

# Church Street Medical Practice

## The Buchanan Centre

### 126 – 130 Main Street

### Coatbridge

### ML5 3BJ

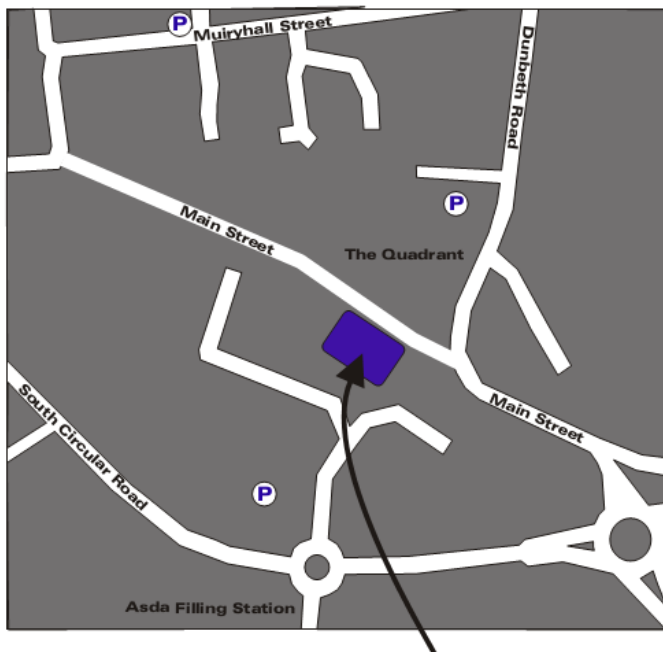
#### Surgery Opening Hours

Monday	8am – 6pm
Tuesday	8am – 6pm
Wednesday	8am – 6pm
Thursday	8am – 6pm
Friday	8am – 6pm
Saturday and Sunday	Closed

In case of **EMERGENCY** outwith these times telephone **01236 422678**

We operate extended hours every Monday, Tuesday and Friday mornings between 7.30am to 8.30am and 6pm to 6:30pm, on a Monday evening. These are strictly pre-booked GP and Nurse appointments only

#### Location



Church Street Medical Practice

#### Nearest:-

Bus	South Circular Road (5 mins)
Train	Sunnyside Station (10 mins) Coatbridge Central (10 mins)
Taxi	Main Street (1 min)
Car Park	Throughout Town Centre (some payable)

Telephone: 01236 422678  
Fax: 01236 703481

# Contents

1.0	Introduction	
	Welcome to the Church Street Practice	Page 2
	Practice History	Page 2
	The Doctors	Page 2
	Practice Nurses	Page 3
	Administrative Team	Page 4
	Practice Attached Staff	Page 5
2.0	To See Your Doctor	
	Appointments	Page 6
	Chaperones	Page 6
3.0	General Information	
	Telephone System	Page 7
	Zero Tolerance	Page 7
	Confidentiality	Page 7
	Complaints	Page 8
	Failure to attend	Page 9
	Home Visits	Page 9
	Out of Hours Service	Page 9
	Repeat Prescriptions	Page 10
	Acute Prescriptions	Page 10
	Research/Clinical trials	Page 10
	Newly Registered Patients	Page 10
	Carers	Page 11
	UK Armed Service Veteran	Page 11
	Change of Address	Page 11
	Private Medicals	Page 12
	Disabled Access	Page 12
	Practice Website	Page 12
4.0	The Data Protection Act	Page 13&14
5.0	Useful Contacts	Page 15

## 1.0 INTRODUCTION

### *Welcome To Church Street Medical Practice*

This booklet is to welcome you to our practice and to help you gain maximum benefit from the services provided. We hope you will find it useful and will keep it handy for future reference.

We also have a practice website packed with information about the Practice and the services on offer, with helpful links to other organisations.  
[www.churchstreetmedical.co.uk](http://www.churchstreetmedical.co.uk)

### *Practice History*

The practice has been long established and has been in existence for over 60 years. The Practice moved to purpose built premises in June 2010. The premises take up the site of the former swimming baths in Coatbridge Main Street.

### *Practice Geographic Area*

The practice provides full general medical service provision and encompasses the Coatbridge and outlying geographic areas covered by the ML5 postcode. We also have patients who reside in some other postcode areas including the western periphery the ML6 postcodes and have patients who reside in the Bargeddie, Baillieston and Gartcosh areas covered by Glasgow postcodes.

