



# DEDRIDGE HEALTH CENTRE

Nigel Rise, Dedridge, Livingston EH54 6QQ Tel: 01506 414586

# Welcome To The Practice

This booklet tells you about the practice and the services we offer. Please read it carefully and keep it in a safe place for future reference.

The practice was established in 1976 with one general practitioner. In 1982, the practice had grown to four general practitioners with approximately 6,000 patients and moved into the purpose-built health centre we are in today. The practice currently has eight partners, one salaried general practitioner and one GP Registrar. Our practice population is around 10,300.

The doctors practise together as a non-limited partnership.

**Please visit our website where this booklet can be translated into many languages.**

## General Practitioners

<b>Dr Gillian J Steele</b>	MB ChB DRCOG MRCGP (Female) Aberdeen 1978
<b>Dr Peter Robertson</b>	BSc (Hons) MB ChB DRCOG MRCGP (Male) Edinburgh 1984
<b>Dr Jane Pepper</b>	MB ChB MRCGP DCCH (Female) Edinburgh 1987
<b>Dr Amanda F MacColl</b>	MB ChB DRCOG MRCGP DCCH (Female) Liverpool 1989
<b>Dr Iain J M Smith</b>	MB BChir DFFP MRCGP (Male) Cambridge 1990
<b>Dr Thomas J Hanna</b>	MB BCh MRCGP DFSRH DRCOG (Male) Belfast 2004
<b>Dr Tracey Phillips</b>	BSc MS PhD MB ChB DRCOG MRCGP (Female) Liverpool 2008
<b>Dr Sarah Little</b> (Salaried)	BSc (Hons) MB ChB DRCOG DCH DFSRH MRCGP (Female) Glasgow 2003

## Practice Nurses

Sr Evelyn McCluskey	RGN
Sr Frances Lockhart	RGN
Sr Dominique Cosgrove	RGN
Sr Tracey Healy	RGN

The West Lothian Community Health and Care Partnership also employ District Nurses, Health Visitors, Midwives, Speech Therapist, Community Psychiatric Nurses and Podiatrist who all work from within the health centre.

## Practice Staff

### *Practice Manager*

Margaret-Anne Smith is the Practice Manager and is responsible for the day-to-day running of the health centre and the management of the practice. If you have any suggestions, complaints or comments to make, please feel free in the first instance to discuss these with her. In her absence, you should contact her deputy Alison Campbell, Office Manager.

### *Personal Secretaries*

The secretaries are your link with the doctor. If you wish to contact your doctor on any matter, please contact the secretary in the first instance. Enquiries, requests for house visits, test results etc should also be directed to your doctor's secretary.

The secretaries are available from 8.30 - 11.00am and 1.00 - 4.45pm.

### *Reception Staff/Clerical Officers*

The reception staff will assist you in making appointments to see your doctor and will deal with any general enquiries you may have. They will also assist your doctor's secretary in dealing with clerical work associated with the practice or pass you on to your doctor's secretary where appropriate.

### *Computer Officer*

The computer officer keeps all your medical information up to date on the computer and is also involved in the development of information technology within the practice.

### *Community Receptionist/Secretary*

The community staff deal with your appointments for other community clinics.

**Golden Charter  
Pre-payment Plans  
Monumental Masons  
Funeral Directors**

---

**THOMAS BROWN  
& SONS**

---

Westcross  
West Main Street  
Broxburn  
West Lothian  
EH52 5RH

---

**01506 852655  
24 Hours**

---

**OFFICE HOURS:  
Monday - Friday 8.30am - 5.00pm**

**IAN R DRUMMOND**  
D.HYP MBSCH

**REGISTERED HYPNOTHERAPIST**

- Weight Loss
- Stress & Anxiety
- Smoking
- Trauma
- Phobias
- Bereavement

*For a free telephone consultation call*  
**0800 083 0520**

Tron House, Quarrywood Court  
Livingston Village EH54 6AX  
ian@positivedirections.co.uk  
www.positivedirections.co.uk

**That's your health check taken care of, now what about your car?**



Cars need regular maintenance to keep them on the road.  
**Don't be let down when you need it most; call a local garage today to book yours in.**

**KNIGHTSRIDGE  
GARAGE SERVICES**

*For all your motoring needs*  
**Call NOW - 01506 436956**

Unit 4 & 5 Eliburn Business Park  
Livingston, West Lothian EH54 6GR  
[www.knightsridgegarage.co.uk](http://www.knightsridgegarage.co.uk)  
**10% off with this advert**

## A Positive Future

AN interest dating back to his teenage years prompted Ian R Drummond to change career and train as a clinical hypnotherapist — and he now offers his services to adults of all ages for a variety of emotional and physical complaints.

