

# PATIENT INFORMATION



## Coatbank Medical Practice

Coatbridge Health Centre  
No.1 Centre Park Court  
Coatbridge ML5 3AP

[www.coatbankmedicalpractice.co.uk](http://www.coatbankmedicalpractice.co.uk)

**Tel:** 01236 422950

**Fax:** 01236 437249



# Welcome To Coatbank Medical Practice

## The Doctors

### Full-Time Partners

<b>Dr Helen Johnston</b>	(Glasgow 1988) MB ChB MRCP
<b>Dr Peter Johnston</b>	(Glasgow 1988) MB ChB
<b>Dr Carlos Benaran</b>	(Spain 1991) LMS (equivalent to MB ChB)
<b>Dr Brian O'Sullivan</b>	(Dublin 1987) MB BCh BAO DRCOG MRCP

## Practice Manager

**Caroline Lannigan**

## Nursing Staff

### Practice Nurses

<b>Mrs Alison O'Brien</b>	RGN FPC Asthma Diploma
<b>Mrs Karen Sleigh</b>	RGN RSCN FPC
<b>Mrs Irene O'Brien</b>	RGN FPC Asthma Diploma

## Secretary

**Mrs Elaine Corrigan**

## Administration/Reception Staff

<b>Mrs Diane Stewart</b>	<b>Mrs Elizabeth Black</b>	<b>Miss Janice Fox</b>
<b>Mrs Anne Gamble</b>	<b>Mrs Denise Higgins</b>	<b>Miss Michelle Green</b>
<b>Nicolle Veldon</b>		

Visit our website: [www.coatbankmedicalpractice.co.uk](http://www.coatbankmedicalpractice.co.uk)

## Attached Staff

### District Nurses

They provide nursing care, advice and support to patients/relatives/carers at home.

### Health Visitors

They work with families and children under the age of five, and are also able to provide expert help and advice to all age groups.

### Community Midwives

The midwives visit and care for pregnant women before and for 10 days after birth.  
Contact telephone number: 01236 432200 extension: Coatbank District Nurse / Health Visitor / Community Midwife.

### Community Psychiatric Nurses

The nurses can help with a wide variety of mental health problems at home.

### Community Addiction Team - Tel 01236 431161

Providing nursing care, advice and support on drug or alcohol-related problems to patients, relatives and carers.

### Primary Care Services

Patient Services Department Tel: 01698 858321.

## Opening Hours

The telephone lines are open between 8.00am and 6.00pm Monday to Friday. Please listen to options available. The surgery is open 8.00am to 6.00pm Monday, Tuesday, Thursday and Friday. Wednesday afternoon: child health surveillance, well woman and treatment clinics only.

## The Doctors Are Available

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	9.00-11.30	9.00-11.30	9.00-11.30	9.00-11.30	9.00-11.30
PM	1.30-5.30	1.30-5.30		1.30-5.30	1.30-5.30

(Surgeries run either 1.30-4.00pm or 3.00-5.30pm, based on a rota)

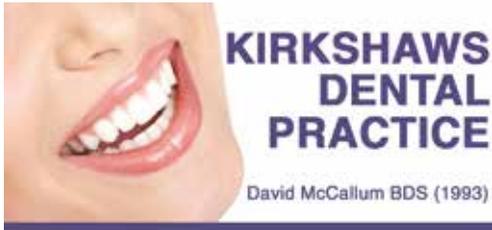
Extended hours appointments are available Monday mornings from 7.15am and Monday evenings from 6.00pm.

## How To See A Doctor

We run an appointment system. Patients can, by choice, see any GP - provided that there is an appointment available. In the event of a doctor being off on holiday, you will be offered an appointment with one of the other partners.

On booking your appointment you may be asked to give a few details. The reception staff will record these details as per practice protocol. Please do not be offended by this, as it will help us to help you - for example, the doctor may feel that you will require longer than the 10 minutes allotted to each appointment. If you are unable to keep your appointment, please cancel it in good time, so that the appointment may be offered to someone else.

