

# Liberton medical group

## Practice Telephone Numbers

Telephone: 664 3050

Fax : 672 1952

Prescription email:  
[www.libertonmedical.co.uk](http://www.libertonmedical.co.uk)  
**(prescription requests ONLY)**

Out of hours Emergencies:  
NHS 24: 08454 24 24 24

Results line: 672 9050  
(between 4 and 5 pm)

Health Visitors: 664 6848

District Nurses: 664 0242

We are Textphone enabled



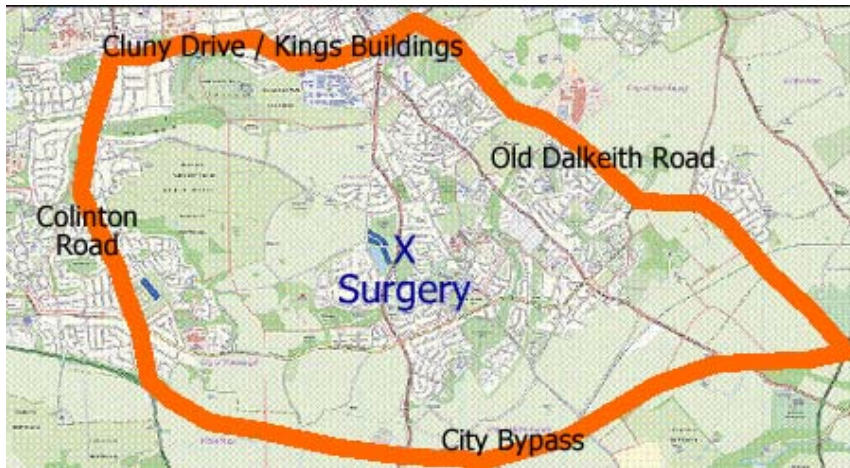
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[www.libertonmedical.co.uk](http://www.libertonmedical.co.uk)



## Practice Booklet

## July 2011



### LOCATION AND PRACTICE AREA

The practice is located at 65 Liberton Gardens. We cover an area from Cluny Gardens, past Kings Buildings in the North, in front of Cameron Toll, along Old Dalkeith Road to the Bypass. Our area then is bound by the Bypass in the south and by Colinton Road in the West, Unfortunately if you are outwith this area you will not be able to register with us.

### REGISTRATION

In order to register at the Practice collect the appropriate forms from reception who will guide you through the process. We always ask for proof of both identity and residency as part of our registration process.

### TELEPHONE CALLS

**Please note all telephone calls to the Surgery are recorded for security and training purposes.**

## PATIENTS RIGHTS AND RESPONSIBILITIES

### YOUR RIGHTS:

Everyone has certain rights covered by the NHS patients charter. You have the right to:

- Receive treatment from a general practitioner
- Receive information about health services
- Have your treatment explained to you
- Refuse to be treated in front of medical students or be involved in medical trials
- Have a friend or relative with you
- Have access to an interpreter or signer
- Confidentiality
- Have access to emergency medical care
- Complain without discrimination
- Have access to contraceptive or maternity services
- Receive treatment regardless of your race, gender, age, social class, religion, sexual orientation, appearance, disability or medical condition.
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### YOUR RESPONSIBILITIES:

We would expect you to:

- Be on time for appointments
- Tell the surgery if you cannot keep an appointment
- Tell your GP if you move house or change telephone number
- Use the emergency services responsibly
- Treat healthcare staff politely
- Take care with medicines
- Inform any healthcare professional of any other treatment you may be receiving or medication you may be taking that might influence your care
- Comply with your treatment to the best of your ability

## Welcome to Liberton Medical Group

### WEEKEND AND NIGHT COVER

If you require urgent medical advice outwith normal hours then please call NHS 24 on 08454 24 24 24 or [www.nhs24.com](http://www.nhs24.com)

### ZERO TOLERANCE POLICY

We have a zero tolerance policy towards aggression at the Practice. Whilst we fully understand the fact that a visit to the doctors may be upsetting and stressful we will not tolerate any verbal or physical aggression to any member of the Practice Team. Any such behaviour will result in the person being removed from the Practice List without further warning.

