



PRACTICE INFORMATION LEAFLET

Sep 2018

**DR S L COULL
DR D DORWARD
DR J RUTHVEN
DR B A LA HAY
DR K COCHRANE
DR P LAW
DR GILL**

NETHERGATE MEDICAL CENTRE

2 TAY SQUARE

DUNDEE DD1 1PB

Tel: 01382 221527

Fax: 01382 226772

Web: www.nethergatemedicalcentre.co.uk

Office Hours

The Medical Centre is open to patients during
Monday - Friday 8am - 6pm

The practice is run as a partnership.
It is not a limited partnership. All seven doctors are partners.

DISABLED ACCESS

Our ground floor premises have suitable access for disabled patients. A hearing loop is in place at the front reception desk.

STAFF

Practice Manager Mandy McGregor

Assistant Practice Manager Jane Duncan

10 clerical/ reception staff

3 Practice Nurses and 1 Health Care Assistant.

7 GP partners (5.1 whole time equivalent)

District Nurses, Midwives, Health Visitors, COPD Nurses and a Practice Pharmacist are provided by NHS Tayside, to work with us in the Practice.

PRACTICE NURSE SERVICES **(call 221527 for a Practice Nurse appointment)**

The Practice Nurses' hold morning and afternoon surgeries. Please make an appointment to be seen.

Nursing procedures include ear syringing, removal of stitches, dressings, immunisations, blood pressure checks, health checks, cervical smears, repeat contraceptive pill checks.

The Practice Nurses also run health promotion and chronic disease clinics-such as asthma, diabetes, COPD, stroke and heart disease clinics.

Our nurses can give travel advice in pre booked appointments. Please note this is a non NHS service please ask for fee details.

Surgery times may vary due to other commitments and also to address patients needs.

If you require this leaflet in larger print,
please ask reception staff

HEALTH CARE ASSISTANT
(call 221527 for a HCA appointment)

Our Health Care Assistant holds morning clinics Mon - Thurs and can be seen by appointment for bloods, health checks, routine blood pressure checks and ECG.

HEALTH VISITORS
(call 740260 to speak to our Health Visitor)

Our Health Visitors are trained nurses who have a responsibility to children under 5 years old and their families. They have special training in Health Education and Promotion.

DISTRICT NURSES

The District Nurses can be contacted Mon-Fri 8am - 4.30pm on 740188

“Out of Hours” please contact NHS 24 on 111.

The District nursing team provides a range of nursing care for house bound patients, in the community, 24-hours a day, seven days a week.

The Senior Charge Nurse will assess individual care needs.

The District Nursing Service works with other healthcare providers, such as your local hospital and the statutory and voluntary services in providing nursing care.

MIDWIFE
(call 740204 for a midwife appointment)

Community Midwives provide antenatal care to the majority of low risk pregnant women. Your community midwife works as part of a small team of midwives.

The Midwife will see you for your initial booking appointment, which is your first antenatal appointment, refer you for your first

scan and arrange your further maternity care.

The community midwife runs a clinic at the surgery on a Wednesday and Thursday.

Women with higher risk pregnancies (such as twins) will be seen mainly at Ninewells Ante natal clinic rather than in the community.

Your midwife is a resource for information and advice regarding parent education, health issues in pregnancy and transition to parenthood.

PRACTICE PHARMACIST

The practice pharmacist provides prescribing support to our practice team. They can also see patients to discuss their medication. An appointment must be made for this service.

NEWLY REGISTERED PATIENTS

When registering as a new patient you will be asked to sign an application form.

We will also require photographic ID, for example a student card or driving licence and for proof of address, a utility bill. If you require the services of an interpreter, please let us know.

YOU AND YOUR DOCTOR

Patients are registered with the Practice, not an individual GP. However, you can at any time express a preference for a particular doctor. The practice encourages continuity of care as much as possible and we will do our best to respect your choice, however not all doctors in the practice provide all services and specific doctors may not be immediately available. We value continuity of care and our receptionists will try to book you in with the doctor you usually see. However some of our GPs work part time or may be absent due to leave or sickness. In these circumstances you may need to see one of the locums employed to cover these absences or another GP partner.