### *The Doctors*

Dr David Kilgour MBChB. MRCP.

Dr Veronica Rainey MBChB. MRCP.

Dr Christina Dissanaiké BSc. MBChB. MRCP.

## **Practice Nurses**

Sister Kate Mallin, RGN, RM, BSc, Specialist Practitioner Practice Nursing,  
Independent Nurse Prescriber

Sister Jane Macdonald: RGN

Sister Janine Mahoney: RGN, RM, Independent Nurse Prescriber

The nurses see patients by appointment.

Services provided include:

Well Woman Screening;	Cervical Smears;
Menopause Management;	Contraceptive and Preconceptual Advice;
Blood Pressure;	Dressings;
Ear Syringing;	Smoking Cessation;
Travel advice and immunisation (where appropriate within practice and NHS Lanarkshire guidelines);	
Contraceptive Implant Clinic;	Well Man Check;
Minor Ailments/Injuries;	Flu/Pneumococcal Immunisation Clinics.

The Practice Nurses also run all Long-term Condition Clinics which include:

Hypertension;	Diabetes;
COPD;	Asthma;
Thyroid;	Coronary Heart Disease;
Epilepsy;	Multi Disease Clinic;
Learning Disability;	Peripheral Arterial Disease;
Chronic Kidney Disease;	Rheumatoid Monitoring;
Carer Review;	Mental Health Review

Our Nurse Prescribing team also operate Minor Ailments Clinics at set times in the week.

Our Practice Nurses are highly trained and skilled in their roles and are committed to developing and learning new skills as part of their ongoing professional development.

All appointments can be made via our Reception staff either by telephoning after 9.30am or by coming into the practice

## ***Administrative Team***

The administrative team gives essential support to the clinicians to enable the practice to run smoothly, and ensure our patients receive the best possible care at all times. They provide the link between patients and clinicians, making sure all information is accurate, up to date and available when needed. This is not always an easy task, and is one which benefits from a degree of understanding at times. Your tolerance is appreciated.

All staff are qualified and trained for their particular role, working within practice protocols and guidelines. If any difficulties arise with any member of the practice team please contact the practice manager.

The Administrative staff are bound by the same rules of confidentiality as the doctors and nurses.

Practice Manager	Patricia Ravey, BA Public Admin & Management
Senior Receptionist	Linda Craw, PRP I, II & III
Receptionists	Lesley Brankin Carol Ann Gowrie Carly Lister Janet Uzor, MSc E-Business, PG Dip Ed Frank Wilson

## ***Practice Attached Staff***

**District Nursing Staff** – based in Coatbridge Health Centre – Tel: 432200

Several district nurses work with the practice and they liaise closely with the doctors and nurses at practice meetings. They provide nursing care at home for a wide range of patients including housebound and terminally ill patients.

**Health Visitors** – based in Coatbridge Health Centre – Tel: 432200

The aim of the health visitors is to promote good health and health education. The health visitors work with the practice to run the Child Health Clinic on a Monday afternoon within the practice. The Child Immunisation Clinic is held on a Tuesday and Thursday morning at Coatbridge Health Centre. They are also concerned with many other health aspects, from the young to the elderly. If you require help or information, please contact them.

**Community Midwife** – based in Coatbridge Health Centre – Tel: 432200

Our Midwife, Julie Dunan, provides care for mother and child through pregnancy and postnatally. An ante-natal clinic is held at the practice on a Tuesday afternoon for mothers wishing to give birth at Wishaw General Hospital.

**Community Psychiatric Nurse** – based The Buchanan Centre - Tel: 703400

Helen Sloan, CPN runs a clinic at the practice. Appointments are made by clinical referral only. The team can be contacted directly on the above number.

**Macmillan Cancer Care** - 01698 723278

Patients are reviewed and looked after by Brigid May and the team of Macmillan Nurses.

## ***Student Teaching***

The Practice is a teaching practice and as such is actively involved in teaching medical and nursing students from Glasgow University, Glasgow Caledonian University and the University of the West of Scotland. We are grateful to our patients who consent to being part of this. You will always be asked if you wish the students to be part of the consultation.

