided via NHS 24.

Useful Telephone Numbers

Community Staff	371763
Health Visitors	376845
Midwives	361000
Hawick Cottage Hospital	372162
Borders General Hospital	01896 826000
Hawick Health Centre Out-Patients Clinics	374750
Police	375051
Social Work Department	374545
R.I.E.	0131 536 1000
W.G.H.	0131 537 1000
R.H.S.C.	0131 536 0000
NHS24	08454 24 24 24

Further details of primary medical services in the Scottish Borders area can be obtained from NHS Borders, Newstead, Melrose TD6 9DB Tel: 01896 828282

Comments and Suggestions

Always welcome please contact one of our managers.

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