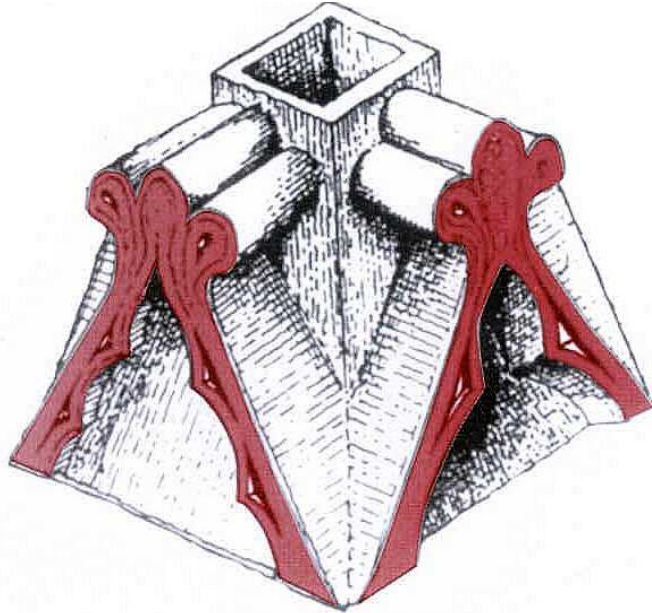


# The Red Practice

Whitefriars Surgery

Whitefriars Street, Perth PH1 1PP



**RIDGE FINIAL BASE FROM PERTH CARMELITE FRIARY AT WHITEFRIARS**

Telephone 8am to 6pm Monday to Friday

**01738 625842**

Fax **01738 646857**

Telephone out with Surgery hours

**NHS 24 - 08454 24 24 24**

<http://www.whitefriars-redpractice.co.uk/>

DR ALASDAIR DUTTON DR JOHN AULD

DR BERNARD REILLY

DR ELSPETH DOCHERTY

DR MORAG MAHON

Reviewed February 2009

## **THE PRACTICE PARTNERSHIP**

Drs Dutton, Auld, Reilly, Docherty and Mahon.

**The Red Practice**, Whitefriars Surgery, Whitefriars Street, Perth PH1 1PP.

We hold a General Medical Services (GMS) contract with

NHS Tayside, Ashludie Hospital, Dundee. DD5 4HQ Tel: 01382 527940

## **ACCESS**

Our medical practice is fully accessible to patients with disabilities including well located designated parking spaces.

## **THE DOCTORS**

<b>Dr Alasdair Dutton</b>	MB ChB (Dundee 1982) BMSc, FRCGP
<b>Dr John Auld</b>	MB ChB (Aberdeen 1986) DCH, Dip Obs, DFM, MRCGP
<b>Dr Bernard Reilly</b>	MB ChB (Aberdeen 1986) DFMS, FRCGP
<b>Dr Elspeth Docherty</b>	MB ChB (Aberdeen 1991)
<b>Dr Morag Mahon</b>	MB ChB (Dundee 2000) DRCOG DFFP MRCGP

## **PRACTICE TEAM**

**Marion Easton**

**Jane Morrison**

**Val Gerard**

**Anne Ramsay**

**Elizabeth Hogg**

**Anne Cruickshank**

**Norma Beck**

**Vicki Cocker**

**Susan Melville**

**Natasha Laing**

## **MANAGEMENT AND RECEPTION**

Practice Manager

Assistant Practice Manager

Secretary and Health and Safety Officer

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

Receptionist

## **PRACTICE NURSING**

**Caroline McRae**

**Lillian Stewart**

**Polly Brown**

RN (Paisley 1993) Dip Asthma (Dundee 2006)

RGN (Perth 1981)

Health Care Assistant

The Practice Nursing team runs a full and comprehensive practice nursing service and can also be consulted by telephone daily.

The team is responsible for: women's health, contraceptive advice, menopause, and well person's checks.

Advice can be given on all aspects of healthy living such as weight management, diet and smoking cessation.