## 2.0 TO SEE YOUR DOCTOR

### *Appointments*

Consultations are by appointment only and can be arranged at the reception desk by telephone or by registering and using our on line service (details for this can be found on our website [www.churchstreetmedical.co.uk](http://www.churchstreetmedical.co.uk) ) or by asking a member of our team. Appointments are normally booked at 10 minute intervals. If you feel you will need more than 10 minutes with the doctor or nurse please ask the receptionist for a double appointment.

Patients who wish to see a specific doctor will be accommodated wherever possible. However, patients should note that our doctors have different working patterns and some work only part time hours. A request for an appointment with a specific doctor may incur a delay. If your doctor of first choice is not available you will be offered an appointment with another doctor.

If you feel you need to be seen the 'same day' you will be asked to give a brief description of your problem. If the GP or nurse is calling you back, please ensure that you have given us a correct contact number and that you are available to take the call when the practice nurse or GP calls you back.

Please be aware that your appointment is for you only. Please don't ask for any other member of your family to be seen whilst you are in with the GP or Nurse. We also ask that you limit anyone coming with you to your appointment to one other or 2 parents/guardians if accompanying a child.

**IT IS IMPORTANT TO BE ON TIME FOR YOUR APPOINTMENT. IF YOU ARE LATE THE DOCTOR/NURSE MAY NOT BE ABLE TO SEE YOU AND YOU WILL BE ASKED TO RE-BOOK YOUR APPOINTMENT**

#### **GP Clinic Times**

Monday	8am till 12.00pm	2pm till 5pm
Tuesday	8am till 12.00pm	2pm till 5.00pm
Wednesday	9am till 12.00pm	Service led by on-call doctor. Contact the surgery as normal to arrange consultation or visit.
Thursday	8am till 12.00pm	2pm till 5pm
Friday	8am till 12.00pm	2pm till 5pm

### *Chaperones*

On occasion your doctor may request that another member of our practice team acts as a chaperone during a consultation or examination. You also have the right to request a chaperone. This will be a member of our practice team. Your doctor/nurse will not be upset or offended if you request a chaperone. We will respect your privacy and dignity during any consultation/examination where a chaperone is present.

### ***Telephone System***

We regularly monitor the demand on our telephone system to try to get your call answered as quickly as we can. However, as with any GP surgery there are times of peak demand and your call may not be answered as quickly as you (or we) would like. If your call is not urgent, we would ask you to help us by avoiding calling the surgery at peak times (Monday mornings and after public holiday closures especially) to enable to urgent calls to be dealt with more quickly. This will help us to provide a better service for all.

House Visits - (between 8am and 10am)  
Emergency Appointments - (from 8am)  
Routine Appointments – (after 9.30am)  
Results - (between 2 and 5pm)  
All other requests - (after 9.30am)

### ***Text Message Communications***

The Practice is planning to introduce a text messaging service to patients in the relatively near future. If you would like us to send you communications via SMS text, please ensure that your mobile contact number is up to date with the Receptionist.

### ***Zero Tolerance***

You have a right to be treated with respect and dignity at all times. So do our staff. We strongly support the NHS policy of zero tolerance of verbal or physical abuse and/or aggression towards any member of the practice team. Any person displaying such behaviour either directly or indirectly towards any member of the practice team will be immediately removed from the practice list. We will not hesitate to involve the police if necessary.

### ***Confidentiality***

All members of staff are bound by strict rules of confidentiality. We are a paperlite practice and registered under the Data Protection Act.

Patients have the right of access to their records. To apply for access to your medical record you should write to the practice manager who will arrange for an appointment. Our reception desk is located in the practice waiting room and we are very aware that discussions at the desk can be overheard by other patients.



Please ask the receptionist if you would like to discuss something without being overheard by other patients.

## **Complaints**

Naturally we hope you never have cause to complain. However, if on any occasion you feel we have not performed as well as we might, we would like to hear about it. We find that most problems can be sorted out quickly, at the time they arise, and with the person concerned. If you feel your complaint is more serious you should contact the receptionist or practice manager who can explain and give guidance on our complaints procedure.

We respond positively to complaints and suggestions. Any problems that do arise are recorded and discussed at practice meetings so we can continually review and improve services for our patients.

## **NHS Lanarkshire**

We obtain all services via NHS Lanarkshire. Details of all primary medical services throughout the Lanarkshire area are available from:

NHS Lanarkshire Headquarters  
Kirklands  
Fallside Road  
BOTHWELL  
G71 8BB  
Tel: 01698 855500

## ***Failure To Attend***

Patients who fail to attend for booked appointments cause serious detriment to our clinicians' time. Each month approximately **80** appointments are lost due to patients failing to cancel appointments.