Dr J RUTHVEN

MONDAY	8.30-10.30AM (or am calls)	
	11.00-12.00PM	2.10-5.05PM
THURSDAY	9-11AM	Dr on call
FRIDAY	8.30-10.30AM	1.50-4.30PM

Dr P LAW

TUESDAY	8.30-10.30AM	
	2 - 4.55PM	
WEDNESDAY	9-11AM	
	2-4.55PM	
FRIDAY	8.30- 10.30AM	
	Dr on Call	

Dr B LA HAY

MONDAY	8.30-10.30AM (or am calls)	
	11-12PM	2-4.55PM
TUESDAY	8.30- 10.30AM	Dr On Call
WEDNESDAY	9-11AM	2-4.55PM

Dr S GILL

MONDAY	8.30-10.30AM	Dr on call/or 2-4.45pm
	11.00-12.00PM	(rotated weekly)
TUESDAY	8.30-10.30AM	
	2-4.45PM	
FRIDAY	8.30-10.30AM	
	2-4.45PM	

GENERAL PRACTITIONERS

Dr Brett Alexander La Hay MB BS, DRACOG, MRCGP

Dr Sharon Louise Coull MBChB ,DRCOG , DFFP, MRCGP

Dr Jennifer Ruthven MB BS ,BSc, DRCOG, DFFP,MRCGP

Dr Dawn Dorward MBChB ,MRCGP

Dr Krishni Cochrane MBChB ,DRCOG, MRCGP,DFFP

Dr Pauline Law MBChB, MRCGP

Dr Sadaf Gill MB BS, MRCGP

Dr S L COULL

MONDAY	8.30-10.30AM	Dr on call/or 2.30-5.25pm
	11.00-12.00PM	(rotated weekly)
TUESDAY	8.30AM – 10.30AM	
THURSDAY	9 -11AM	14.30-5.25PM/ or Baby Clinic
		(rotated weekly)

Dr D DORWARD

MONDAY		1.30-7.30PM
TUESDAY	8.30-10.30AM	2-4.45PM
WEDNESDAY	9-11AM	Dr on call

DR K COCHRANE

WEDNESDAY	9-11AM	2.30-4.55PM
FRIDAY	8.30-10.30AM	2.30-4.55PM/or Dr on call

CONSULTATION/APPOINTMENT

To book an appointment with Doctor or to request advice, please telephone reception on 221527.

Please note that the telephones are exceptionally busy between 8 and 9am each morning. If your call is not urgent and you are not calling to request an “on the day” appointment or a home visit we recommend you phone after 9am.

Prebook or on the Day?

30% of our appointments are pre-bookable up to 4 weeks ahead. We recommend that you use this service to get an appointment with your Doctor of choice or for planned follow ups. Just ask the receptionist.

The rest are open “on-the-day” and you should book these by phoning between 8 and 8.30am Monday to Friday.

Appointments are 10 minutes long. If you think you have a complex problem or several problems that require more time please discuss this with our reception staff who may be able to arrange a “double” appointment. (It is not usually possible to address “lists” of non urgent problems/multiple issues in a 10 min appointment).

BUSY TIMES

The NHS is busier than ever and general practice is no exception, if you are having difficulty obtaining an appointment and are concerned you have a condition which cannot wait-

Advise the receptionist that you are worried that your condition is urgent, and cannot wait to be assessed- there are a limited number of “emergency appointments” provided by the Doctors for problems that cannot wait another day.

If you are not sure whether your problem is urgent and / or you need advice we can arrange for one of the Practice Nurses to phone you back and help assess you.

Difficulty attending Mon-Fri during the day?

We provide “extended hours surgeries” most Monday evenings after 6pm and Saturday mornings-these are generally for patients who have difficulty getting to the surgery during normal working hours. These appointments are only suitable for non-urgent consultations and are pre-bookable.

(Unfortunately nursing services and blood tests are not available during these extended-hours surgeries.)

Home visit

(Call 221527 to request a home visit)

Home visits are reserved for housebound patients or those who are too unwell to attend an appointment at the practice, if you have poor mobility due to age, illness or disability and you require a home visit please try and phone the surgery between 8am and 11am as visits are usually carried out after morning surgery 11.30am-1.30pm.

Requests for home visits made later in the day are assessed for urgency, but calling after 11am for non urgent visits may result in having to wait until the next day to be seen. Your GP will phone you if your visit needs to be postponed.

Reception Staff- here to help!

- When you call to book an appointment or house visit reception staff may ask questions relating to your symptoms, they really are not being “nosey” and part of their role is to help determine you are being given an appropriate appointment with the appropriate member of staff at an appropriate time- if you feel comfortable giving them a little information it can be mutually beneficial e.g if you are newly pregnant and simply want to “book” your pregnancy they can help you by giving you with number for the midwife avoiding an unnecessary trip to see the GP and the GP is free to see a patient needing attention.

Minor Surgery

Book an appointment with Dr La Hay for assessment first. Minor surgical procedures are carried out in the treatment room by arrangement

Over 75's

Patients in this age group, who do not have any chronic disease(s) will be invited to attend our Practice Nurse for annual review.