For the latest information click to: [www.coatbankmedicalpractice.co.uk](http://www.coatbankmedicalpractice.co.uk)



## Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or even cosmetic surgery.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

Advertising Feature

*Your smile is our priority*

- Wide range of treatments available
- NHS and private
- Fully computerised, digital practice
- Sedation available for anxious adults and children
- Tooth Whitening
- Treatment for fine lines and wrinkles
- Childsmile Program

### Surgery Hours:

Monday, Tuesday, Thursday 9.00am - 6.00pm

Wednesday 9.00am - 5.30pm

Friday 8.00am - 3.30pm



Tel: 01236 443664

3 Scarhill Street, Coatbridge ML5 5BD



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## Same-day Appointment (These are not emergency appointments) (Must be requested between 8.00 and 9.30am)

Same-day morning appointments are available for all patients. Patients should telephone the surgery between 8.00 and 9.00am to arrange one of these appointments. These appointments are booked for specific times, so once the doctors are fully booked, patients are advised to call again the following morning.

Try not to book these appointments several times in the same week. Show consideration to other patients who also need to see a doctor.

Return and routine appointments should be requested **after** 10.30am and before 6.00pm. Results are available between 3.30 and 4.30pm (excluding Wednesdays).

When calling the surgery, you will hear a recorded message advising you of the available options: ie if you require a doctor in an emergency press one; for same day appointments press two, for results press 3 and for all other enquiries please stay on the line and your call will be dealt with by a receptionist.

## Emergency Appointments

The doctor on call is responsible for all emergency requests: home visits; telephone advice calls; emergency appointments etc. We would appreciate your co-operation in not misusing these appointments. Staff will record details for these requests.

## Home Visits

Home visits are carried out at the discretion of the doctor and are normally restricted to terminally ill and housebound patients.

Please do not ask the doctor to call unless the patient is too ill to attend the surgery. It is essential to give the doctor notice before 10.00am if the visit is required the same day, except in the case of an emergency.

Please remember home visits are not an efficient use of doctors' time; several patients can be seen at the surgery in the time it takes to do a home visit.

## Emergencies Between 6.00pm And 8.00am (including weekends and public holidays)

For urgent medical attention, please telephone the usual surgery number (422950). Your call will be automatically transferred to (or you will be provided with) the out-of-hours service (**NHS 24**) number. Tel: 08454 242424. Your call will be answered by a telephonist/advisor who will ask you to give details, which will be relayed to the doctor on call. The doctor will decide the course of action to be taken. You may be asked to attend the nearest treatment centre. It is important that you telephone first. Only if the patient's condition is life-threatening should you telephone 999. Misuse of this service could put other lives at risk.

For the latest information click to: [www.coatbankmedicalpractice.co.uk](http://www.coatbankmedicalpractice.co.uk)

## Repeat Prescriptions

If you require regular prescriptions, the doctor will give you a computer-generated slip. You can hand your slip in at the reception desk, by post (include a stamped addressed envelope for us to return to you), or arrange for a chemist to order and collect the prescription for you. Once we receive your order slip, please allow 48 hours for your prescription to be made out and signed. We do not accept telephone requests for repeat prescriptions, as we wish to avoid any possibility of an error arising. You will be required to see a doctor at 6-12 monthly intervals to have your medication reviewed. Please read the prescription request slip for details.

## How To Register With The Practice

Patients wishing to register will be asked to complete a new patient questionnaire and will be interviewed by a doctor or nurse before registering with the practice. Please bring a urine sample with you and photographic proof of identity (ie passport or driver's licence) and proof of address. If you change your name, address or phone number, please let our receptionist know. If you move outside the practice area, it will be necessary for you to find a new doctor in your new area.

## Computers

Our practice is fully computerised, but your records remain strictly confidential. If accurate records are to be maintained, we ask you to tell us of any change in your particulars (name, address, telephone numbers etc).

## Medical Students

The practice is a teaching practice. Occasionally we undertake to provide experience for medical students. The receptionist will inform you if a student is with the doctor. If you wish to see the doctor alone, please tell the receptionist.

