



Information for Patients

85 Seres Road
Clarkston
Glasgow G76 7NW

Tel:
0141 620 0333

Website:
www.williamwood.co.uk

Welcome To WILLIAMWOOD MEDICAL CENTRE

Williamwood Medical Centre is home to two practices: one partnership and one single-handed practice. This booklet tells you about the services offered by the partnership (or group practice) known as Williamwood Practice.

DOCTORS

Dr Moya H Kelly (Female)	MBChB 1979 Glasgow FRCGP PhD
Dr Lesley N M Mackintosh (Female)	MBChB 1983 Aberdeen MRCP DCH
Dr Nigel F Pexton (Male)	MBChB 1985 Glasgow MRCP DRCOG
Dr Helen N Gilmour (Female)	MBChB 1990 Glasgow MRCP DRCOG
Dr Naushad Ali (Male)	MBChB 2002 Glasgow BSc Med Sci Sports Medicine MRCP DRCOG

Dr Kelly works part time in the practice and is also the Assistant Director in the Postgraduate Medicine Office at NHS Education. There she has responsibility for developing and maintaining the standard of training for aspiring General Practitioners in the West of Scotland.

Dr Mackintosh works part time in the practice and holds the diploma of child health. She co-ordinates the child health and development screening within the practice. Together with Sister Waters, she also co-ordinates the care of diabetic patients.

Dr Pexton works full time. He has a special interest in the management of respiratory illness, particularly asthma and COPD. He lectures and teaches in these conditions, and sits on a variety of respiratory strategy and working groups.

Dr Gilmour works part time in the practice. Her special interests are palliative care and family planning.

Dr Ali works part time in the practice. His special interest is sports medicine.

For the latest information click to: www.williamwood.co.uk

Clarkston Taxis



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0141 644 4999
0141 644 5588

PRIVATE COUNSELLOR

Elizabeth Finlay

PG Dip Communication and Counselling, FECT
BACP Accredited, UKRC Registered
Counselling Supervisor

Tel: 0141 620 0333

Mobile: 07968 588553

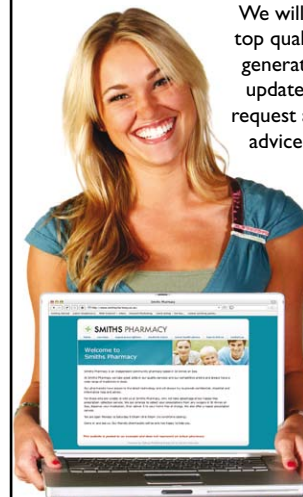
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Email: info@opg.co.uk

for Drs Kelly, Mackintosh, Pexton, Gilmour
& Ali of Clarkston

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PRACTICE CLINICAL STAFF

We employ a full-time GP nurse specialist, Sister Rhonda Waters RGM RM BSc Com N. She is a very experienced healthcare professional who deals with a range of minor illnesses, as well as the management of more significant conditions such as asthma, diabetes, high blood pressure and heart conditions. Sister Waters can also write prescriptions. She also advises on foreign travel, including vaccinations. She is a trained midwife and family planning nurse and runs the antenatal clinic with the midwives from the Southern General Hospital.

We also employ two part-time practice nurses, Catherine Campbell RGN, RMN and Alexandra Gordon RGN. They deal with minor ailments, dressings, injections, ear syringing, blood sampling, ECGs, blood pressure and lifestyle checks.

Our health visitor is Mrs Jacqui Ronaldson RGN, RM, Dip HV who can be contacted on 638 9477. She runs a baby clinic on a Wednesday morning and carries out monthly immunisations for children. Jacqui has a wealth of experience in helping parents with the challenges of rearing children. She is assisted by health visitor support nurse Maureen Galbraith.

Our district nurses are Jennifer Ward, Mary Cooke and Liz Lohead. They provide an excellent service in the community, visiting and caring for our housebound patients.

HEALTH CARE ASSISTANTS

Our receptionist Margaret Ferguson has trained as a health care assistant and undertakes simple procedures such as height and weight, blood pressure, ECG and testing urine samples. This allows more appointment time for clinical staff to deal with medical issues.