“I qualified from the London College of Clinical Hypnosis in 2000, and then established Positive Directions to help clients from throughout Livingston,” said Ian, who completed a post-graduate diploma in clinical hypnotherapy.

“I offer treatment for conditions including emotional problems, low self-esteem or confidence, trauma and bereavement, IBS, colitis and even physical complaints such as gout. Weight-loss therapy and smoking cessation are also popular.”

Contrary to popular belief, clients are in total control at all times.

“Hypnosis is a natural state of relaxation that accesses the subconscious mind, the power of which is incredible, to change negative feelings and emotions into positive ones,” added Ian, who is a member of the British Society of Clinical Hypnosis.

He is available to see clients from 9.00am - 7.00pm Monday to Friday, and between 10.30am - 3.30pm on Saturdays.

For a free telephone consultation, call 0800 083 0520, or visit [www.positivedirections.co.uk](http://www.positivedirections.co.uk) for more information.

Advertising Feature

## Practice/Treatment Room Nurses

The practice/treatment room nurses are available to deal with dressings, injections, blood tests, ear syringing, cervical smears, removal of stitches etc and to manage various clinics such as asthma, well man/woman checks and heart care clinics. They also assist your doctor in various clinics such as immunisations, boosters, flu and pneumovax, diabetic, COPD and carrying out various procedures. Telephone the health centre for an appointment.

## Phlebotomist

The phlebotomist, who is here to take your blood tests, is with us for a couple of hours every day.

## District Nurses

The district nurses help families to look after patients who require nursing at home. You can contact the district nurses by telephoning the health centre.

## Health Visitors, Staff Nurse And Nursery Nurse

The health visiting team provides health promotion and health education primarily to under five year olds. They also offer advice and support to parents on many topics including child development and behaviour issues. They can be contacted on weekdays through the community receptionist.

## Community Midwives

The community midwives work in partnership with your GP and obstetrician to provide holistic antenatal, intrapartum and postnatal care. Regular clinic sessions are run during the week. Home visits are organised as required. The midwives can be contacted via the health centre number, if they are unavailable you can leave a message and they will return your call. Student midwives and nurses are periodically allocated placements to work under supervision of our community midwives.

## General Practitioner Registrar And Students

Our practice is a training/teaching practice. Registrars are fully qualified and have a great deal of hospital experience. They are attached to our practice for a period of 12 months. We also have medical students attached to the practice for short periods of time. When you are booking your appointment you may be asked if you would like an appointment with the registrar.

Consultations with the registrar are sometimes videoed for educational purposes but a patient would always be asked for consent before this happened.



**Generate more business  
with a Pay - Monthly  
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £26 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call  
0800 612 1408  
or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)**

**OPG - HELPING THE SMALL BUSINESS  
GROW FOR OVER 40 YEARS**

## Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

## Surgery Times

	AM	PM		AM	PM
<b>Dr Steele</b>	Monday		<b>Dr Robertson</b>	Monday	Monday
	Tuesday	Tuesday		Tuesday	
				Wednesday	Wednesday
	Thursday	Thursday		Thursday	Thursday
	Friday			Friday	
<b>Dr MacColl</b>	Monday	Monday	<b>Dr Pepper</b>	Monday	
	Wednesday	Wednesday		Tuesday	Tuesday
				Wednesday	Wednesday
	Thursday	Thursday		Thursday	
	Friday			Friday	
<b>Dr Smith</b>	Monday	Monday	<b>Dr Hanna</b>	Monday	Monday
	Tuesday	Tuesday		Tuesday	Tuesday
	Wednesday			Wednesday	
	Thursday	Thursday		Thursday	Thursday
	Friday	Friday			
<b>Dr Phillips</b>	Tuesday	Tuesday			
	Wednesday	Wednesday			
	Thursday				
	Friday	Friday			

## Practice Development

In order to further improve the quality of care to our patients, the surgery closes one afternoon per month - usually a Wednesday - to participate in educational activities, staff training and practice development, the date of this is always posted on the front door, at least one month in advance.