All treatment room procedures, vaccinations and injections are provided.

### **NURSE LED CLINICS:**

**Chronic Disease Management** e.g. diabetes, hypertension, heart disease; asthma and COPD

### **Minor Illness Clinics**

The nurses have specialist training to deal with the following ailments –

This list is a guide, ask at reception for further details. The nurse is able to arrange a prescription if necessary and a doctor is available for consultation if needed.

Colds / Flu, Constipation Coughs, Skin Problems Asthma, Rashes Sore Eyes/ Styes, Earache Sore Throat, Hay fever Eczema, Sinusitis Diarrhoea & Vomiting, Cystitis, Vaginal Discharge, Back Pain Warts & Verrucas, High Temperatures In Children

### **COMMUNITY NURSING TEAM**

**Tel: 01738 445192 / 445163**

Provide care at home for housebound patients including chronic disease management. There is a night service to cover Out of Hours responsibility.

### **HEALTH VISITING TEAM**

**Tel: 01738 445140 / 445173.**

Trained nurses with special responsibility for all pre-five children, special needs children and other vulnerable clients of all ages.

Provide health education and public health advice within the practice and in the community; child welfare; antenatal care and health promotion.

## COMMUNITY NURSING TEAM (CONTINUED)

<b>Sandra Bowes</b>	<b>(RGN, DN Cert)</b>	<b>District Nurse</b>
<b>Yvonne Young</b>	<b>(EN. RGN)</b>	<b>Senior Staff Nurse</b>
<b>Claire Ramsay</b>	<b>(RGN. Dip. Nursing)</b>	<b>Staff Nurse</b>
<b>Caroline Neville</b>	<b>(RN. BA)</b>	<b>Staff Nurse</b>
<b>Karen Cobb</b>	<b>(EN. RGN)</b>	<b>Staff Nurse</b>
<b>Elaine Ellis</b>	<b>(RGN, RSCN, Dip HV)</b>	<b>Health Visitor</b>
<b>Rosemary Boyd</b>	<b>(RGN, Staff Nurse)</b>	<b>Health Visitor</b>
<b>Fiona Milne</b>	<b>(RGN, Dip. HV, MSC)</b>	<b>Health Visitor</b>
<b>Margaret Cammidge</b>	<b>(RGN. HV Cert.)</b>	<b>Health Visitor</b>
<b>Alison Webster</b>		<b>Health Care Assistant</b>
<b>Susan McIver</b>		<b>Part-time Admin Assistant</b>

## TELEPHONE ADVICE

If you need advice from the doctor, please phone for an appointment between 8:00 and 11.00 any weekday. If available on that day, the doctor of your choice will return your call between 12.00 and 4.00pm or at a time to suit where practicable.

## WHEN TO TELEPHONE FOR:

Appointments	8.00am – 6.00pm
Home Visits	8.00am – 10.00am
<b>24 Hour Repeat Prescriptions</b>	At <b>anytime</b> – Dial 01738 625842 and <b>Press 2</b> to leave a message
Repeat Prescriptions	To speak to receptionist Dial 01738 625842 after 10.00am – and <b>Press 1</b>
Test/X-Ray results	2.00pm – 6.00pm

## OBTAINING TEST RESULTS - 01738 625842 between 2.00pm – 6.00pm

The practice has a strict policy regarding confidentiality and data protection.

We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results or they are not capable of understanding the results.

## LEAFLETS

and other written information about various illnesses and conditions are available on display and from the clinicians. Translated and large print leaflets are available on request.

## **REPEAT PRESCRIPTIONS REQUESTS**

You may request your repeat prescription in person, by post, by telephone or through our secure online service on the practice web site – for more details please contact reception.

Sometimes treatment can be continued by means of a repeat prescription. However, the doctor will still wish to see you from time to time to review your medication.

Your Prescription will be ready for collection within two working days or alternatively you can arrange for your regular chemist to collect the prescription for you.