PRACTICE ADMINISTRATION STAFF

Our practice/business manager, Jacqueline Forster MIHM, joined the practice in 2005 from a management and financial background. She is responsible for all administrative and business aspects of the practice. She is available to help with any non-medical problems relevant to the practice and to discuss surgery arrangements, suggestions or complaints.

Our receptionists and secretarial staff are:

Janice Allan, Julie Wilson, Aileen O'Friel, Margaret Ferguson, Catriona Hume, Wendy Stone and Michelle Lipsett.

Our receptionists pride themselves on being helpful and polite - please extend

them the same courtesy.

THE FOLLOWING HEALTH PROFESSIONALS OFFER CONSULTATIONS IN THE SURGERY ON A PRIVATE BASIS. DETAILS OF CHARGES AND APPOINTMENT TIMES CAN BE OBTAINED FROM RECEPTION.

COUNSELLOR

Elizabeth Finlay is a very experienced and highly recommended counsellor. She is available to help support patients through difficult or challenging periods in their lives or to deal with longstanding emotional issues that affect quality of life. Details and/or referrals can be obtained from the doctors.

PHYSIOTHERAPIST

We have a physiotherapist, Jane Robertson, practising in the medical centre. Jane is BUPA registered and treatment will therefore usually be covered by private medical schemes on a doctor's referral. (Always check with your insurance company before treatment.)

CHIROPODIST

A chiropodist, Pauline Anderson, practises in the medical centre along with her colleagues.

HOURS OF OPENING

The medical centre is open from 8.00am-1.00pm and from 2.00-6.00pm Monday to Friday. We also offer evening surgeries on a Monday from 6.00 - 7.30pm. Consultation times for individual doctors are available on request.

APPOINTMENTS AND HOME VISITS

Consultations are by appointment. Appointments can be made either by calling into the medical centre or by telephoning 620 0333. We aim to provide same day appointments to deal with urgent problems. These appointments are available between 9.30 and 10.30am, therefore please call as early as possible. If your condition is not urgent and you wish to see a particular doctor, or at a particular time, you may have to wait a few days for an appointment depending on how busy we are. Our appointments will continue to be 10 minutes long; please bear in mind that it is not possible to deal with an extensive list of problems in one such appointment. Please accept that you may be asked to make another appointment. Although the doctors endeavour to keep surgeries running to time, some consultations will inevitably take longer than others. We would,

therefore, ask you please to be patient if you are kept a little beyond your appointment time.

If you feel a home visit is required then please telephone **BEFORE** 11.00am. Again you will be put through to the triage doctor or nurse. Please note that we have a strict housecall policy and visits are made at the doctor's discretion. This service is provided for patients whose condition makes it impossible for them to attend the surgery. We can attend three patients in the medical centre in the time it takes to do one housecall and it is almost always the best place to be seen, where all means of examination, diagnosis and treatment are at hand.

Contrary to popular belief it is quite safe to take a child with a temperature out of doors and, indeed, this often helps to bring the temperature down.

REPEAT PRESCRIPTIONS

You may order a repeat prescription by using your repeat prescription slip or by telephoning 638 0117. If using the slip, tick the items required and post it to us or hand it into reception. If you enclose an SAE we will post it back to you.

If using the telephone line, please speak clearly and leave your name, address, date of birth and details of the items you require. Your prescription will be ready for collection after 3.00pm on the following working afternoon.

AFTER HOURS CALLS

Emergency cover in Glasgow is provided by GEMS (Glasgow Emergency Medical Service). In an emergency outwith surgery hours, please telephone 620 0333. An answering machine will tell you how to contact the out-of-hours service. This will normally be the NHS 24 number - 08454 24 24 24. The website of NHS 24 is www.nhs24.com and this can be accessed for more information. Our local GEMS centre is in the Victoria Infirmary, below the Casualty Department. If you require medical attention, you will usually be asked to attend the centre. Free transport will be arranged if necessary. Housecalls will still be available for the housebound or seriously ill.

