



CAROLSIDE MEDICAL CENTRE

Patient Information Booklet

We aim to provide the best possible service to our patients and hope the information contained within this leaflet helps you to understand the various services we provide. If you require any further information please check our website or telephone the practice.

Carolside Medical Centre

1/2 Carolside Gardens

Clarkston

Glasgow

G76 7BX

Tel: 0141 644 3511

www.carolsidemc.co.uk

Addresses & Telephone Numbers:

Carolside Medical Centre
1/2 Carolside Gardens
Clarkston
Glasgow
G76 7BX

Telephone No: 0141 644 3511

Website & Online Forms: www.carolsidemc.co.uk

Health Visitor: 0141 451 0777 and 0141 451 0778

Other Community services -

Maternity Services: 0141 347 8422

Sandyford Clinic (for Sexual Health, Contraceptive Implants & Coils): 0141 211 8130

Please note that many of the community services are moving more towards online booking systems and referrals. Links to these can be found on our website.

Medical Practice Opening Times:

The Receptionists are available from:

Monday	8.30am – 6.00pm
Tuesday	8.30am – 6.00pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 6.00pm

Online Forms Opening Hours

Where possible we would encourage patients to use our online forms. Our online forms are open during the week throughout the day and evening, closing only between 5.30 and 6pm.

Some forms remain open at the weekend. These are – Repeat Prescription Request, Cancel an Appointment, New Patient Registration.

No forms are dealt with when the practice is closed. If unwell at the weekend advice should be sought from the appropriate service; NHS 111 or A&E.

Registration Process

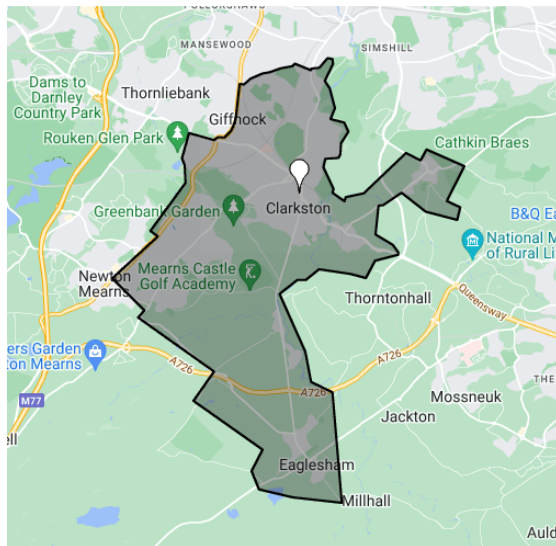
Our reception staff are happy to help you register with the Practice, however, to do this they will need to ascertain if you are staying permanently within the Practice Boundary and you will be asked to register elsewhere if you are out with the area (please see below for this).

You will be asked to complete our online patient questionnaire and registration form which needs completed at the time of registration as we are unable to make an appointment for you until this has been done. If unable to get online, a paper version can be handed into reception. Our website is www.carolsidemc.co.uk. We ask temporary patients only to register if they require to be seen or need medication.

Boundary

The practice accepts patients from the following areas:

Busby, Clarkston, Giffnock, Netherlee, Whitecraigs, Newton Mearns, Eaglesham and Waterfoot (East Renfrewshire) and from Carmunnock (Glasgow City) as shown on the map below.



Any of our current patients who move to an address outside of the boundary below will be asked to find a new practice.

Consulting Hours

All consultations are by appointment only. You can ask to see the Doctor or Nurse of your choice and we will try our very best to allocate you a face to face or telephone appointment with them. If however that Doctor or Nurse is unavailable then you will be offered an appointment with another member of the practice, however, you have the right to see a GP of your preference. If a patient has a difficult problem or requires hospital admission during surgery, delays can result. We appreciate your patience if you experience a delay. If your appointment with the doctor or nurse becomes unnecessary, or if you cannot keep your appointment, please complete an online cancellation form or phone the receptionist to cancel.