IF YOU CANNOT KEEP AN APPOINTMENT PLEASE LET US KNOW AS SOON AS POSSIBLE. THIS WILL ALLOW US TO PROVIDE A BETTER SERVICE FOR ALL.

Our policy is that patients who fail to attend for 3 appointments in any 12 month period risk removal from the practice list. Those who fail to attend their registration appointment will not be accepted onto the practice list.

## ***Home Visits***

Home visits are available for patients who are housebound or too ill to come to the surgery. You request a home visit by telephoning the Practice and a receptionist will take your details. Requests for home visits should be made before 10.00am to allow the doctors sufficient notice to prioritise calls and plan their routes.

## ***Out of Hours***

When the surgery is closed, please telephone the usual number and a recorded message will tell you how to contact the NHS 24 service.

Night and weekend calls are dealt with by the NHS Direct service.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

The NHS provides a nurse led scheme which can be contacted at any time on 111 or online at [www.nhs24.com](http://www.nhs24.com). This is a valuable source of advice and assistance particularly for emergencies when the surgery may be closed.

This service is for advice and urgent problems which cannot wait until the surgery re-opens. Initially you will speak to a trained nurse who may give you advice or pass your call to a doctor. You might be asked to attend a treatment centre at either Monklands, Wishaw General or Hairmyres Hospitals. If the patient is too ill to attend the treatment centre, a house visit or hospital admission will be arranged.

IN THE EVENT OF A LIFE-THREATENING EMERGENCY DIAL 999 AND ASK FOR AMBULANCE
--

Out of Hours services are commissioned by Lanarkshire NHS Trust.

## **[www.emergencySMS.org.uk](http://www.emergencySMS.org.uk)**

The emergency SMS service lets deaf, hard of hearing and speech-impaired people in the UK send an SMS text message to the UK 999 service where it will be passed to the police, ambulance, fire rescue, or coastguard. Go to the above site to register.

## ***Repeat Prescriptions***

If you take regular medication this will be recorded on our computer and will be re-issued at the doctor's discretion. You may order your repeat prescription in any one of the following ways:

- By completing the tear-off slip on your prescription and depositing it in the box in the reception
- By registering and using our On Line Service; this will allow access to ordering your prescription 24 hours a day, 7 days a week
- By post to the practice enclosing a stamped addressed envelope for its return
- By fax: 01236 703481
- By telephoning the Practice, if you are unable to use any of the methods above

Please allow up to 48 hours for all repeat prescriptions.

## ***Acute Prescriptions***

If you have to request a prescription, which is not part of your repeat prescription, we ask that you allow up to 24hours for this to be processed. Scripts, including hospital out-patient prescription requests, asked for prior to 12noon, will normally be available for collection at the Practice, from 5pm. Prescription requests after 12noon will be available for collection at the Practice from 2pm the following day.

## ***Research/Clinical Trials***

The practice participates in clinical studies which it feels are appropriate to the practice population. These studies cover various therapeutic areas and diseases. The practice may contact you if it feels you may fit the criteria for such a trial. Involvement in a trial is always the choice of the patient.

## ***Newly Registered Patients***

New patients joining the practice will require an appointment with one of our practice nurses. When you ask to register with us we will make an appointment for this purpose and give you a medical questionnaire form. You must bring this questionnaire to your appointment - you will also need proof of identity, a sample of urine (bottles available at reception) and a list of current medication. At the appointment your medical needs will be assessed and current medication recorded.

If you find you cannot attend your New Patient Medical appointment it is important that you let us know in advance so that we might cancel/reschedule your appointment. Patients who fail to attend this appointment or do not bring the correct paperwork will not be accepted onto our practice list.

## **Carers**

The practice aims to identify and provide additional support for carers where possible. If you, without payment, provide help and support to a partner, child, relative, friend or neighbour who could not manage without your help, please inform the receptionist/nurse/GP. The criteria do vary; the person you care for may need your help and support due to age, physical or mental illness, addition or disability.

A Young Carer is a child or young person under the age of 18 carrying out significant tasks and assuming a level of responsibility for another person which would normally be taken by an adult.