If you have an emergency during this time please phone the NHS 24 number **111**.

For the latest information click to: [www.dedridgemedicalgroup.co.uk](http://www.dedridgemedicalgroup.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 on our Website  
simply phone Veronica Smith  
now on **0800 612 1516.**

## How To Get In Touch

The surgery is open from 8.00am to 6.00pm Monday to Friday. Always telephone Livingston 414586. During the day this telephone number will connect you with a health centre receptionist, who will then connect you with the service you require. At night and at the weekends, you should contact NHS 24, an out-of-hours service which should only be used for urgent conditions that cannot wait until the health centre is open. NHS 24 will provide all emergency care for you from 6.00pm - 8.00am on weekdays and all day on Saturday and Sunday.

**To contact NHS 24 please phone 111.**

More information is available on their website: [www.nhs24.co.uk](http://www.nhs24.co.uk)

## How To Register With The Practice

We welcome anyone to register with us who lives within the practice area - please check with the reception staff for details of the exact boundary, as we unfortunately cannot care for people who are outside this area. Sadly this also includes existing patients who move outside the area - our area is comparatively very large but we have to set limits, especially as we may need to visit you at home.

Registering is simple and involves completing a short form for the Health Authority, a health questionnaire and a brief health check with the practice nurse. You will also be required to provide proof of residency (photo ID and a utility bill).

It helps us if you know the details of your existing GP and your NHS number. It can take several weeks for your notes to arrive from your home doctor, so please bring any relevant information with you. You will need to have an appointment with your new GP before you can receive any prescriptions.

We will endeavour to register you with the practitioner of your choice and we will give you an explanation if we are unable to comply. You can hand in your completed registration forms between 10.30am - 12 noon or 2.00 - 4.00pm.

## Appointments

### *How To See Your Doctor At The Health Centre*

We use a computerised appointment system. To make an appointment please telephone Livingston 414586. For all non-urgent appointments, we ask you to see the doctor with whom you are registered. Because of the large number of people needing to see their doctor, it may not always be possible for you to get an appointment immediately, so please be patient. The average appointment length is 10 minutes.

If you have an urgent condition, however, you will be seen without delay and certainly on the same day if required. This may be with one of the other doctors in the practice. Please phone before 11.00am if possible.

We offer a limited number of early morning and late evening appointments. Please ask for this at reception.

The doctors provide a limited number of telephone consultation slots per day - if you feel that your problem can be dealt with over the phone, please ask for a telephone consultation. You will be given a date and time when the doctor will phone you and we ask that you allow up to an hour after the allocated time.

The health centre has eight incoming telephone lines, but despite this all lines can sometimes be busy. If your request is not urgent, we would ask you to avoid telephoning between 8.30 and 9.30am if at all possible, so that urgent telephone calls can get through without delay.

If you cannot keep your appointment, please try to let us know in good time, as your appointment can be used by another patient.

We have an average of over 200 wasted appointments every month due to people not cancelling appointments - this equates to over 33 hours of consultation time.

## Home Visits

If you are not fit enough to come to the surgery, you can telephone your doctor's secretary, before 10.00am if possible, and request a home visit. The secretary will ask for some relevant details regarding your symptoms so that the doctor can ascertain the urgency or necessity of the visit.

## Repeat Prescriptions

If you are on regular medication, your doctor may arrange for you to have this set up on the computer to avoid you having to make an appointment each time you need to renew the prescription.

Our prescription ordering line is Livingston 400992. Please use this when ordering or querying your prescriptions; this leaves the routine lines free for any emergencies. Please call between 10.30am and 12 noon when someone will be available to take your call. Alternatively, when you receive your computerised prescription, you will be given a slip for re-ordering. Please tick the items you require and put your request in the prescriptions box next to the reception.

