



Sheddens Medical Practice

Useful Contact Telephone Numbers

Clarkston Clinic	0141 300 1200
Health Visitors	0141 300 1240
District Nurses	0141 300 1218
NHS 24	0845 424 24 24

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others who provide further medical treatment for you (e.g. district nurses and hospital services), or when we have a legal duty to do so (e.g. in child protection cases). Anonymised patient information is used at local and national level to help the Health Board and Government plan services.

**Dr Irene Colquhoun (MBChB)
Dr Fraser MacLeod (MBChB)**

**5A Eaglesham Road
Clarkston
G76 7BU**

Telephone 0141 644 2356

**For appointments, enquiries and emergency or out of hours
calls.**

The Practice

The medical practice at Sheddens was founded in 1964 by Dr J Binning, who was succeeded by Dr Farquhar MacDonald in 1970. **Dr Colquhoun** (qualified Glasgow University 1977, female doctor) joined the practice in 1984 and **Dr MacLeod** (qualified Glasgow University 1977, male doctor) replaced Dr MacDonald on his retirement in 1990. It has been primarily a small, family practice with the doctors providing personal medical care. We intend to continue this style of practice while introducing a wider range of services.

Angela McCoy, the **Practice Nurse**, undertakes standard nursing duties and, in addition, co-ordinates the practice programmes for managing diabetes, asthma, coronary heart disease, stroke and travel vaccination.

Marion Hume, the **Practice Manager**, oversees the administration of the Practice. She ensures that the Practice complies with standards set by the NHS Primary Care Trust.

For a practice of this nature to function smoothly we depend on your co-operation. Following the guidelines in this leaflet will help us to help you with the least inconvenience to all concerned.

If you have any comments, suggestions or complaints, please discuss them with the doctors or receptionists.

Non-NHS Services

Most services provided by the Practice are funded by the National Health Service (NHS) and are without direct charge to the patients. This includes all routine health care (and referrals) and the completion of forms relating to Government benefits or requested by central Government agencies.

Services relating to patients' dealings with commercial organisations and other third parties are not funded by the NHS and are subject to a fee. Common Non-NHS services include:

- Medical Examination for Third Parties – requires longer appointment outwith general surgery hours
- Certificates to support a claim for sickness, accident, or holiday cancellation insurance benefit
- Certificates to support a claim for benefit from Private Health Insurance Companies (such as BUPA & PPP)
- Private Sick Line (“short certificate of incapacity” when DSS sick line not applicable because absence less than seven days)
- Certificates of Fitness (to travel, or for employment, or to attend training courses, or for work or voluntary service abroad, etc)
- Certificates and examinations for Sporting Organisations (Health Clubs, Governing bodies of sports such as scuba diving, motor racing etc)
- Certificates and examination required for driving (such as HGV and PSV)
- Letters (e.g. for schools, colleges, universities, employers, lawyers, courts, local authorities etc)

The charge for Non-NHS services reflects both the time involved and our liability for accuracy of the information we supply. Those requiring Non-NHS services should enquire at reception regarding current fees to our patients. (Leaflet available in waiting room).

In certain circumstances the employer or organisation requiring the examination or certificate may reimburse the cost to the patient. A detailed receipt can be issued to assist with reclaiming expenses.

Health Visitor Services

Health Visitor – Gail Fyfe (0141 200 1240)

Gail works from both the Practice and Clarkston Clinic providing advice and care mainly for babies, young children and the elderly.

Other Services

- **Mammography**

The Glasgow Breast Screening Unit offers breast screening to woman aged 50 – 65 years on a three-year rotational basis. Women in this age group will receive a letter encouraging them to take up this offer. Women older than 65 will not be invited by letter, but can self-refer by telephone.

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. If you find that you are unable to keep an appointment, please cancel early so that another patient can be given that appointment.

Complaints

The practice operates a complaints procedure as part of the NHS system for dealing with complaints. If you have a concern or complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know. Written correspondence should be addressed to Dr. Colquhoun.