***Are You a Carer  
Please advise  
A member of reception staff***

Or if you need any further information relating to your caring role please call :-

**Yvonne Cameron  
Co-ordination for Carers  
North Lanarkshire Carers Together  
Carers Centre  
51 Hope Street  
Motherwell  
ML1 1BS**

Email [Yvonne@carerstogogether.org](mailto:Yvonne@carerstogogether.org)

Web: [www.carerstogogether.org](http://www.carerstogogether.org)

Tel: 01698 404055

## **UK Armed Service Veteran**

Are you a UK armed services veteran? If so, you may be eligible for priority treatment of certain medical problems. Please let the practice know if you wish.

## **Change Of Address**

We are required by NHS Lanarkshire to notify them immediately of any change of name and/or address of our patients.

Please inform the surgery as soon as possible of any changes you may have to the above details.

### ***Private Medicals***

Insurance medicals and non-NHS examinations (eg HGV medicals, sports medicals etc) are undertaken by mutual arrangement with the GP of your choice. A fee will be charged in accordance with BMA guidance. Please ask the receptionist for more information if required.

### ***Disabled Access***

The practice premises have access for disabled patients.

### ***Practice Website***

The Practice website which is full of up to date news, information, service provision and advice can be found at [www.churchstreetmedical.co.uk](http://www.churchstreetmedical.co.uk) .

To provide you with the care you need, we hold details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment, eg GP, health visitor, practice nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes exchange information about your personal health 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 participates in regional and national programmes such as the cervical cytology screening service. Your name and address, date of birth and NHS number may be provided for these organisations so you can be included in these NHS health screening initiatives.

We are required to provide basic details about you to NHS Lanarkshire and also to NHS National Services Scotland in order to receive a payment for any services provided to you.

These organisations have a duty to protect public funds, and we are authorised to verify that payments are being properly made. We are required to co-operate with these checks and the disclosure of your basic data is a necessary part of our provision of health care services.

Otherwise, the only patient specific information which is made available to other agencies (primarily NHS Lanarkshire hospitals and the out of hours service) is the Emergency Care Summary (ECS). This is only accessed by clinical colleagues when you need to be treated when the practice is closed, and only by the following: Out of Hours Centres, NHS 24 and Accident & Emergency Departments/ Emergency Receiving Units in the local hospitals.

The ECS only contains the following information:

1. Name, address, date of birth, phone number, sex, current GP and Practice.
2. Any allergies and adverse reactions.
3. Current Medication; acute, (ie 'one-off') prescriptions dispensed within the last month and any current repeat prescription information.

If you do not wish this ECS information to be released to these other parts of the NHS and in the in the situations detailed above, please contact the Practice Manager who will then arrange for you to be 'opted out' from this system for you.

Medical Information is NOT shared with any third party outside the Health Service (e.g. Insurance, employer, solicitor) without your explicit agreement and written consent.

If you have any questions or wish to know more about this, please contact the Practice Manager, Mrs Patricia Ravey.

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 information is anonymised and any details that may identify you are not disclosed.

From time to time we are involved in the 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.

We may be required by law to pass on certain information, eg the notification of births and deaths, notifiable diseases and criminal acts.

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

## USEFUL CONTACTS

Surgery – day or night	01236 422678
NHS 24 ( <a href="http://www.nhs24.com">www.nhs24.com</a> )	111
Health Visitors	01236 432200
District Nurses	01236 432200
Community Midwives	01236 432200
Community Psychiatric Nurses ...	01236 703400
Monklands Hospital	01236 748748
Wishaw General Hospital	01698 361100
Hairmyres Hospital	01355 585000
Social Work (Coatbridge)	01236 622100
Social Work (Airdrie)	01236 757000
ChildLine	0800 1111
NHS Lanarkshire Primary Care Trust	01698 245000
The Princess Royal Trust for Carers-	
Lanarkshire Carers Centre Ltd	01236 755550
Coatbridge Police Station	01236 502000
Samaritans	08457 909090
National Blood Donor Service	0845 9090999
Cruse Bereavement Care	0870 167 1677
Drugline – Frank	0800 776600
Victim Support	0845 603 9213
Child Protection Line	0800 022 3222



If you have any comments or suggestions on the running of the practice, please provide the information in the space below and hand into the Reception.

All comments received will be treated in the strictest confidence.

Name (optional)	
--------------------	--

Address (optional)	
-----------------------	--

Tel No (optional)	
----------------------	--

Comment	
---------	--