

Bargarran Medical Practice

Bargarran Square, Erskine PA8 6BS

Telephone: (0141) 314 9313

Fax: (0141) 314 9314

www.bargarranmedicalpractice.co.uk



*The aim of the Royal College of General Practitioners is to encourage
and maintain the highest standards of general medical practice.*

Welcome To Bargarran Medical Practice

THE PARTNERS

Dr John Scullion	MB ChB MRCP DRCOG (1985 Glasgow)
Dr Lyndsey Borland	MB ChB MRCP MRCP DFFP DCH (2001 Dundee)
Dr Sarah Ross	MB ChB MRCP DCH (2007 Edinburgh)
Dr John-Paul O'Sullivan	MB ChB MRCP DGM NFPMC (2006 Glasgow)
Dr Hollie Kilpatrick	MB ChB (2011 Aberdeen)

THE PRACTICE

We are Bargarran Medical Practice

Bargarran Square, Bargarran, Erskine PA8 6BS

Telephone Number (0141) 314 9313 • Fax Number (0141) 314 9314.

We hold a General Medical Services (GMS) contract with Greater Glasgow & Clyde NHS Board who can be contacted at J B Russell House, Gartnavel Royal Hospital Campus, 1055 Western Road, Glasgow G12 0XH.

Details of this contract are available from our practice manager, Anne Inglis.

Our practice is fully accessible to disabled patients.

Our area comprises of Erskine, Bishopton and Inchinnan.

PRACTICE STAFF

<i>Practice Manager</i>	Anne Inglis	
<i>Senior Receptionist</i>	Marianne Robinson	
<i>Receptionists</i>	Anne McKinney	Margaret Dyer
	Jennifer Campbell	Emma McNeill
	Janice Marshall	

Practice Sister

Brenda Waddell BSc RGN, Family Planning Cert, Coronary Heart Disease Cert, Marie Curie, Breast and Cervical Cancer Cert and COPD Cert.

Brenda is our practice sister and is available by appointment only on Monday, Tuesday, Wednesday and Thursday.

Health Care Assistant

Tina Marshall

Tina is our health care assistant. She runs phlebotomy, blood pressure, urinalysis, height and weight management and simple wound care clinics. She is available by appointment only on Tuesday, Wednesday and Friday.

STAFF ATTACHED TO THE PRACTICE

Health Visitor

Our health visitor offers health advice and support, mainly to families with young children. This includes help in parenting and behaviour management and also support to women with postnatal depression. She sees children for development checks and immunisation by appointment on a Wednesday at the GP surgery. At other times she is available for home visits as necessary.

Please telephone her on 314 9303.

District Nurses

The district nurses carry out nursing care for the patient at home.

Please telephone on 01505 821718.

REGISTERING AS A PATIENT

You will be asked to complete a registration form for each family member registering with the practice. In addition, all patients will be asked to complete a new patient questionnaire and will be offered a registration medical appointment if on any medication.

YOU AND YOUR DOCTOR

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. You can express a preference for a particular doctor 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.

SERVICES AVAILABLE FROM THE PRACTICE

All GP practices are contracted to provide 'essential services', that is, basic treatment of ill people. We also provide the following 'additional services':

- Child health surveillance, together with the health visiting team.
- Contraceptive services.
- Maternity services.
- Routine immunisation of children, together with the health visiting team.



John Mitchell
TRADITIONAL BUTCHER

For Quality & Value
Finest Farmed Produce
Beef • Lamb • Pork
Cooked Meats

2 Bridgewater Shopping Centre
Erskine PA8 7AA

Tel: **0141 812 7890**

Butcher

Red meat, such as beef, pork and lamb, is an important part of a balanced diet and contains many of the nutrients essential for good health and well-being, as well as for healthy growth and development in children. Red meat and to a lesser extent chicken and fish are the best sources of easily absorbed haem iron.

We all need a healthy, balanced, nutritious diet, but certain groups of people may be more at risk of becoming deficient of some of the important nutrients found in lean red meat namely: under 5s, teenagers, slimmers, women in their reproductive years and elderly people.

In recent years, meat has been produced with considerably lower levels of fat. New butchery techniques remove most of the fat and provide cuts of meat that are ideal for quick cooking methods, such as microwaving, stir frying, dry frying and griddling. So much so that today, 100g of lean pork leg steak contains less fat than 100g of standard cottage cheese.

Your local butcher can help you with fresh meats and many specialise in sausages, pork pies, bacon and cooked meats. Some butchers even produce complete meals - good quality meals ready to heat and eat - and most butchers will deliver in their local area.

Talk to your local butcher and ask him about his specialties. From sausages and pork pies to meats and ready meals, he will be only too happy to advise. Go on - eat some meat - it's good for you.

Attract more business by placing your advert here. Simply call 0800 0234 196.

- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS; please ask our practice nurse for details.
- Cervical smears.
- Freezing of warts and other small skin lesions.