In accordance with our confidentiality policy, please inform reception if you do not want anyone else but yourself to pick up your prescription.

If you wish the prescription to be sent to you, please enclose a stamped addressed envelope.

### **BY TELEPHONE**

Please select the 24-hour telephone option for Repeat Prescriptions by dialling 01738 625842 and selecting option 2.

### **ONLINE REPEAT PRESCRIPTIONS**

Repeat prescriptions can also be ordered securely on-line

Details and forms can be found on the Practice Website.

**[www.whitefriars-redpractice.co.uk](http://www.whitefriars-redpractice.co.uk)**

Completed registration forms must be handed in at the practice reception.

### **HOME VISITS**

Please request home visits before **10.00am** to enable us to plan our work for the day. If a patient is medically unfit to attend the surgery the doctor may decide to visit them at home.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Surgery.

### **HOW TO MAKE AN APPOINTMENT TO SEE THE DOCTOR**

Please contact the Reception. We aim to see patients on the same day of request but we do offer appointments that you can book in advance.

Remember to make a separate appointment for each person to be seen. **Please inform us if you if you cannot keep an appointment for any reason** so that we may give it to someone else.

## **IN AN EMERGENCY**

Medical emergencies will always be seen the same day with the minimum delay. The Practice Nurse has specialist training in treating Minor Illnesses and can refer to a Doctor if required.

## **CONSULTING HOURS**

Morning – 9.00 am – 12.00 noon Afternoon – 2.00 pm – 5.45 pm

We offer some late Doctor and Nurse Appointments every Thursday and alternate Tuesday evenings. There is limited reception cover in the evening therefore the Patient Self-Check-In facility must be utilised.

## **OUT OF HOURS COVER**

Between 6pm and 8am Mon - Fri, and 6pm Fri - 8am Mon, the surgery is closed. For urgent medical advice, please call: **NHS 24** on **08454 24 24 24**.

A receptionist in the emergency call centre will answer your call.

They will either:

- 1) Arrange for you to speak to a doctor or nurse
- 2) Invite you to attend the centre to be seen by the doctor.
- 3) Arrange a home visit if you are too ill to visit the centre.

Further advice and information can also be obtained from NHS24, whom you can call direct on **08454 24 24 24** or visit **www.nhs24.com**

**Any difficulties in contacting nhs24 dial the operator – 100**

## **IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE**

### **SERVICES AVAILABLE FROM THE PRACTICE**

- **Contraceptive services** - Make an appointment to see one of the doctors or one of our practice nurses. We offer a full family planning service. The service is completely confidential. Emergency contraception is also available at any time.
- **Maternity services** in the antenatal and postnatal period, together with the midwives from the Perth Royal Infirmary.
- **Cervical smears**. These tests are an important method of preventing cancer. There is a recall system, which will invite women to attend for a cervical smear test.
- **Cryotherapy** - Freezing of warts and other small skin lesions.
- **Minor Surgery** - Minor surgical procedures can be carried out under local anaesthetic in the surgery. The doctor will arrange this after a normal consultation.
- **Acupuncture**

- **Family Clinic** - Our health visitors are pleased to see you any **Wednesday** (9.30 - 11.30am) for health advice and support. Please phone for an appointment.
- **Childhood Screening** - This is carried out in the surgery by Dr Auld or Dr Mahon. The health visitor will organise an appointment for all babies at 8 weeks. Baby Clinic is held on **Wednesday** mornings.
- **Children's Injections** - In our practice we have a very high uptake of all childhood immunisation, which we positively encourage. The first immunisations are done by the GP at the 8-week screening. Thereafter appointments may be made with one of our practice nurses.
- **Travel Health Clinic** - Please fill in the Travel Health questionnaire, which is obtainable from reception or can be downloaded from the website. The questionnaire should be returned to Reception and the receptionist will make an appointment for you with the Practice Nurse. Please allow at least 6 weeks before you depart. There may be a fee if you need vaccinations not covered by the NHS. This will be payable on attendance at the practice. Please contact the surgery for details.
- **Health Promotion/Well Person Review** - We offer these checks to help identify risk factors for heart disease and other common causes of ill health.