## Freedom Of Information - Publication Scheme

The Freedom of Information Act (Scotland) 2002 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 on request from the practice manager.

## Removal From List

In the event of irretrievable breakdown of the doctor/patient relationship, a GP may remove a patient from the practice list. The patient will be notified of this occurrence, and will also receive written confirmation from Practitioner Services. The patient may register with any other practice or, if having difficulty, will be allocated to a doctor's list by the Practitioner Services, Registration Department.

## Violence And Aggression

The partners at the Coatbank Medical Practice re-affirm their commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour, and their zero tolerance of any incident that causes hurt, alarm, damage or distress. Violent or aggressive patients will be removed from the practice list.

Visit our website: [www.coatbankmedicalpractice.co.uk](http://www.coatbankmedicalpractice.co.uk)

## Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

## Disabled Access

The health centre is a low level building with easy access and clear signposting throughout. The unisex disabled toilet facility is situated to the left of the building entrance. There is a vehicle drop-off area at the entrance to the building and a car parking area is also available. There is a lowered window available for wheelchair bound patients at our reception desk.

## Clinics

We offer the following clinics:

### Antenatal Clinic

(Tuesday 1.30-3.30pm)

Provides care throughout your pregnancy.

Run by the practice midwife.

### Child Immunisation Clinic

(Tuesday 1.30-3.00pm) Run by health visitors at a central location in the health centre.

It is extremely important that all babies and children are immunised to protect against serious childhood illnesses.

These illnesses include Diphtheria, Tetanus, Whooping Cough, Poliomyelitis and certain types of Meningitis (Hib).

These illnesses are life-threatening but, thankfully, rare since the introduction of immunisation. Your child will be sent an appointment, and the importance of keeping it cannot be stressed enough. Your health visitor will give you the date of your first appointment.

## Recommended Schedule

<b>2 months</b>	1st dose	Diphtheria / Tetanus / Pertussis (Whooping Cough) Polio and Hib (type of Meningitis), Men C
<b>3 months</b>	2nd dose	
<b>4 months</b>	3rd dose	
<b>12-18 months</b>		MMR Mumps / Measles / Rubella (German Measles)
<b>4-5 years</b>		Booster Diphtheria / Tetanus / Polio / MMR
<b>10-14 years</b>		Rubella (Girls only) - unless had MMR
<b>10-14 years</b>		BCG (Given at school) Diphtheria / Tetanus / Polio

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## Child Health Surveillance Clinic

(Wednesday by appointment)

This clinic aims to ensure the well-being of children up to the age of six weeks. This clinic is run jointly by the doctors and the health visitors.

## Asthma Clinic /COPD

(Monday am and Tuesday pm)

To ensure the well-being of patients with asthma. Run by the practice nurse. By appointment/invitation.

## Diabetes Clinic

(Thursday am)

To ensure the well-being of patients with diabetes. Run jointly by the doctors and practice nurse. Podiatrist in attendance. By appointment/invitation.

## Family Planning Clinic

(Four clinics per week)

Advice on all aspects of family planning.

## Coronary Heart Disease, Including Left Ventricular Dysfunction Clinic

(By invitation/appointment - Friday am)

Run jointly by the doctor and the practice nurse. To monitor and advise patients with heart disease/angina.

## Well Woman Services

(Four clinics per week)

By appointment with the practice nurse.

## Hypertension/Stroke Clinic

(Alternate Mondays am)

To monitor and advise patients with high blood pressure. By appointment.

## Epilepsy Clinic

(Every second month)

To monitor, advise and support patients with a diagnosis of seizures. By invitation.

## Hypothyroidism Clinic

By appointment.

## Treatment Room Clinics

The treatment room clinics are run every day, Monday to Friday, by appointment with the treatment room nurse for procedures such as blood tests, injections, wound care and dressings, ear syringing and holiday immunisations.

## Phlebotomy Clinic

Blood samples for testing are taken, on behalf of the surgery, at the phlebotomy clinic within the health centre.