We also hold a contract with GG & C HB for the following 'enhanced services':

- An annual flu immunisation programme to protect the elderly and those at risk.
- Regular monitoring, by blood and urine test, for patients on a range of drugs for arthritis and bowel problems.
- Annual comprehensive reviews for patients with diabetes, CHD, asthma, stroke, dementia, mental health, COPD, epilepsy, thyroid and hypertension.

APPOINTMENTS

Pre-bookable routine, morning and afternoon appointments are available to book in advance for each day. On-the-day appointments become available each day at 8.30am for both morning and afternoon. If you require an urgent appointment you will be seen as soon as possible on that day. Please help the receptionist by telling them whether or not your problem is urgent. The surgery is open from 8.30am - 1.00pm and 2.00 - 6.00pm. The reception is closed between 1.00 and 2.00pm, however, a recorded message stating an emergency contact number is available if urgent treatment is required during that time.

Telephone consultations are available at the end of both morning and afternoon surgeries should any patient wish to speak to a GP. 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 if you wish with the practice nurse.

PATIENT ACCESS

We are now offering a service of booking GP appointments and ordering your repeat prescription online. Please ask at the reception for details of how to register.

Extended Hours Appointments

We also offer extended hour early morning and evening appointments. These are designed for patients who are unable to attend within normal surgery hours due to work commitments. Patients are seen by booked appointments only.

For 24 hour information click to: www.bargarranmedicalpractice.co.uk



Silver Rose Funeral Directors Ltd

Erskine Funeral Home
 2A Mains Drive
 Erskine
 PA8 7QJ
 0141 812 6000

Renfrew Funeral Home
 210 Paisley Road
 Renfrew
 PA4 0AA

Call us day or night on: 0141 886 6222
 or visit us at www.silverrosefunerals.co.uk

Let our family look after your family

Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what should be done next.

If death occurs at home, telephone your doctor who will visit to confirm that death has taken place and advise you how to obtain the certification as to cause of death. Then contact your local funeral director who will be able to advise you on registration procedures. If death occurs in hospital just contact your local funeral director to engage their services, and collect the doctor's certificate as to cause of death from the hospital.

In either case, you should then contact the local registrar for the area in which the death took place and make an appointment to take in the certificate as to cause of death. (If available, also take the deceased's medical card to this meeting.)

Throughout all this, your local funeral director is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week. Many local funeral directors feel it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

CONSULTING TIMES

	Dr Scullion	Dr Borland	Dr Ross	Dr O'Sullivan	Dr Kilpatrick	Nurse Waddell	HCA Marshall
Monday	8.40 - 11.00am 2.40 - 5.40pm	8.00 - 9.00am (extended hours alternative weeks) 9.00 - 11.20am		8.40 - 11.00am 2.30 - 5.40pm		8.40am - 12.40pm 2.30 - 5.40pm	
Tuesday		9.00 - 11.30am 2.50 - 5.30pm 6.00 - 7.00pm (extended hours alternative weeks)	7.30 - 8.30am (extended hours alternative weeks) 8.40 - 11.20am	7.30 - 8.30am (extended hours alternate weeks) 8.40 - 11.20am 2.30 - 5.40pm		8.40am - 12.40pm 2.30 - 5.40pm	8.40am - 1.20pm
Wednesday	8.40 - 11.20am 2.40 - 5.40pm			8.40 - 11.20am	7.30 - 8.30am (extended hours alternative weeks) 8.40 - 11.30am 2.30 - 5.40pm	8.40am - 12.40pm 2.50 - 5.30pm	8.40am - 1.20pm
Thursday	7.30 - 8.30am (extended hours alternative weeks) 8.40 - 11.00am	9.00 - 11.20am	8.40 - 11.00am	2.30 - 5.40pm		8.40 - 12.40pm 2.30 - 5.10pm	
Friday	8.40 - 11.20am		8.40 - 11.20am 2.30 - 5.00pm		2.30 - 5.40pm		8.40am - 1.20pm

HOME VISITS

If possible please try to telephone before 10.00am. A doctor may telephone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a district nurse, or indeed arrange a hospital attendance. House visits are only available for patients who are housebound because of illness or disability.

REPEAT PRESCRIPTIONS

Please complete a request form (the tear-off page opposite your last prescription) and place in the repeat prescription box at the reception desk. Prescriptions will be ready for collection in 48 hours or, alternatively, you can arrange for your regular chemist to order and collect the prescription for you. Patient Access is now available to order your repeat prescription online, please ask at the reception for details on how to register.

LEAFLETS

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurse. We do not have any leaflets produced by the practice.

TEST RESULTS

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. It usually takes about seven days for most results to come through. Hospital letters can take a bit longer. Please telephone or call into the surgery after 2.00pm.