Our receptionists will arrange an appointment to suit.

If you have not been seen at the surgery for three years (or one year for those over 75) you can request a check up appointment.

- **Immunisations**

**Travel**

Not all travel immunisations are available on the NHS, please ask our practice nurse for details

**The schedule for some people at specific risk is:**

**Influenza** Every year in the autumn, for the elderly in residential and sheltered homes and those with reduced immunity to infection, diabetes, heart, chest or kidney disease or who are over 65 years of age.

**Hepatitis B** For health care workers and others at occupational risk.

**Pneumococcal** For patients who have undergone splenectomy and some other serious chronic illnesses.

## Childhood Immunisation

Routine immunisation of children, together with the Health Visiting team

When to immunise	Diseases protected against
Two months old	Diphtheria, tetanus, pertussis (whooping cough), polio and <i>Haemophilus influenzae</i> type b (Hib). Pneumococcal infection
Three months old	Diphtheria, tetanus, pertussis, polio and <i>Haemophilus influenzae</i> type b (Hib). Meningitis C
Four months old	Diphtheria, tetanus, pertussis, polio and <i>Haemophilus influenzae</i> type b (Hib). Meningitis C. Pneumococcal infection
Around 12 months	<i>Haemophilus influenzae</i> type b (Hib). Meningitis C
Around 13 months old	Measles, mumps and rubella. Pneumococcal infection
3 years and 4 months or soon after	Diphtheria, tetanus, pertussis and polio. Measles, mumps and rubella
Girls aged 12 to 13 years	Cervical cancer caused by human papillomavirus. types 16 and 18.
13 to 18 years old	Diphtheria, tetanus, polio

**NOTIFIABLE DISEASES: PLEASE NOTIFY YOUR DOCTOR IF YOU OR ANY MEMBER OF YOUR FAMILY CONTRACT ONE OF THE FOLLOWING:**

German Measles (Rubella), Chickenpox, Mumps, Measles, Scarlet Fever.

### SPECIAL INTEREST IN TRAINING

This practice is a training practice for doctors, medical students and practice managers.

We welcome medical students to the practice from time to time. They will accompany the doctors in surgery and on home visits. Please do not hesitate to say if you prefer not to have the student present.

### REGISTERING AS A PATIENT

When registering, please bring your NHS medical card (if you have one) to the practice and those of any other persons registering with you. You will be asked to complete a registration form for each person registering with the Practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. We will offer you a registration medical appointment if you wish one. If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

## **PREFERENCE OF PRACTITIONER**

Patients are registered with the practice, not an individual GP. For administrative 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, for either all of your medical needs or on a case-by-case basis. This preference will be recorded in your medical notes and we will do our best to respect your choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too. We will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

### ***We would respectfully ask that you:***

- Let us know if you intend to cancel an appointment, running late or have missed an appointment.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.

As patients, you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

## **STATEMENT REGARDING AGGRESSIVE BEHAVIOUR**

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages

property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault. In the rare event of a patient being violent or threateningly abusive to staff or other people in the surgery, we may call the police, and we may ask the Health Board to remove you from our list.

## **INFORMATION SHARING**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.
- Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.
- When the surgery is closed NHS 24 or Accident and Emergency can access your Emergency Care Summary. Please tell the surgery if you do not want your summary accessed by the emergency care.

## **INSURANCE OR OTHER MEDICAL EXAMINATIONS (non NHS)**

Please speak to the receptionist and explain what is required. She will make an appointment for you to see the doctor. **Please bring a urine sample.**

Fees are payable for these examinations, the receptionist will give you the current price.

## **SUGGESTIONS OR COMPLAINTS**

We make every effort to give the best service possible to everyone who attends our practice.

However, we're aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish to understand the reasons for the concerns and endeavour to resolve the problems as quickly as possible. Simply ask to contact the Practice Manager.