## Other Services

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### Holiday Immunisations

If you are travelling abroad, especially outside Europe, you may need extra vaccinations.

Please contact the surgery in good time, as some vaccinations need to be given three months before travelling. You may be required to collect a prescription prior to attending for the vaccination, which will be given by the practice nurse. For some vaccinations and certificates a fee will be charged.

### Cervical Smear Tests

Cancer of the cervix is a life-threatening disease. It can be prevented, and all females between the ages of 20 and 60 are advised to have regular smear tests. These are important because they can detect early signs of the disease, which can then be treated successfully. If detected early enough, cancer of the cervix is curable. We operate a 'call and recall' system to remind you when to attend. Appointments are available on a daily basis.

### Non-NHS Examinations, Reports and Forms

A fee is payable for services not covered by the NHS. If for example you need a special examination (eg for fitness to undertake sports, pre-employment, HGV drivers), this will be undertaken during a special appointment and a fee will be charged. Charges for examinations, reports and form completion are displayed at reception and are as recommended by the British Medical Association. Please let the receptionist know you are coming for this reason and extra time will be allotted to you.

### Breastfeeding

Coatbridge LHCC takes part in the Baby Friendly Initiative to promote breastfeeding and support breastfeeding mothers. A breastfeeding room is available at all times in the health centre/practice. Please ask any member of staff for assistance.

### Lanarkshire Health Council

This is an independent body, made up of 15 members of the public, to represent the public interest in the NHS. Health councils give advice and information, help with complaints about the NHS, monitor healthcare services and premises and consult the public on proposed changes to health services.

## Comments And Suggestions

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A suggestion box is located at the reception desk. The practice manager is happy to discuss any comments you have.

## Complaints Procedure

### Our Approach To Good Service

While we aim to provide a high quality service at all times, we recognise that there may be occasions when your expectations are not realised.

The following explains the practice's procedure for dealing with any suggestions or concerns from patients regarding the services received. Any comments made by patients are regarded by us as valuable aids in sustaining and improving the quality of service that you receive.

Should there be any aspects of our service that you feel are particularly good we would like to know or, if you wish to make a comment or suggestion about the service provided, please write to the practice manager, Caroline Lannigan, or leave your comment or suggestion in the suggestion box situated in the waiting area. We hope that nothing occurs while you or your family is in our care that makes you concerned. However, should you feel you have reason to be unhappy we will deal with it in an appropriate manner.

At the time you are attending the surgery or receiving services at home, please feel free to discuss any fears you may have with the doctor or member of staff dealing with you. It is best to express concern at that stage so that you can be reassured or so that further action can be taken. If it is not possible to let us know at the time of a problem that has arisen, please let us have details of your complaint within six months of the incident that caused the problem, or within six months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Caroline Lannigan. Alternatively, you may ask for an interview with her in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 10 working days. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

### In Investigating Your Complaint We Shall Aim To:

- Find out what happened and what went wrong.
- Enable you to discuss the problem with those concerned, if you would like this.
- Ensure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

### Complaining On Behalf Of Someone Else

The practice keeps strictly to the rules of medical confidentiality. If you wish to complain on behalf of someone else, then we have to know that you have permission to do so, therefore we require a note signed by the person concerned, unless they are incapable (because of illness) of providing this.

### Attached Staff Or Other Services

We are pleased to accept your comments about health board staff attached to the practice or other NHS services, but because we are not directly responsible for these services, it will be necessary to forward your comments to the appropriate body.

If you are unhappy about the result of our investigation, or if you feel you cannot raise your complaint with us, we will direct you to the appropriate authorities who will be able to assist you.

Visit our website: [www.coatbankmedicalpractice.co.uk](http://www.coatbankmedicalpractice.co.uk)

## Patient/Practice Team Charter

### What Can I Expect From The Practice Team?

The practice team will treat you courteously, reasonably and fairly.

We will see you as close to your appointment time as possible. If there is a significant delay the practice receptionist will give you an explanation if requested.