Other Clinics run by our Practice Nurse

Keep Well

Well Woman/Well Man

Smoking Cessation Advice

Heart Disease Prevention

Cholesterol Testing, if appropriate

Alcohol Counselling

COPD

Also regular monitoring by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems.

Our Receptionists will be happy to help if you require any more information regarding clinics and booking appointments.

PRACTICE NURSES

Jackie Cuthbert RGN

Asthma Diploma

Susan Nail RGN

COPD Diploma

Sally Duncan RGN

Tasmania Australia Midwifery Course

Asthma Diploma

THE FUTURE

All our Doctors and staff are constantly striving to find ways to upgrade and improve our medical services to our patients. It is our wish to continue to deliver a high standard of patient care, provide a helpful, friendly and efficient service and ensure our reputation in the community is enhanced by our actions. If you have any queries or concerns, please do not hesitate to speak to one of our receptionists or Practice Manager. Your comments are welcomed.

CLINICS

Ante-Natal Checks

Appointment with midwife call 740204 to book an appointment

Asthma Checks

Our asthma-trained nurses see patients anytime during nurses' hours

Childhood immunisations & screening

Children will be appointed from the SIRS system and appointment letters are sent directly to the parent/carer. The central contact number is 01382 432111. This telephone number is for appointment cancellations only and all other enquiries should be directed to the Health Visitor.

Breast Awareness

Appointment with nurse in the first instance

Cervical Smears

By appointment anytime during nurses' hours

Diabetic Clinic

Held on a regular basis by Practice Nurse by appointment

Coil Fitting/Implant fitting

Speak to our Receptionists for further information

- They are doing their best to meet a high level of demand for our circa. 9,000 patients.
- If you request a home visit the receptionist will ask questions about the nature of your problem to help the doctor prioritise your call and ensure you do not need an emergency ambulance.
- The receptionists are bound by confidentiality the same as the doctors and all matters will be dealt with in the strictest confidence.

Please cancel un-needed appointments

Demand for appointments is very high and we are trying to meet this demand, but we ask for your co operation so that appointments are not wasted. If you are going to be unable to attend your appointment please phone and tell us. If given enough notice we can offer the appointment to another patient.

Sadly we find that on average 20 appointments per week are wasted when patients do not turn up and do not notify us that they are unable to attend.

Running late

If you are late for your appointment you will be asked to reschedule as patients are tightly scheduled to meet demand. It is sometimes possible if you need seen urgently yet have arrived late to see you at the end of a surgery or if a gap occurs- for instance -another patient not turning up- but you may need to wait sometime to be seen.

This measure has reduced the times our patients were kept waiting to see us in the waiting room- when you arrive on time we can generally run on time.

Sadly we do still encounter unavoidable emergency circumstances when people may become acutely unwell on the premises and this is another reason the Nurses and GPs can run behind we appreciate your understanding and compassion in such incidences.

If you do find your appointment is more than 10 minutes late please talk to reception who will investigate what has happened.

NHS TAYSIDE

TEMPORARY RESIDENTS (Up to 3 months in the area)

The Doctors during normal surgery hours can see visitors to the area who require medical treatment by appointment. The receptionist will require the following information - the visitor's full name, home address, date of birth, where they are living during their stay, and the name and address of their own GP. We need this information so that the Doctor can pass any clinical notes to the visitor's own GP.

TELEPHONE ADVICE / ENQUIRY LINE

Requests for help and advice for non-urgent matters should be made during surgery hours only. Many problems can be solved by advice only, therefore patients should not always expect a prescription.

If you require medical advice please call our enquiry line on 221527 after 10.30am. The receptionist will deal with your query and, if appropriate, will pass your query on to a Doctor or Nurse. The Doctor or Nurse will call you back after surgery.

TEST RESULTS

The surgery will contact patients who require follow-up appointment for test results. However if you wish to discuss your results then please call between 9.30 - 10.30am when the Practice Nurse will be happy to answer any queries. If you wish to contact the Practice Nurse regarding your test results then please can you allow 5 working days after the date you were seen.

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.

NHS Tayside has a separate complaints and advice team which can be contacted on Free phone: 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.

COMPLAINING TO OMBUDSMAN

We hope that if you have a problem you will make use of our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the Scottish Public Services Ombudsman, if you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation.

The Scottish Public Services Ombudsman,
Freepost EH641, Edinburgh. EH3 OBR

Phone: 0870 011 5378, Fax: 0870 0115379

VIOLENT OR ABUSIVE PATIENTS

In cases where patients are physically or verbally abusive to Doctors, staff or other patients, the Practice reserves the right to ask the patient to immediately leave the premises. In extreme cases the police will be called. The Practice also reserves the right to remove from our list a patient who has committed an act of violence.