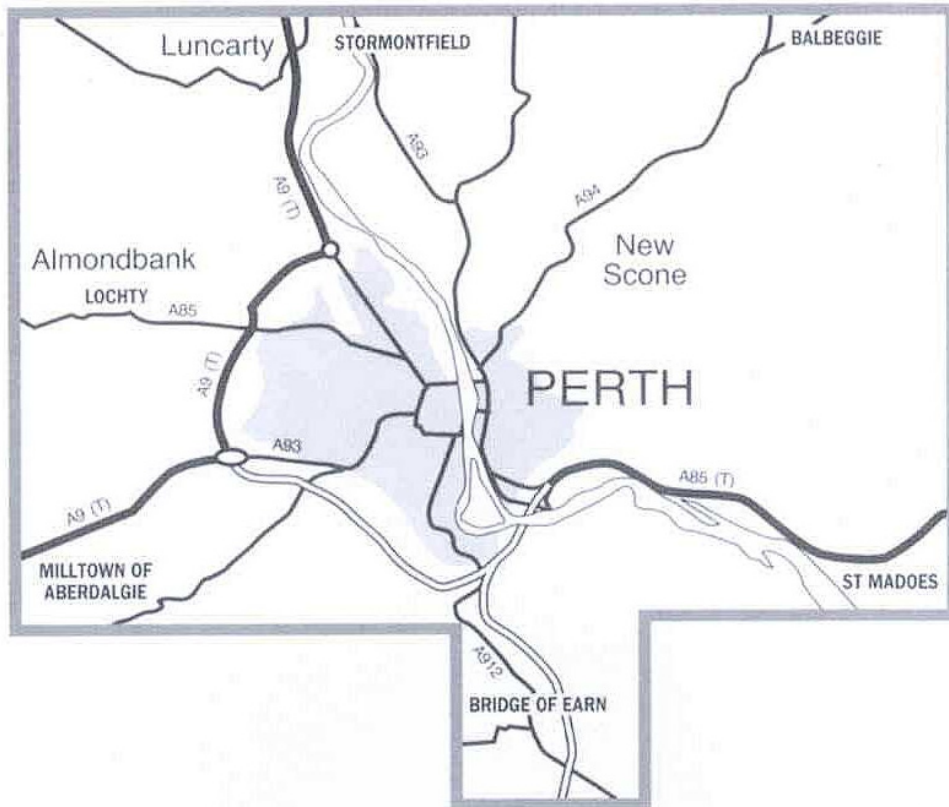
NHS Tayside has a separate complaints and advice team which can be contacted on Freephone: 0800 027 5507 or email ***complaints.tayside@nhs.net***. This team will be able to give impartial advice and support but it must be made clear that NHS Tayside cannot assume responsibility for either the circumstances leading to the complaint or for the resolution of the complaint as this rests solely with the GP practice.

Further written information is available on the complaints procedure from reception.

## USEFUL TELEPHONE NUMBERS

	Area Code	Number
Perth Royal Infirmary	01738	623311
Murray Royal Hospital	01738	621151
Ninewells Hospital	01382	660111
Patient Transport	01314	462760
Social Work Department	01738	476700
	Fax	01738 476710
Cruse Bereavement Care	08701 67 16 77	
Child Death Helpline	08002 82 29 86	
Drug + Alcohol Team	01738	444433
Individual + Couples Counselling	01738	562005
Perth Womens Aid	01738	639043
Red Cross	01738	622474
Samaritans 24 Hour 08457 909 090	01738	626666
Community Dental Service Drumhar	01738	564261
Continence Service	01738	564258
National Blood Service	08457 71 17 11	
NHS Stop Smoking	08001 69 01 69	
Target Centre	01738	639657
Out Of Hours NHS24	08454 24 24 24	
Alcoholics Anonymous	08457 69 75 55	
NHS Tayside HQ ,Kings Cross Hospital, Cleington Road, DUNDEE, DD3 8EA	01382	818479

## Practice Area



## How to Find Us