OUT OF HOURS

After 6.00pm and all day Saturday and Sunday please telephone NHS 24 direct on 111. Out-of-hours cover is the responsibility of Greater Glasgow & Clyde Health Board. Further advice and information can be obtained from the NHS 24 website at www.nhs24.com

In serious emergencies dial 999 for an ambulance. If you have difficulties in contacting NHS 24, dial the operator.

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, eg district nurse and hospital services.
- To help you access other services, eg from the social work department. This requires your consent.
- When we have a duty to others, eg 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, eg diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

For the latest information click to: www.bargarranmedicalpractice.co.uk

CHANGE OF DETAILS

If you change your name, address or telephone number, please inform the receptionist as soon as possible. This is important as it keeps your medical records up to date. We now offer a text reminder service for your appointment, please ensure we have your correct mobile number.

ACCESS TO DOCTOR/NURSE

In keeping with Government guidelines the practice offers an appointment system that allows access to a doctor or nurse within 48 hours.

SUGGESTIONS AND 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 case for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the practice manager, Anne Inglis, and she will set all the necessary wheels in motion. Further written information on the complaints procedure is available from reception.

ZERO TOLERANCE

The practice considers aggressive, violent or threatening behaviour to staff or other people in the surgery intolerable. In serious cases the practice may call the police and may request the removal of a patient from the practice list.

OUR OVERALL AIM

We wish to provide all patients with the best possible medical care of which we are capable, in a manner that is personal, courteous and dignified and regard you, the patient, as the most important person.

PRACTICE CHARTER

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure you know how to contact them.

Waiting Time: We run an appointment system in the practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Emergencies: You will have access to a doctor rapidly in the case of emergency. The doctor on call carries a mobile phone and will be contacted in the case of an emergency.

Telephone: We will try to answer the phone promptly and ensure that there are sufficient staff available to do this. You may not be able to speak to a doctor by telephone immediately, but your request will be added to a register of telephone consultation appointments for the doctor to call you back.

Test Results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment, where appropriate. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

For 24 hour information click to: www.bargarranmedicalpractice.co.uk

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor, in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Patients With Special Needs: The practice will make every effort to provide its service in a form appropriate to all its patients. The practice staff are aware of the type of difficulties that can be experienced and will endeavour to assist such patients.

Rights And Responsibilities

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot; otherwise, other patients may have to wait longer.

Please make every effort to arrive on time for your appointment. Patients who arrive late for a booked appointment will be seen at the doctor's discretion, and may have to wait until the end of the surgery.

Please ask for home visits ONLY when the person is too ill to visit the surgery.

Please keep phone calls brief and avoid calling during the peak morning time for non-urgent matters (ie test results etc).

We ask that you treat the doctors and practice staff with courtesy and respect. The practice will not tolerate any verbal or physical abuse towards the staff or doctors.

Please remember that the reception staff follow guidelines drawn up by the practice and may ask you a number of questions in order to determine how best to help you.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

For the latest information click to: www.bargarranmedicalpractice.co.uk



Let our practice
publications
promote your
business
for you!

To place an eye catching advertising
feature in our vitally important Practice
Booklets and our indispensable
Appointment Cards and Website
simply phone Veronica Smith
now on **0800 612 1516.**

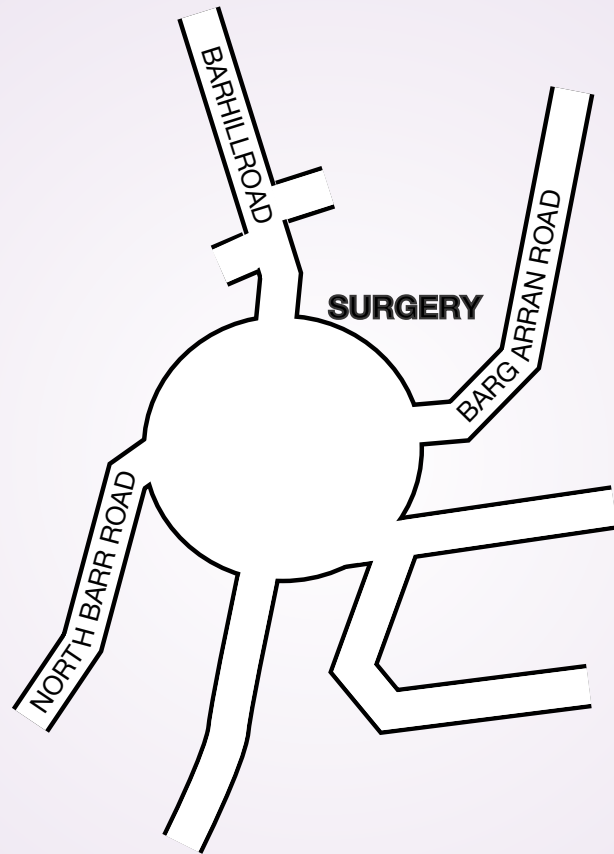
PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

SURGERY LOCATION



PRACTICE AREA

The practice is happy to accept patients from all parts of Erskine and Bishopton and immediate surrounding areas.