General Points for All Appointments

- One appointment – one patient – please do not ask the Doctor or Nurse to see other members of your family during your appointment as this will cause a delay for others.
- Relatives/Friends can accompany patients to appointments if necessary
- If there are no appointments but **you** believe you have an **urgent medical problem**, please make this clear to the Receptionist.
- **Please use the check in screen or always** make sure that the Receptionist knows you have arrived.

Telephone, Face to Face & Video Appointments

The surgery offers a range of appointment types and will suggest which is best for each particular situation. We flex the makeup of these determined by need and what the building can accommodate and to maximise the number of patients we can see. Please do state what your preference is and we will do our best to accommodate this.

Emergency Appointments

If you have a problem, which you feel needs urgent attention on the same day and cannot await a routine consultation, please explain this to the Receptionist and you will be given an appointment. It may not be possible, however, to see the doctor you normally see. These emergency appointments are not for repeat prescriptions, review of ongoing problems, sick notes etc.

Home Visits

Patients who are house bound, too ill to attend the surgery or who are disabled, will be visited by the doctor. As the doctors can see many more patients in the surgery, the reception staff are instructed to ask each patient if he/she can come to the surgery to see the doctor.

Babies and toddlers will also be expected to come to the surgery and even if the child has a temperature, they will not come to any harm.

Emergencies and urgent cases will be visited as soon as possible.

Requests for home visits should be made to the reception staff by calling the practice before 10 am giving the name of the patient, the address and the nature of the illness. Doctors usually visit at home in the late morning.

Out of Hours Attention

A service to provide a complete 24 hour medical cover is provided in association with NHS 24. This service is for genuine emergencies only and should not be abused. This is in operation on Mondays to Thursdays 6.00 pm in the evening until 8.00 am the following morning. Friday 6.00pm to 8.00 am on Monday. Out of hours telephone number is **111**. **The NHS website is www.nhs24.com**. Normal service is available at all other times.

Repeat Prescriptions

Repeat prescriptions are printed by the computer and monitored by the Doctors. We would encourage people to order these online or through Patient Access, although are happy to accept telephone requests for repeat medicines which are listed on your slip. **The practice is able to deal with online requests more quickly than those requested by telephone.** These can be ordered online or by telephoning **0141 644 3511** between the hours of 6pm and 8am. Repeat prescriptions will normally be available for collection from your preferred pharmacy 48 working hours after placing the request with the receptionist.

- Repeat prescriptions are issued to patients on long term treatment only. Your doctor will advise when you may have a repeat prescription.
- You can also register for Patient Access for ordering repeat medication. Please complete our online registration form on our practice website, and we will issue you with a letter containing instructions and pin code etc. You will need to register with Patient Access, ensuring you select 'practice not in Scotland' in order to enter the details provided by the practice. Once

registered and your account linked to the surgery, you will order your repeat medication in this way. All requests sent by patients using Patient Access are held securely and in confidence once received by the practice. Please allow 48 working hours as normal before collecting from your preferred pharmacy. (Please note there is a temporary hold on this due to an expected move to a new clinical system)

Health Visitor

The Health Visitor works closely with families, giving support and information on all aspects of child and family health. They are based out of Eastwood Health & Care Centre and see all age groups to provide up-to-date research based information so that people can make informed choices about their health. The following services are available from or in conjunction with the Health Visitor and she can be contacted on 0141 451 0777 and 0141 451 0778

District Nurses

In co-operation with the Doctors and practice staff they provide a full range of nursing care and support to families and carers in their own homes, who are unable to attend surgery. They provide packages of care, working closely with other professionals including Doctors, Social Services, hospitals and other health workers.

Midwife

The midwife provides woman centred care in the ante and postnatal periods with birthing care where appropriate. She also provides antenatal education as well as a choice of classes. Contact the midwife when you think you are pregnant. This is done by self-referral online (www.nhsggc.scot/meetyourmidwife) or by telephoning the maternity booking line 0141 347 8422.