You will be given a clear explanation of your medical treatment from the appropriate member of the practice team, eg GP or practice nurse.

You will be given access to your medical record (from November 1991). If you require a photocopy of your medical record a charge will normally be made for this service.

The practice has a complaints procedure in place. You can expect that any complaints you have will be dealt with promptly and sympathetically. A leaflet on the internal complaints resolution procedure will be available from the practice.

There is a clear policy on repeat prescribing.

The GP or other appropriate member of the practice team will offer a visit where it is needed.

### How Can I Help The Practice Team?

You should treat the practice team courteously, reasonable and fairly.

You should endeavour to keep your appointment or arrange to cancel it in good time so that it can be used by another patient.

You should attend the surgery where possible. The practice will make available to you their out-of-hours arrangements.

We ask that you do not request house calls or night calls where attendance at the surgery would be more appropriate.

We would ask that you co-operate with the practice's repeat prescribing policy.

The GP or other appropriate member of the practice team will offer a visit where it is needed.

## Minor Ailment Service

The Minor Ailments Service (MAS) allows patients to register with and use a community pharmacy, as the first port of call for the treatment of common illnesses on the NHS. The pharmacist advises, treats, or refers the patient according to their needs. This service is presently for those who are exempt from prescription charges and are registered with a GP surgery in Scotland (excludes patients in residential care /nursing homes).

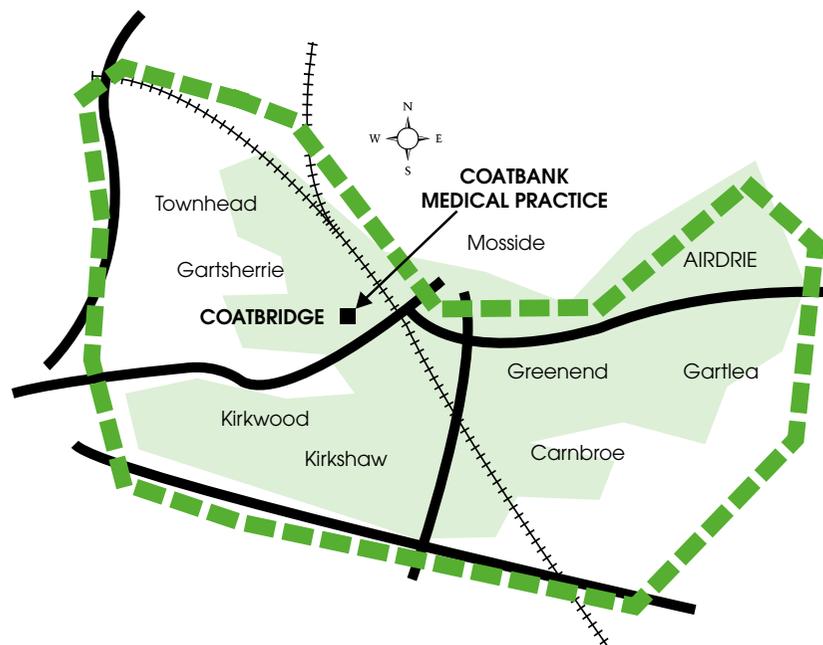
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## A Map Of Our Practice Area



## Useful Phone Numbers

Coatbridge Health Centre .....	01236 432200
District Nurses/Health Visitors .....	01236 432200
Monklands Hospital .....	01236 748748
Wishaw General Hospital .....	01698 361100
Lanarkshire Health Council .....	01698 258188
Social Work Department .....	01236 432200

### Police

- Coatbridge .....	01236 420155
- Airdrie .....	01236 762232
Alcoholics Anonymous .....	0141 221 9027
Smoking Cessation .....	01236 707714
Link Line .....	01698 855588
NHS 24 .....	08454 242424
NHS 24 ONLINE .....	<a href="http://www.nhs24.co.uk">www.nhs24.co.uk</a>

### Registrar for Births, Deaths and Marriages

- Coatbridge .....	01236 422133
- Airdrie .....	01236 760983