You can also order your prescription by email. Please send details of your name, address, date of birth and the names of the medication you require to [dedridge.prescriptions@nhslothian.scot.nhs.uk](mailto:dedridge.prescriptions@nhslothian.scot.nhs.uk)

Your prescription will be ready for you to collect 48 hours later (longer at weekends). Alternatively, you can make arrangements to have the prescription delivered to your pharmacist.

## Repeat Sick Lines/Fit Note

If you have an illness which requires regular sick lines, you may not need to see your GP. Phone your doctor's secretary who can advise you what is required. This will normally take around 48 hours to process (longer at the weekends).

## Test Results

When you have a test taken at the health centre, we normally ask you to **leave at least four working days** before phoning for the result.

Please phone between 1.00 and 3.30pm when we have more staff available to assist you.

## Clinics And Other Services Available

### ***Making Contact With Other Healthcare Professionals***

When trying to contact any of the other professionals within Dedridge Health Centre please use the same telephone number - 414586 - unless otherwise stated.

It may be that the person you are trying to contact is not available; in this case, a message can be taken and passed on to them on their return. They will normally respond to you within 24 hours.

### ***Addictions Clinic***

This is for patients suffering from drug misuse problems. Your GP will give you details of the clinic if required.

### ***Assessments***

Patients aged 75 or over may request an additional assessment.

### ***Antenatal Clinics***

Appointments for these clinics are organised and given to you by the community midwife. Midwife appointments are printed in your obstetric handheld notes. Further information of when you are seen in the course of your pregnancy will be issued to you at your Midwife Booking Appointment. Your general practitioner will see you for an antenatal appointment in the last three months of pregnancy.

### ***Asthma Clinics***

These are run by the practice nurse and a GP. You can make an appointment for this clinic at reception.

### ***Baby Massage***

Contact the health visiting team for details.

### ***Cervical Smears***

These can be undertaken by the practice nurse or your own GP. We recommend that women between the ages of 20 and 60 (who have ever been sexually active) have a smear carried out every three years. Reminder letters will be sent when your next test is due and you should contact the receptionist to make an appointment.

### ***Child Health Baby Clinics***

Murieston Health Centre - Wednesday 9.30 -11.00am

Dedridge Health Centre - Friday 9.30 -11.30am

### ***Children's Assessment Clinics***

Your baby will have an assessment at six weeks, a walking assessment at 15-18 months and a developmental review at 27 months. If you have any concerns about your child's development, please contact your health visitor.

### ***Children's Immunisation Clinics***

They are held weekly by the practice nurses and the health visitors. Your appointments will be sent out automatically, but if you do not receive them please contact the clerical officer for immunisation clinics.

If you have just moved to this country from abroad, you should make an appointment with your GP before any immunisation appointments can be arranged.

### ***Contraceptive Services - Long Acting Reversible Contraception***

In addition to the contraceptive injection, the practice offers contraceptive implant and coil fitting and removal. The implant can be fitted by Dr Pepper or Dr Little. The coil (of which there are two main types) can be fitted by Dr Little. Both these methods require an initial counselling appointment with the relevant GP (10 minute appointment for the implant and 20 minute appointment for the coil). Additionally, the Mirena Intrauterine System can be fitted to help with heavy periods or as part of Hormone Replacement Therapy.

### ***Couple Counselling Services***

Available by a member of the Lothian Couple Counselling Service, an appointment can be made by telephoning Lothian Couple Counselling, 9A Dundas Street, Edinburgh. Telephone 0131 556 1527.

### ***Dental Services***

There is a dental practice here in this building although it is quite separate from the GP services. You can contact the dentist by calling 411811. Community Dental Services for children, please phone 462148.

### ***Family Planning Services***

These are available from your GP, and information and advice can be obtained from the practice nurses. In addition to this the family planning and well woman service provided by Dean Terrace can be contacted for an appointment in a local health centre. Telephone 0131 536 1070. They now also offer a 'drop-in' service based at Howden Health Centre (just in front of St John's Hospital) Tuesday 4.30pm and Friday 9.00am.

### ***Minor Surgery***

We have a regular clinic where small surgical procedures can be carried out.