Forms, Certificates and Doctor's Letters

Our surgery appointments are primarily for dealing with patients' medical problems, not for paperwork. The completion of forms and certificates can be time consuming and will not usually be carried out during a consultation.

Please leave any forms, certificates or requests for a doctor's letter at reception, along with a covering note including relevant information and a contact telephone number in case we require further details.

The receptionist will advise on whether provision of the requested paperwork falls within NHS services or not.

Surgery Consulting Hours

Monday	9.00 -11.00	4.00-6.00
Tuesday	9.00 -11.00	Closed
Wednesday	9.00 -11.00	4.00-6.00
Thursday	9.00 -11.00	4.00-6.00
Friday	9.00 -11.00	4.00-6.00
Saturday*	9.00 -11.30	Closed

*NB - Consultations in surgery only – No Home Visits

Reception

Reception is open from 9.00am till 12 noon and from 3.00pm till 6.00pm, except on Tuesday and Saturday when it is open in the mornings only. (Closed all day Sunday.)

The receptionists have a central role in the daily administration of this practice. They will arrange appointments, handle requests for prescriptions and deal with your general enquiries in complete confidence.

Please give as much information as possible to the receptionists. Any questions they ask are designed to assist the doctors in providing you with the most appropriate treatment.

Appointments

An appointment system is in operation in our surgery. To enable the system to run efficiently, patients are requested to ask advice on one matter only during a routine appointment. **URGENT** cases will always be accommodated but please use this facility with consideration and accept a routine appointment whenever possible.

Home Visits

Home visits are made at the discretion of the Doctor, Monday to Friday only. If you wish the doctor to visit you at home please telephone 644-2356 before 10.00am, unless it is an emergency.

Whenever possible please come to the surgery, which is better equipped for examination and treatment. We can see four patients there in the time it takes to see one at home. Young children who become unwell will always be fitted in between appointments.

Emergencies

In an emergency telephone 644-2356. If the surgery is closed an answering machine will give details for emergency contact.

NHS 24 – 0845 424 24 24

Telephone Advice

A doctor will usually be available between 11.30 – 11.50am and between 3.30 – 3.50pm to answer telephone enquiries, or may ring you back if you leave a message with the receptionist between these times.

By phoning at these times you will not be interrupting another patient's consultation. The receptionists have been instructed not to put through non-urgent calls during surgery.

Repeat Prescriptions

Patients on regular treatment can obtain repeat prescriptions by posting or handing in a written request.

Prescriptions can be returned by post (if a stamped addressed envelope is provided) or collected from the surgery.

Please avoid telephone requests for repeat prescriptions as these can lead to errors and block the phone line. If a phoned request is necessary please call on a weekday after 10.00am.

Please allow 24 hours for the issuing of repeat prescriptions.

Test Results

The Doctor or Nurse will usually advise patients of how they will be informed about the results of tests or investigations.

Current Practice Services include:

- Ante-natal and Post-natal care
- Childhood Immunisation
- Paediatric Assessments
- Family Planning Services
- Well Woman Screening
- Cardiac Disease Prevention
- Chronic Disease Management Programmes
- Travel Advice/Vaccination Service**
- Smoking Cessation Advice / Referral
- Exercise Advice / Referral
- Weight Reduction Advice / Referral

** Please note – patients requesting travel advice 4 weeks or less before Departure date should contact – Brownlee Travel Clinic, Gartnavel Hospital, 1055 Gt. Western Road, G12 0XH – Tel No. 0141 211 0286
Opening hours – Tuesday mornings – 9.30am-12.30pm

Practice Nurse Services

The Practice Nurse is available for all general nursing duties such as dressings, stitch removal, injections, routine blood tests and ear syringing. In addition she also runs the following services:

- Well Woman
- Asthma Clinic
- Diabetic Clinic
- Cardiovascular Disease Prevention
- Blood Pressure Clinic
- Chronic Disease Management

District Nursing Services

District Nurse – Madeleine Wilson (0141-300-1218)

Sister Wilson provides nursing services for patients who cannot come to the Surgery.