Primary Care Clinical Team

General Practitioners:

Dr Alistair McLennan (GP Partner) (he/him)

MBChB Glasgow (1995), MRCS Ed (2001), MRCGP (2008).

GP Trainer (West of Scotland) and Honorary Clinical Senior Lecturer (Medicine)
University of Glasgow Medical School.

Special interests: cardiology, musculoskeletal, minor operations.

Dr Ivana Safarik (GP Partner) (she/her)

MBBS London Royal Free Hospital School of Medicine (1997), MRCGP (2006).

Postgraduate Diploma in Palliative Medicine Cardiff (2008)

GP Trainer (West of Scotland) and Honorary Clinical Senior Lecturer (Medicine)
University of Glasgow Medical School.

Special interests: palliative medicine and cancer care

Dr Rebecca Hastings (GP Partner) (she/her)

MBChB Glasgow (2003), MRCGP (2011).

Honorary Clinical Senior Lecturer (Medicine) University of Glasgow Medical School.
FY2 Clinical Supervisor

Special interest: paediatrics

Dr Lesley Blackwood (GP Partner) (she/her)

BSc (MedSci) (2009), MBChB (2011), MRCGP (2019)

Dr Guy Rughani (GP Partner) (he/him)

**BMedSci Edinburgh (2014), MBChB Edinburgh (2014), DRCOG (2020), Diploma in
Child Health (2020), MRCGP (2021)**

Special interests: paediatrics

Dr Michaela Irvine (GP Retainer) (she/her)

MBChB Glasgow (2011), MRCGP (2021)

Practice Nurses

Sister Catherine Burgoyne (she/her)

General Practice Nurse

GPN (Hons), RGN, BA Nursing Studies, INP.

Sister Suzanne Lee (she/her)

General Practice Nurse

RGN, BN Nursing Studies, Clinical Assessment, INP

Catherine and Suzy are highly trained, qualified nurses and are available for all of the following services. You can make an appointment with the reception staff by completing an online request or by telephoning 0141 644 3511

Health Care Assistants

Mrs Jane Reid (she/her)

Mrs Claire McKenna (she/her)

Ms Audrey Burns (she/her)

Claire and Audrey are responsible for taking bloods and collecting some basic health data including blood pressures.

Non-Medical Team

Practice Manager: Lindsay Brynes

BSc, PGCert, PGCert (Dist), PMVTS (Dist)

Ms Brynes is responsible for the finance, personnel and business development in the Practice. If you have any suggestions on how to improve services you can complete the Feedback form on our website. A paper version is available in reception for those who cannot access the online system.

Assistant Practice Manager: Ciara Sedgwick

Administrative Staff

Carol Robertson

Medical Secretary

Fiona Richardson

Administrative Assistant

Claire McKenna

Secretary / Admin / Reception

Audrey Burns
Emily Wilson

Admin Assistant (in training)
Admin Assistant (in training)

Reception Staff

Ann Marie O'Brien
Audrey Burns
Claire McKenna
Dawn Bell

Emily Wilson
Jane MacGregor
Tracey Penman

Reception

The Receptionist is the first point of contact between the Patient and the Practice and **part of their role is to ask you some questions to ensure your call is directed to the right person**, for the right care, at the right time to meet your healthcare needs. They can provide information on services and signpost to these. As well as answering the telephone and booking appointments they have a wide range of clerical tasks to perform which are essential to the efficient running of Reception. **Please be patient and respectful with our staff who are often working under considerable pressure.**

Training Practice

As a training practice we are invested in training doctors for the future. We are unable to do this task without the support and willingness of patients. We host GP trainees, FY2 doctors and medical students.

Medical students sit in on appointments and may have an active role, closely overseen by one of the partners. Where a patient is uncomfortable with a student being present they need only say to reception or the supervising GP. We would encourage, where possible, that patients do allow this as it helps build the skillset of the doctors we need for the future.