This booklet is provided to assist you and give you information about the Practice and the services offered. We hope you find it helpful and a source for future reference.

### THE PARTNERS

**Dr. ANDREW MORRISON**, 1978 Glasgow. MB ChB, DRCOG, DCH, MRCGP, DPD, Family Planning Certificate. On Maternity, Paediatric surveillance and Minor Surgery lists. GP Registrar accredited trainer. Joined the Practice in 1984.

**Dr. LYNNE PHILIP**, 1982 Aberdeen. MB ChB, MRCGP, Family Planning Certificate. On Maternity, Paediatric surveillance and Minor Surgery lists. GP Registrar accredited trainer. Joined the Practice in 1990.

**Dr. JULIE CATNACH**, 1986 Dundee. MB, ChB, DRCOG, DCH, Family Planning Certificate. On Maternity, Paediatric surveillance and Minor Surgery lists. Joined the Practice in 1994.

**Dr. JILL TAYLOR**, 1999 Edinburgh. MB, ChB, DRCOG, MRCGP. On Maternity, Paediatric surveillance and Minor Surgery lists. Joined the Practice in 2004.

### PRACTICE STAFF

#### PRACTICE MANAGER

Sharon Erskine our Practice Manager is responsible for the day to day administration of the Practice. Your views and suggestions about the service offered by the Practice would be welcomed.

#### RECEPTION STAFF

The staff behind the reception desk will assist you in making appointments to see your doctor, obtain repeat prescriptions and offer help and assistance at all times. It is a legal requirement that all staff in the Practice maintain confidentiality of patients' records.

#### GENERAL PRACTICE REGISTRAR 2011-2012

#### DR PAUL MCMURTRIE

The Practice is an approved training practice and benefits greatly from the services of a registrar who is a fully trained practitioner with a minimum of three years post qualification experience in hospital. Implant (Implanon)

## PRACTICE AREA

Like all practices we have a limited area from which we can accept patients. Please see the map on the rear cover for our area. If patients move out of this area then unfortunately we must request that they re-register at another doctor's closer to their home.

## PRACTICE NURSES

**Elaine Andrews** and **Maureen Duncan** are our Practice Nurses with whom appointments may be made through reception. The numerous tasks they perform include:

Taking blood for tests,      Adult immunisation,      Registration Medicals  
Cervical smears,      Dressings and removal of stitches  
Ear syringing,      Blood pressure clinics,  
Asthma and Diabetes clinics.

## STAFF ATTACHED TO THE SURGERY

### THE HEALTH VISITING TEAM

**Shona Adams** – Health Visitor,  
**Dorothy Wallace** - Community Staff Nurse, **Shirley Lamb** - Admin Manager

The Health Visiting Team is involved with the health care of the patients registered at the Practice. They operate clinics, group work, courses and some open access clinics within the surgery. Newly registered patients with children aged less than 5 years should make themselves known to the team.

To access the Health Visitors telephone **664 6848**

### THE DISTRICT NURSING TEAM

**Helena Kelly** (District Nurse), **Fiona Gallacher & Philippa Smith** (Staff Nurses)

The District Nursing Team deals with a variety of conditions requiring home care. They may be contacted on **664 0242** on weekdays and on **672 9480** at weekends

### MIDWIVES

The ante-natal care of pregnant women is shared by the doctors and our midwives.

Midwives from the Royal Infirmary run an antenatal clinic on Thursday mornings at the surgery. All attendances are by appointment, which are made by the midwife directly.

### PSYCHOLOGISTS/CPNS (Community Psychiatric Nurse)

Both the Psychologists and the Community Psychiatric Nurses from the local Mental Health Care Team hold appointments in the surgery for our patients. Again these are booked by referral from the doctor.

## TELEPHONE NUMBERS AND EMERGENCY CONTACTS

If you change your telephone number or mobile phone number please tell the surgery so we can update our records. Similarly we now record details of an emergency contact's phone number, if these details change please let us know.

## TELEPHONE CALL RECORDING

All incoming and outgoing telephone calls are recorded at the surgery for training and security purposes.