### ***Parenting Classes***

The midwife will give you a list of dates/times when classes are on (usually during the last three months of your due date of delivery). An open invite is given for pregnant woman and their birth partner to attend these sessions without prior booking. The two hour sessions led by the community midwife run for four weekly blocks covering topics such as normal birth, alternative deliveries, pain relief, feeding baby, coming home with baby and aspects of baby care.

### ***Physiotherapy Services***

Referral to physiotherapy is currently through your GP or by self referral and triage through telephoning the NHS Musculoskeletal Service on 0845 604 0001. Information can also be found at [www.nhsinform.co.uk/msk](http://www.nhsinform.co.uk/msk) The service provides assessment, diagnosis and treatment or referral to another appropriate service. As part of your treatment programme you may have to attend the physiotherapy department at St John's Hospital, or another local health centre.

### ***Podiatry Treatment***

This is provided within the health centre based on medical and podiatric need. Please contact community reception for an application form. This must be completed before an appointment can be arranged. Simple nail cutting service cannot be provided.

### ***Postnatal Support Group***

You will receive an invitation once your baby is born.

### ***Pregnancy Testing***

This can be arranged if your period is more than two weeks late and you think you might be pregnant. You can either see your doctor or ask reception for a urine container and give her the date of your last period. You must hand your specimen in before 11.30am or 3.30pm and phone in the usual way for your result.

For positive results you can self refer to midwifery services by calling the Central Booking Office on 0131 536 2009, alternatively you can make an appointment to see your GP.

### ***Speech Therapy Services***

Advice, assessment, diagnosis and treatment for children who have speech, language, communication and/or feeding and swallowing difficulties. Please contact the Speech and Language Therapist at the health centre. For adults, please contact the department at St John's Hospital on 524191.

### ***Unwanted medication***

Please hand any unwanted or unused medication into your local pharmacy who will dispose of it safely for you.

### ***Weaning Information Sessions***

Held monthly by the nursery nurse.

**Other specialist services** provided by the practice include services to nursing and care homes, and anti-coagulation, lithium and rheumatology monitoring. In addition to these, the specialised services of our community psychiatric nurse are provided and referral is made by your general practitioner if required.

## ***Out-Of-Hours Service***

In line with many other areas of the country, cover for patients registered with the practice during evenings and weekends is provided by NHS 24.

### ***How To Use The Service***

If you require the services of a doctor in the evenings or at weekends, you should telephone 111. By calling this number you will be able to either speak directly to a doctor or a nurse or have your call returned as soon as possible. Your call will be dealt with in one of three ways:

1. Where appropriate, you will be given advice over the telephone on how to deal with the problem by a qualified nurse or doctor.
2. You may be asked to attend the Primary Care Centre at OPD2 at St John's Hospital (next to A&E). There your problem will be dealt with by a doctor in well-equipped premises.
3. If you are too ill to attend the Primary Care Centre, a doctor will carry out a house call.

The provision of out-of-hours care ('Unscheduled Care') is now the responsibility of the primary care organisation and this information is subject to change. Any further updates will be notified by way of notices in the health centre and information leaflets.

## Complaints/Suggestions

The practice operates a complaints procedure in line with national criteria. If you have any problems or concerns which you are unable to have resolved at the time with the person concerned and wish to take the matter further, a leaflet outlining the procedure is available from reception.

## Premises And Access For The Disabled

- We operate a non-smoking policy.
- Please switch your mobile phone to silent whilst in the health centre.
- Some disabled parking services are available outside of the surgery main entrance.
- We have access for disabled people.
- Wheelchair-height reception counter.
- Automatic opening doors.
- Toilets for disabled people.
- Mini-loop hearing system.
- Please keep your possessions with you when you come to the surgery. We cannot accept responsibility for loss or damage to vehicles, prams etc brought to or left on the surgery premises or grounds.

## Violent Or Threatening Behaviour

Any patient displaying violent or threatening behaviour to any member of the Primary Care team may be removed from the practice list. If you are dissatisfied with the service you have received, please contact the Practice Manager.