Please bear in mind that all emergency cover is designed to deal with medical conditions that are too serious to wait until the next working day. We offer urgent appointments every day at the surgery, and would much rather see you ourselves, during the working day, where possible.

OTHER SERVICES

Well Woman Appointments

Every sexually active woman between the ages of 20 and 60 years should have regular cervical smear tests. These appointments present an opportunity to have this done as well as blood pressure measurement, weight reduction, smoking, menopause and premenstrual advice.

Antenatal Clinic

Friday 9.00am - 5.00pm (alternative times can be arranged to suit).

Most antenatal care is now shared between the hospital and the GP. The antenatal clinic is run by community midwives.

Asthma Reviews

Everyone with asthma should attend the practice nurse for a regular review. The aim of this review clinic is twofold:

1. to educate patients about their asthma.
2. to monitor and where possible improve their control and therefore their lifestyle.

Generally, adults should be reviewed at least annually and children every six months. For the convenience of our patients, we have now integrated our asthma reviews with our nurse practitioner's daily surgery sessions. This will enable patients to be seen at times that will fit more appropriately into their daily lives.

Diabetic Reviews

Diabetes can affect many parts of the body and it is vital that patients understand the importance of regular reviews. All diabetic patients are invited to attend this special clinic, run by Dr Mackintosh and Sister Waters. As with the asthma reviews, our diabetic reviews will be integrated into the nurse practitioner's normal surgery sessions.

Blood Pressure Review

High blood pressure is a condition which, if untreated, leads to an increased incidence of heart disease and strokes. If you suffer from raised blood pressure, the doctor may ask you to attend for review to have your blood pressure and general health monitored. Blood pressure reviews will also be integrated into our nurse's daily surgery sessions.

Child Health Surveillance

To ensure that your child is growing and developing normally, routine checks are made at six weeks, by a doctor and our health visitor.

Vaccinations And Immunisations

Children's vaccinations are carried out by the health visitor on the first three Thursday mornings every month.

Travel Clinic (Including Holiday Vaccinations)

The surgery can provide information about vaccinations, malaria prevention, and other risks associated with international travel.

A minimum of six weeks' notice is required to allow sufficient time for the organisation and administration of travel vaccinations and to allow time for the vaccination to be effective before travelling. A questionnaire presented prior to the consultation with the practice nurse should be completed. There may be a charge for non NHS vaccinations and advice.

NEWLY REGISTERED PATIENTS

It is important that we meet you as soon as possible to discuss your medical history and medication, and assess your health needs. Please remember it may take several weeks for your case notes to be transferred from your previous doctor. We ask all newly registered patients to fill in a questionnaire **BEFORE** fully registering with the practice.

ZERO TOLERANCE

We will not tolerate either physical or verbal aggression towards administration or clinical staff. Such behaviour will result in the patient being removed from our list.

SAFEGUARDING YOUR HEALTH INFORMATION

All staff working within the NHS have a professional and legal duty to maintain confidentiality and safeguard your personal health information. Our use of your personal health information 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. To ensure that you receive the best possible care, there may be occasions where it is important to share this information with other professionals. There is a poster in the waiting area with further information about this.

NON-NHS SERVICES

Patients should be aware that fees may be charged for services not covered by the NHS contract. These include private certificates, reports supporting private health insurance claims and other non-NHS medical reports. Medical reports and examinations for insurance companies are usually paid for by the insurance company concerned.

Fees may be charged for examinations for other special purposes such as, for example, HGV and PSV licences, elderly drivers, fitness to drive, fitness to travel, Kibbutz medicals, fitness to undertake certain sports and pre-employment medicals. The fee scale is recommended by the BMA and details are available from reception.

ACCESS FOR DISABLED

The surgery is a single storey building with level access from both the car park and the road.

COMPLAINTS PROCEDURE

We always try to provide the best service possible, but there may be times when you feel this has not happened. We are always pleased to receive feedback from our patients, whether positive or negative. If you have a complaint, please follow the protocol laid down by the NHS in Scotland. Your complaint should be made in writing to our practice/business manager Jacqueline Forster or to Dr Mackintosh.