Qualified doctors who undertake specialised training as a GP require to record consultations as part of their training portfolio as evidence of their progress. This requires written consent from patients and if you do not wish it to be recorded trainees will abide by your wish. Recordings are held securely for a minimum amount of time and then are deleted.

As a training practice we are always looking to support others and learn ourselves. Due to the significant commitment detailed above, we do not accept school students for work experience.

Services Available at the Surgery

Asthma Clinic

Appointments can be made at practice reception for the practice nurse.

Baby 6-8 Week Check

These appointments are run in conjunction with the health visitor and doctor. Please wait to book your baby's appointment until the health visitor has completed their part.

Cervical Smears

Women aged 25 –64 are invited for cervical screening every 5 years. Patients are advised to make an appointment with the Practice Nurse when invited to do so.

Community Links Worker

The Community Links Worker makes links between individuals and community support, with the aim to improve their health and wellbeing.

Diabetes

People with Diabetes are reviewed regularly by the Practice Nurse. If you have not been checked within the last 12 months please make an appointment with one of our Health Care Assistants to get bloods taken and other health checks.

Family Planning

A comprehensive service is available during normal surgery consultations. The practice nurse is available to give advice.

Laboratory Specimens

Specimens requiring analysis are sent to the hospital laboratories by regular van runs. Please ensure that samples are handed in by 3pm in order for our staff to prepare them for transit. Please try to avoid sending samples on a Friday afternoon.

Minor Surgery

We offer a minor surgery clinic at Carolside Medical Centre. This runs every 4-6 weeks and is for excisions of superficial skin lesions and lumps just underneath the skin. This procedure is carried out by Dr Alistair McLennan – one of our GP Partners. If deemed suitable by a GP for such a service your name will be added to the waiting list for it. We deal with benign (non-cancerous) lesions only. This is not a

cosmetic service. Lesions will only be removed if they are causing significant disability or distress e.g. pain, recurrent infection, bleeding, functional problems, recurrent trauma/rubbing and risk of infection.

The minor surgical service is only available to patients of **18 years and over** who are capable of consenting to and co-operating with the intended procedure.

Physiotherapy

The practice has a diagnostic MSK Physio and appointments can be made with her through reception. She may advise exercises or follow up through another service. Patients can also self-refer to the MSK Physiotherapy service at Eastwood Health Centre. The link below can also be found on our website.

<https://www.nhsggc.scot/hospitals-services/services-a-to-z/musculoskeletal-msk-physiotherapy/msk-form/>

Test Results

Please allow 7 days after blood/urine sample has been taken before phoning for result. An online request form can be completed or patients can telephone reception between 8:30-12:00 and 2:00-5:30pm.

Treatment Room

The Treatment Room nurses are available to take bloods, do dressings, administer adult vaccinations, and other various procedures. All appointments are made via referral by the surgery.

Other Important Information

Disabled Access

Wheelchairs enter by the front door. All consulting rooms used for face-to-face appointments are downstairs. The disabled toilet is situated in the waiting room.

Forms (Insurance Forms, Income Protection etc).

Please help the Doctor by filling in the appropriate details before passing to the reception staff. It may take several days to complete these forms and there is normally a charge.

Non-NHS Medical Exams

Examinations for special purposes (e.g. Insurance, HGV, PSV) do not come under the NHS. There is a fee for this service as recommended by the BMA.

Change of Personal Details

We would ask you to keep the practice updated with any change in circumstances i.e. Name/Address/Contact Telephone Number in order that your records are accurate.

Text Messaging Service

Patients will be sent reminders of appointments by text, along with general practice messages. You can opt out of this by contacting the practice. Please do not cancel an appointment if it is no longer required.