## 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 from the Practice Manager.

## Patients' Rights and Responsibilities

### We agree to:

- Greet you courteously and treat you with respect at all times. The health centre has a policy of non-discrimination.
- Make every effort to see you promptly. Our aim is a maximum delay of 20 minutes from the time of a booked appointment. You will be informed of any major delays.
- Respect your confidentiality.
- Give you access to your medical records subject to the current legal stipulations and limitations and keep your computerised medical records under the terms of the Data Protection Act.
- Inform you of our services, using the practice website, booklet, posters and leaflets.
- See you the same day if you have an emergency medical problem. You may have to wait to be seen.
- Allow you to decide whether to take part in research or training.
- Offer you a health check when you first come to register at the health centre.
- Offer advice to promote health, for example smoking, exercise, diet and self help on minor ailments.
- Have repeat prescriptions ready to collect within two working days (longer at the weekend).
- Arrange a home visit with the agreement of your doctor, if you are too ill to attend the centre.

### In return we expect you to:

- Treat the staff with courtesy and respect at all times (patients displaying violent or threatening behaviour to staff may be removed from the practice list.)
- Attend appointments on time.
- Tell us if you change your name, address or telephone number.
- Make an appointment for one person only - 'one patient one appointment'.
- Not abuse the emergency appointment system. Only emergency medical conditions can be seen in emergency appointments.
- Give at least 24 hours' notice if you are cancelling an appointment.
- Make every effort to attend the health centre to make the best use of medical and nursing time.
- Only request a home visit if you consider that you are too ill to visit the health centre.
- Tell us all the details of your past illnesses, medication, hospital admissions and any other relevant information.
- Read the practice booklet or our website as they contain important information.
- Let us know if you feel there are things you want to see improved or changed in the practice.

## 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, eg the GP, health visitor and 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 to 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 NHS 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, eg 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 the Data Protection Act. The Data Protection Act 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](http://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 our Practice Manager.

## Advice For Minor Medical Illness

### Fevers/Temperature

Many minor illnesses such as viral colds, coughs and stomach upsets cause a temperature. It is one of the ways the body fights infection.

If your child has a temperature there are some simple things you can do to make him or her more comfortable:

- undress the child to vest and underpants
- keep the child cool with just a sheet over him/her
- sponge down or bathe with 'hand hot' water
- offer plenty of cool drinks
- give soluble paracetamol at the correct dose for the age of the child

If you are concerned about unusual symptoms or the temperature is not settling, seek advice.

### Colds And Flu

There is no cure for these viral illnesses apart from time. Rest. Drink plenty of fluids and take regular paracetamol.

### Sore Throats

The majority of sore throats are viral and antibiotics do not help. They get better with time. Rest. Drink plenty of fluids and take, or gargle with, regular paracetamol or aspirin. Do NOT give aspirin to children under 16.

### Diarrhoea

Most diarrhoea is a mild gastroenteritis or tummy upset. It will settle in a few days with no specific treatment. Rest. Drink plenty of clear fluids and take no solid food for 24 hours. Take paracetamol if feverish. Seek advice if symptoms persist or there are unusual symptoms such as bleeding or you do not pass water over a 12 hour period.

## Non GMS Services

Some non-GMS services you will have to pay for:-

Blood Test (variable-per test)		£20.00 + specific rate for test
Employers Report		£104.00
Exemption	Exam Letters/Absence Letters	£20.00
Exemption	Community Service Letters	£20.00
Holiday Cancellation Claims	Insurance Company Letters	£30.00
Holiday Cancellation Claims	Letters to Patients	£20.00
Insurance Form	(If requested by patient)	£20.00
Medical Examination	HGV / PSV / Letters	£127.00
Medical Report	Form	£104.00
Patients requesting copies of notes		50p per sheet
Private Consultation	10 min surgery consultation	£40.00
Private Consultation	House visit	£100.00
Private Consultation	10 min nurse consultation	£20.00
Private Prescription		£10.00
Private Sick Line		£29.00
Private Interpreter	per 10 min consultation	£25.00

## Useful Numbers

<b>NHS 24 Out-Of-Hours Emergency Service</b> .....	<b>111</b>
Dedridge Health Centre .....	414586
Dedridge Prescription Ordering Line (10.30am - 12noon) .....	400992
Dedridge Prescription Email Address ..... dedridge.prescriptions@nhslothian.scot.nhs.uk	
Dental Practice .....	411811
Community Dental Service.....	462148
St John's Hospital .....	01506 523000
Couple Counselling .....	0131 556 1527
Social Work Department .....	777777
PHARMACIES: Lloyd's, Nigel Rise .....	461732
Boots, Almondvale .....	436997
Morrison, Almondvale .....	462003

## Independent Advocacy For Complaints

Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS  
Tel: 0800 377 7330.