You will receive an acknowledgement within two working days, and a full reply as soon as the complaint has been investigated. We will address your concerns, provide you with an explanation and inform you of any action that may be needed. For further information, including what action you can take if you feel your complaint has not been satisfactorily dealt with, please speak to Jacqueline Forster.

STUDENTS

From time to time medical students may visit the practice and sit in with the doctors in surgery. Such experience is a very valuable part of undergraduate training.

You will be informed beforehand if there are medical students present. If you do not wish students to be present during your consultation, please say so and you will see the doctor alone.

PRACTICE PLEDGE - RIGHTS AND RESPONSIBILITIES

You have the right to be treated with courtesy, dignity and respect.

- It is your responsibility to extend the same courtesy and politeness to the practice team.

You have the right to be seen urgently if your condition necessitates this.

- It is your responsibility not to mis-use urgent appointments that may be required for other patients.

You have the right to be informed if you will be kept waiting for more than 30 minutes past your appointment.

- It is your responsibility to inform us in advance if you are unable to keep your appointment

You have the right to collect your repeat prescription on the working afternoon following your request.

- It is your responsibility to ensure that you order your repeat prescription in good time; before you run out of medication.

It is your right to expect a high standard of efficient and up-to-date healthcare.

- It is your responsibility to aid us in providing this, by being aware of the information in this booklet and accessing our services appropriately.

PRIMARY CARE TRUST

Details of Primary Medical Services in this area can be obtained from:

Greater Glasgow NHS Board
Primary Care Division

Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH

Tel: 0141 211 3600

SELF TREATMENT OF COMMON ILLNESSES

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat / Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

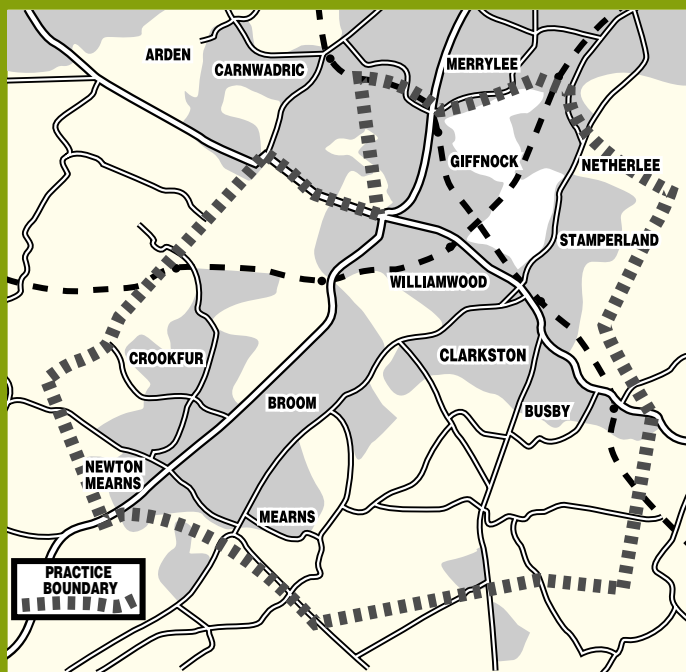
All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

FREEDOM OF INFORMATION

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities (including GP Practices) to be more open and accountable and organise their information in an efficient and accessible way. This excludes personal data.

The Practice Publication Scheme Document is available to view; please contact the practice manager for more information.

PRACTICE AREA



USEFUL TELEPHONE NUMBERS

Doctors' Surgeries

House Calls and Appointments	620 0333
Fax Number	638 8827
Repeat Prescriptions only	638 0117
Test Results.....	620 2570
Health Visitor.....	638 9477
Clarkston Clinic.....	300 1200

Local Hospitals

Leverdale Hospital	211 6400
Ross Hall Hospital	810 3151
Royal Infirmary	211 4000
Southern General Hospital	201 1100
Victoria Mansion House Unit.....	201 6161
Victoria Infirmary.....	201 6000
Western Infirmary	211 2000
Yorkhill Sick Children's Hospital.....	201 0000