Feedback / Suggestions / Complaints

We welcome any feedback, comments, suggestions you may have regarding the building or the service we offer and our Practice Manager, Ms Brynes is available to advise on administration and non-medical matters. Both Feedback and Complaints forms are available online. A Complaints leaflet is available at reception for your information.

Your Personal Health Information

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment e.g. G.P, Health Visitor, Practice Nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information with other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative

purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed.

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality, and is regulated by Data Protection Legislation. The Data Protection Legislation gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at www.nhs.uk/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact the practice.

Useful Telephone Numbers

Carolside Medical Centre	0141 644 3511
Eastwood Health & Care Centre	0141 451 0500
NHS 24	111 (free-phone)

Hospitals

New Victoria Hospital	0141 201 6000
Glasgow Royal Infirmary	0141 211 4000
Queen Elizabeth University Hospital	0141 201 1100

Pharmacies

Boots, Clarkston	0141 638 8803
Boots, Newton Mearns	0141 639 5979
Broom, Newton Mearns	0141 639 8269
Busby	0141 644 4344
Carmunnock	0141 644 1765
Dears, Newton Mearns	0141 639 2723
Eaglesham	01355 303148
Eastwoodmains	0141 638 0084
Howard	0141 620 0232
Mackies	0141 638 0150
Muirend	0141 637 2014
Rowlands, Newton Mearns	0141 639 1996
Scots, Cathcart	0141 637 6000
Superdrug, Newton Mearns	0141 639 7191
Well, Clarkston	0141 644 4640

Details of Primary Medical Services

Greater Glasgow & Clyde NHS Board
NHS Greater Glasgow & Clyde Corporate HQ
JB Russell House
Gartnaval Royal Hospital Campus
1055 Great Western Road
Glasgow, G12 0XH
Telephone - 0141 201 4444

Patients' Rights and Responsibilities

What we endeavour to do:

Availability – Whenever possible you will be offered a routine appointment within 2 weeks or urgent appointments on the same day, but not necessarily with the clinician of your choice.

Waiting Times – We try to keep as near as possible to your appointment time, but will endeavour to see you within 30 minutes, although sometimes urgent call-outs and difficult cases inevitably cause greater delays. Reception staff will keep you informed of any delays.

Test Results – We undertake to contact patients about investigation results that are abnormal and need action. Please note that patients are asked to contact the practice for any results of tests that they have taken.

Privacy & Confidentiality – All members of Carolside Medical Centre operate fully within the usual ethical code of confidentiality and information is not divulged outside of this code without the patient's consent. The Practice also ensures that we fulfil the standards of the Data Protection Regulations with respect to computer held records.

Access to Records – You have the right to access the contents of your medical records. Please let reception know if you wish to do this so that the relevant form can be completed.

Repeat Prescriptions – These we undertake to have ready 48 hours after they have been requested. We will review repeat prescriptions on a regular basis.

Referrals – When Carolside Medical Centre is unable to provide you with the service you require we undertake to refer you to secondary care.

Listening to our Patients – We will be interested to hear of any suggestions you may have for an improvement to our services.

We undertake to investigate all written complaints in line with the Practice Complaints Procedure and national guidelines.

Lifestyle – Advice and literature is available from most members of our health team.

What we ask of you:

Courtesy – Please treat the Practice Staff, and especially the Reception Staff, with the same courtesy, as you would expect yourself.

Conduct – Any patient who is violent or abusive, physically or verbally, to any member of staff or has acted in such a way that staff fear for their safety will be removed from the practice list with immediate effect.

Home Visits – Please only request these if it is not at all possible to attend the surgery, and, except in genuine emergencies, requests must be made before 10.00am.

Appointments – If you cannot attend please contact Reception to cancel your appointment at the earliest opportunity to enable us to offer it to another patient.

Co-operation – Please make sure you understand our appointment system and only request urgent attention where there is a genuine need for this.

Change of name/address—If you change your name, address or telephone number, please let us know to allow us to update our records.