## The Health Board

The Health Board for this area can be contacted at:

Lothian NHS Board  
Waverley Gate  
2-4 Waterloo Place  
Edinburgh  
EH1 3EG  
Telephone 0131 536 9000  
Fax 0131 536 9088

## Intercare for Africa

Dedridge Health Centre is supporting a charity called Intercare for Africa. The charity was started in 1974 and helps with supplying medication and medical supplies to hospitals, clinics, orphanages and prisons in sub-Saharan Africa.

If you would like to help us support the charity, you could help by donating used postage stamps, unwanted foreign coins and notes, unwanted or used printer cartridges, old mobile phones, books (not novels) and unwanted jewellery. These items are collected by the charity from us and the items are sold to raise funds to supply much needed medication and medical supplies. If you would like more information about Intercare for Africa, please contact the health centre.

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

## Notes

**Cover illustration: The practice would like to extend a special thanks to Miss Amy McGarry (age 14) who designed the front cover of our booklet.**

### PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

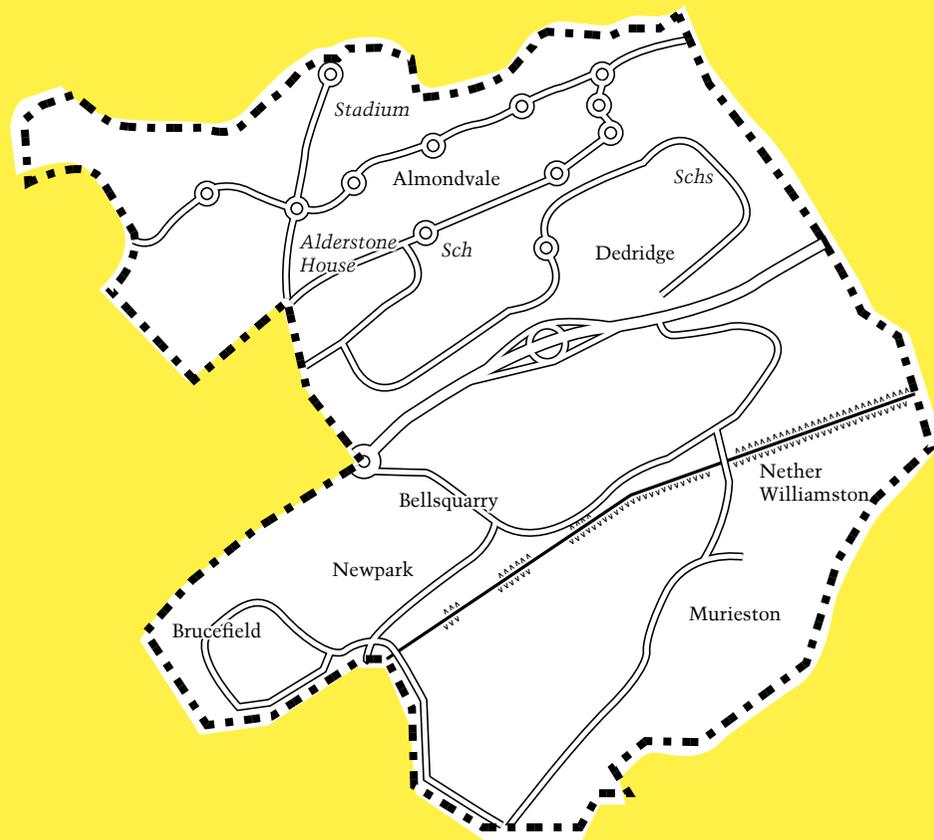
Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

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.

# Dedridge Medical Group Information for Patients

The area served by this health centre  
is detailed on the map below:



**Nigel Rise, Dedridge, Livingston EH54 6QQ**  
**Tel: 01506 414586**