## TRAVEL AND HOLIDAYS

Our practice nurses can help you with the vaccinations you may require for a foreign holiday. Most of the vaccinations are held in the surgery and the majority are free of charge although some will incur a charge. It is advisable to come as soon as possible to get these done to ensure you are covered in time.

Yellow fever and some other vaccines are not available at the surgery, these are provided from licensed sites only and the closest one to us is the Travel Clinic at the Western General Hospital.

The NHS does not cover the cost of any antimalarial medication and anti-malarials are not available on a NHS prescription. You may get a private prescription for them from the surgery but there is a charge applied for doing so. When requesting antimalarials we need to know where you are going and for how long. The drugs used varies according to where in the world you are travelling and most need to be started before you leave.

## VISITORS AND FOREIGN NATIONALS

If you have friends or relatives staying who become ill and need to see a doctor then we usually try to accommodate them in the surgery. However there may be some occasions when we are unable to oblige and suggest that you contact a different surgery in the area for assistance.

UK citizens are entitled to NHS care within the UK and you can be seen anywhere as a "Temporary Resident" anywhere in the UK if you become unwell. Please be aware that whilst UK citizens have the right to NHS care that right does not apply to some Foreign Nationals. That at times can include the spouse and family of a person with UK residency.

Overseas students are not always entitled to free NHS care in the UK and their entitlement depends on where they are studying, where they are from and whether they are studying full or part time. If in doubt phone or ask at reception who will be pleased to help you.

If your visitors come from a country that does not entitle them to free NHS care then they may either be seen by ourselves for a private consultation for which a fee will be charged, or by one of the private GP services in Edinburgh. Fees for a private consultation currently start at £60

## REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctors discretion and will normally be for patients on long term medication. In common with most practices we will usually prescribe 56 days worth of medication (two months).

Requests for prescriptions should be made in writing to the surgery. Usually this is by using the counterfoil from the previous prescription. This can be handed in, posted or faxed (672 1952) to the surgery.

Please allow 72 working hours before collection and make allowances for public holidays and weekends. Often the prescription will be ready before that time but we cannot guarantee this. We can arrange for your prescription to be delivered to any of the local chemists if you ask for this on your request.

**Where possible please give the exact drug names when ordering. Please note that for safety reasons we are unable in any circumstances to take orders for repeat prescriptions by telephone.**

Prescription requests may also be emailed to our address at: [www.libertonmedical.co.uk](http://www.libertonmedical.co.uk). Please read the guidance on the website before using this service.

**PLEASE NOTE this email address is *only* for prescription requests. Please do not send any other requests or correspondence to speak to the doctor via this address as it will not reach them.**

## RESULTS OF INVESTIGATIONS

If you have had a blood test or other investigation the doctors will contact you if there is an abnormality or any other action required. If you wish to contact the surgery for a result, please ring 672 9050 between 4pm and 5pm. Please note this is a dedicated results telephone line and is only manned between these hours.

Please also see the item on confidentiality regarding the collection of results.

## STOPPING SMOKING

If you currently smoke and would like help with stopping, we can provide literature to assist you and offer referrals to the Smoking Cessation Clinics who provide specialist advice and prescribe patches and replacement therapy.

## TELEPHONE ADVICE

We can offer telephone advice and this can often save you a trip to the surgery. Telephone the surgery and leave your message and telephone or mobile number and the duty doctor will call you back. Please be aware that in most cases the duty doctor will not be your "usual" doctor.

## SURGERY OPEN TIMES

**Monday to Friday 0800 to 1745 hrs**  
**The surgery is closed between 12.30 and 1.30 each day**

**We also have an Extended Access Surgery once or twice a week which runs from 0700 to 0800 hrs**

The surgery is also closed the last Wednesday afternoon on the following dates for training: 25/05/2011, 31/08/2011, 26/10/2011, 30/11/2011, 29/02/2012

### **Emergencies outside normal hours:**

In a life threatening emergency dial 999  
For urgent medical advice call NHS 24 on 08454 242424

## CONSULTING TIMES

**Monday to Friday 0800 to 1700 – booked surgeries**

**Extended Access surgeries 0700 to 0800 hours - booked surgeries**

All consultations in mornings and afternoons are by appointment.