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.

PATIENTS' RIGHTS

If you want to obtain further information on the exact nature of any disclosure in respect of your records, you should apply in writing to Mandy McGregor Practice Manager. You may insist that any disclosures are only to be made with your written consent.

You may inform the practice that on no account should the doctor disclose any of your patient information to anybody other than for the purposes of your care. Please note that where there are reasonable grounds for suspicion that a serious crime has been or is being committed, which would include fraud or any threat to national security, by law consent of that individual does not have to be obtained. This reflects the current legal situation and not any specific policy of the practice. The practice is posting it merely to draw attention to its legal obligations, and of the consequences of these for patients.

CONFIDENTIALITY/DATA PROTECTION

The practice carefully observes the NHS guidelines regarding patient confidentiality.

The Nethergate Medical Centre processes personal identifiable information that relates to patients and is therefore required by law to comply with the General Data Protection Regulations (GDPR), which protect your privacy and ensure that your personal information is processed fairly and lawfully.

If you wish to access our Privacy Notice please ask at reception or this can be found on our website www.nethergatemedicalcentre.co.uk

COMMENTS/COMPLAINTS/GRIEVANCES

If you have any comments or grievances concerning the running of the practice or regarding your own treatment please feel free to discuss this with our Practice Manager. If the matter cannot be resolved to your satisfaction you may be asked to put your complaint in writing, addressed to the Practice Manager.

PATIENTS RESPONSIBILITIES

We ask that patients treat staff and Doctors with courtesy and respect. Bear in mind that reception staff have a very difficult job to do, juggling with limited resources and without detailed medical knowledge. They are trying to do their best for you.

We would ask that you let us know of any alterations in your circumstances, such as a change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it is ex-directory.

OUT OF HOURS MEDICAL SERVICES

Between 6pm and 8am Mon - Fri and 6pm Fri - 8am Mon our surgery provides out of hours cover using NHS 24 based at Kings Cross Hospital, Dundee Telephone: 111 (NHS 24 website: www.nhs24.com)

IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE.

REPEAT PRESCRIPTIONS

Your doctor may decide that your medication should be given on a repeat basis and will issue you with a repeat prescription with a tear-off slip. The tear-off slip should be handed in at reception, allowing at least 48 hours for the request to be processed, i.e. 2 clear working days not including weekends or bank holidays. Alternatively, you can email your request to nethergateprescriptions.tayside@nhs.net or you may or post in the tear-off slip, enclosing a stamped addressed envelope and your prescription will be posted out to you.

We can also make available a service whereby your repeat prescription can be uplifted at a local chemist. Please ask at reception for further details. Please note that repeat prescriptions will not be given at routine appointments, although you maybe invited to make an appointment for annual review. If you have any prescription queries please call after 10.30am on our enquiry line 221527.

FLU VACCINATIONS

Flu can be a serious illness for certain “at risk” people, including diabetics, asthmatics, people with heart or kidney problems, those with a weak immune system, pregnant women, carers and everyone over the age of 65 years. For these people the government recommends a flu vaccination. Please contact our reception in October for details of vaccination clinics.

TRAVELLING ABROAD

Please contact us well in advance of your trip, preferably, 2 months. Some immunisations are available on the NHS but others incur a fee. Our Practice Nurses will advise you.

FEES

The NHS does not cover certain services provided by the practice and you should expect to pay a fee. These include pre-employment medicals, fitness to drive medicals, insurance certificates, private medicals and private medical certificates etc. Further information can be given by Reception Staff.

INSURANCE CERTIFICATION

Should your illness involve absence from work of less than 7 days you do not require a medical certificate.

However your employer may require you to complete a self-certificate (Form SC2) available from your employer or downloadable from <http://www.hmrc.gov.uk/> Please note there is no requirement for a doctor to sign this form therefore an appointment for this purpose is not required.

STUDENTS

Medical students 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 and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

DISCLOSURE OF PATIENT RECORDS

The staff at this Practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, so that it is available each time we see you.

The information recorded about you may also be used for reasons other than your personal care, for example, to help to protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research or studies.

We are involved in a health observatory based on anonymised patient information. The reasonable security measures and anonymisation processes are in place to comply with the relevant data protection regulations. If you would like to opt out of this data collection scheme, please let your doctor know and your records will not be collected for use for this Observatory. This will not affect your care in any way.

If anything to with Observatory or derivate research would require that you provide additional information about yourself, you will be contacted by your GP to see if you are willing to take part; you will not be identified in any published results.

You have the right to access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, please ask at reception for more details.