

PRACTICE STAFF

Practice Manager	Craig Phillips
Receptionist	Ellen Coupar
Receptionist	Maureen Roy
Receptionist	Veronica McGread
Receptionist	Catherine Morrison
Receptionist	Nicola Stewart
Receptionist	Denise McIntosh
Receptionist	Nicola Demirel
Receptionist	Kirsty Buchanan
Typist & Medicine Management	Alison Burns

Practice Nurse	Clare Armstrong
Practice Nurse	Eilidh Campbell

Pharmacist	Marie-Louise McColgan
Pharmacist	Sharon Smart

Community Link Worker	Deborah Hamilton
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ACCESS TO DOCTORS & NURSES

In keeping with Government guidelines, we aim to see patients within 48 hours. We guarantee to see anyone the same day, if the patient considers this to be necessary.

RIGHTS & RESPONSIBILITY

In the rare event of a patient being violent or threateningly abusive to staff and other people in the surgery, we may call the Police and the Health Board may remove the patient from our list. There is a special GP practice in the city to which violent patients will be referred.

The surgery operates a **ZERO TOLERANCE** policy for aggressive/abusive behaviour to any staff member including the GPs, which will result in removal from our practice list.

DATA PROTECTION ACT 2018 (GDPR)

The practice complies with the Data Protection Act.

- This practice handles medical records according to the laws on data protection and confidentiality.
- We share medical records with health professions who are involved in providing you with care and treatment.
- Some of your data is automatically copied to the Emergency Care Summary—we may share some of your data with local out of hours/urgent or emergency care services
- Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention
- We share information when the law requires us to.
- Your data is used to check the quality of care provided by the NHS.

For more information please visit our website or ask reception.

SUGGESTIONS OR COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are 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 for the matter to be settled as quickly as possible. Ask the reception to give you a complaints form to complete and the Practice Manager will be in touch to discuss the complaint. Further written information on the complains procedure is available at reception.

OUT OF HOURS COVER

Out with our opening hours, detailed on the front page, the surgery is closed. If you require medical services at these times please dial the surgery and instruction will be given.

Out of hours cover is now the responsibility of the GG&C NHS Health Board. Further information can also be obtained from NHS24, their telephone number is **111** or www.nhs24.com

The Whitevale Medical Group

PRACTICE LEAFLET

PRACTICE DOCTORS

Dr Abigail M. Parkins

MBChB, MRCP

OPENING HOURS:

Monday - Friday

8.45am - 6.00pm

Tuesday 7.30am - 8.30am (*extended hours*)

Wednesday 7.30am - 8.30am (*extended hours*)

30 Whitevale Street

GLASGOW

G31 1QS

Tel: (0141) 554 4536 or (0141) 554 2974

Email: ggc.gp46560clinical@nhs.scot

www.whitevalemedicalgroup.co.uk

Accepting patients from: G31 & G40

The Whitevale Medical Group

THE PRACTICE

The practice currently hold a General Medical Services (GMS) Contract with Greater Glasgow & Clyde NHS Health Board who are based at Dalian House, 350 St. Vincent Street, Glasgow, G3 8YT. Their telephone number is (0141) 201 4444. Details of the contract is available from the Practice Manager.

In addition to our contracted essential services, we also provide: Contraception Services, Maternity Services, Cervical Smears and we also run a Minor Surgery Clinic.

Additional services the practice provides are: annual monitoring of our patients with diabetes, heart disease and patients on a range of medication and various illnesses e.g. strokes, epilepsy, hypothyroidism, IUCD, Methotrexate etc.

The practice also provide a Diabetic Clinic with the nurse and GP. The patient will be sent a personalised Care & Support Planning Booklet to bring for discussion when they attendance their clinic appointment.

HOME VISITS

If possible, please try to telephone before 10.00am. The receptionist will take details of the call and ask for an idea of what the patient is suffering from, this will be passed to the on-call doctor and he/she will either speak to you or call you back. House visits are only available for patients who are housebound because of illness or disability.

Our Practice Nurses are responsible for well women and contraceptive advice, asthma, diabetic, heart, epilepsy and blood pressure clinics. They also offer advice on diet, weight management and many other health related issues including smoking cessation.

Our Health Visiting Team offer health advice and support to families with young children. This includes help with parenting and behavioural management and also support women with Post Natal Depression. They provide developmental checks, weighing and immunizations at the surgery by appointment. Nursery nurse and health care support workers assist the Health Visiting Team. They can be contacted the surgery and have an answering machine service available. Health Visiting Team Direct Dial Tel. No: 0141 232 9016.

Our District Nurses visit housebound patients and provide holistic care to the practice population.

PRESCRIPTION REQUESTS

Prescription requests can be handed or posted in to the surgery, alternatively you can arrange for your regular chemist to collect the prescription for you. The tear off page opposite your prescription should be used to re-order your medication; tick item(s) required. Please allow **48 HOURS (2 WORKING DAYS)** for your prescription to be available.

Due to GDPR consent must be given for someone to collect your prescription on your behalf - please ask reception.

LEAFLETS

Leaflets and other written information can be obtained from our reception or from the Practice Nurse.

REGISTRATION

In order to register with the practice, you should bring along your proof of address and photographic evidence (e.g. passport) You will also be given a questionnaire asking for details of any previous illnesses, any current major illnesses and any medication you may be on at the moment. This should be filled in and given back to the receptionist.

New patients to the practice must be seen for their first appointment by one of the partners.

Patients registering with the practice are automatically registered for ECS (Electronic Care Summary) unless they inform us that they do not wish to be registered for this. The ECS allows the Out of Hours Service and hospitals to access details of the patient's medical history in the event of an emergency.

MEDICAL & NURSING STUDENTS

Medical and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance. If you do not want them to be present at your consultation, your wishes will be respected.

The practice is a training practice. We employ a GP registrar who consults for 1 year and also Foundation 2 doctors who consult for 4 months. All training doctors within the practice are fully qualified & part of our team.

***** THE PRACTICE NOW ACCEPTS PRESCRIPTION REQUESTS OVER THE PHONE - ONLY BETWEEN 11.00AM & 5:00PM (MON- FRI) *****

**** PRESCRIPTIONS CAN ALSO BE REQUESTED ONLINE VIA OUR WEBSITE - PLEASE ASK RECEPTION STAFF FOR MORE DETAILS ****