## APPOINTMENTS

All consultations are by appointment at the Surgery. Appointments may be made by telephoning the surgery on **664 3050**. Routine appointments can be made in advance but many appointments are available on the day in question. We advise ringing the surgery at 8am for an "on the day" appointment.

If you cannot keep your appointment please try to inform us as soon as possible so it may be offered again

## HOME VISITS

Home visits are at the discretion of the Doctor and are normally restricted to the frail, housebound elderly. We would usually expect all other patients to attend the surgery.

If you feel you require a visit please contact the surgery before 1000 hrs. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Home visits are always at the discretion of the doctor.

## **OTHER INFORMATION A - Z**

### **CCTV**

CCTV is in operation in and around the surgery building. This is for the purpose of crime prevention and public safety and our equipment complies with the Data Protection Act.

### **COMPLAINTS PROCEDURE**

If you have any comments to make or wish to make a complaint, please telephone or write to the Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation. Please note that we have to respect our duty of confidentiality to patients and the patients consent will be necessary if the patient in person does not make the complaint.

We believe that it is important to deal with complaints swiftly and we will try to address your concerns, provide you with an explanation and discuss any action that may be needed. This system does not affect your right to complain to Lothian Primary Care NHS Trust. Their address is Lothian Health, Waverley Gate, Edinburgh. Tel: 0131 465 5708

### **CONFIDENTIALITY**

We take our responsibility to patient confidentiality very seriously. All our staff including the receptionists are fully aware of this issue and would not divulge any information given to them except to the appropriate GP.

Please feel at ease when speaking to the receptionists (for example if requesting a phone call or visit from the doctor) that the details you give will be dealt with in strict confidence. We are able to prioritise visit requests and telephone calls more effectively if the receptionists are given adequate information.

Similarly we cannot and will not divulge medical information on any adult or competent adolescent to anyone other than the person who had the test. This is irrespective of whom is asking for the information and includes test results.

Probably the commonest cause for complaint we receive is from parents of teenage children asking for their test results. If your child is competent legally then we are bound to keep their confidence unless they specifically give us permission to discuss their results with their parent or guardian.

As an exception if a patient has given informed written consent that they wish the practice to share medical information with a named individual then we are able to do this.

### **DATA PROTECTION ACT**

The Practice is registered under the Data Protection Act. The Practice complies with the Data Protection Act in the disclosure of Patient Data to Primary Care and for claims verification.

Your records are confidential to you but if you wish sight of them under the terms of the Act please contact the Practice Manager in writing.

### **DISABLED ACCESS**

There is Disabled Access to the surgery via a ramp from the road to the surgery door, and the main door opens automatically.

### **FREEDOM OF INFORMATION ACT**

The Practice has formally adopted the BMA publication scheme for General Practitioners in Scotland and for all information relating to practice information which is contained in this scheme please contact the Practice Manager.

### **INDUCTION LOOP SYSTEM**

The surgery has an induction loop system to assist the hard of hearing both at the front desk and in the consulting rooms.

### **NON ENGLISH SPEAKING PATIENTS**

If you or a relative does not speak English or does not feel confident that they are able to come to the surgery for a consultation alone there are a number of things that you and we can do to help.

If you wish, you can bring a friend or relative who can act as an interpreter. Please speak to them in advance about what the issue is but be aware that often the doctor will have to ask questions that may be of a personal nature as part of the consultation.

If there is no one available we or you can (with some prior notice) arrange an interpreter to be present at the consultation. The main source we use are the Edinburgh Interpreter Service who can be arranged through the practice. This is a free service.

### **REGISTRATION**

If you wish to register at the Practice please collect the forms from reception who will guide you through the process.

As part of our registration process we always ask for proof of identity and residency in all patients. Suitable identification includes a passport, recent utility bill, driving licence etc.

Please be aware that as part of a Scottish Office initiative to allow for services development we are asked to collect data on ethnic background on all our patients.

Please take careful note of the area that the Practice covers. If you move out of this area you will have to register at a Practice nearer your home.