

Dr Jane Young

Dr Alison MacPhail



## **The Riverbank Practice**

**Dumbarton Health Centre**

Station Road, DUMBARTON G82 1PW

**Tel: 01389 811862**

# Welcome To The Practice

This booklet tells you about the practice and the services we offer, therefore please read it carefully.

The practice, which was formed in 1986 consists of four doctors (all female), each bringing with them their own areas of interest and expertise. Additional skills in clinical areas such as dermatology, asthma, diabetes and family planning bring added value to the services which are already being delivered.

## The General Practitioners

**Dr J F Young** (Female) (Glasgow)

MB ChB 1988  
DRCOG 1990  
MRCGP 1992

Diploma in Diabetes Management

**Dr A K MacPhail** (Female) (Aberdeen)

MB ChB 1994  
MRCGP 2001

## Salaried GPs

**Dr Ciara O'Connor** (Female) (Glasgow)

MB ChB 2010  
MRCGP 2015

**Dr Gemma Cross** (Female) (Leicester)

MB ChB 2009, MRCGP 2016  
DRCOG 2014  
BSc (Hons) Physiotherapy 2005

## Practice Staff

**Practice Manager**

Claire Bell

**Receptionists**

Charlotte Jamieson Lisa Malcolm

**General Office Worker**

Andy Holms

**Computer Operators**

Theresa Wallace Linda Hutchison Shona Wilson

**Medical Secretaries**

Suzanne McCartney Nicola Connor

## Practice Nurses

Sister Lorna MacBean RGN

Sister Angela Rice RGN

## Health Care Assistant

Shona Wilson

Lorna and Angela are supported in the practice by Shona, who provides routine blood clinics, blood pressure checks, new patient medical examinations and can administer B12 injections, influenza and pneumococcal vaccinations.

## District Nurses

Debbie MacKay RGN BSc Community Nursing in Home

Victoria Black RGN

Sarah Semple RGN

Gail Weir Nursing Assistant

The district nursing team carries out nursing care for the patient at home. They are available from 8.30am - 4.30pm, five days a week and can be contacted on 01389 811816. At weekends and evenings the team can be contacted on 01389 710278.

## Health Visitors

Cindy Murray Health Visitor

Gemma Kelly Health Visitor

The health visitors offer health advice and support mainly to families with young children. This includes help with parenting and behaviour management and also support to women with postnatal depression.

They see children for development checks on Thursday afternoons and offer child immunisation at the surgery on Tuesday afternoons. Both of these clinics are by appointment only.

The health visitors can be contacted on 01389 811809.

## Appointments

The surgery is open continuously from 8.00am - 6.00pm for telephone calls and 8.30am - 6.00pm for face-to-face contacts, Monday to Friday.

The surgery now offers extended opening hours on a Tuesday evening when appointments are available after 6.00pm.

Appointments can be made by telephoning 01389 811862 or by calling in at the surgery. If you cannot keep an appointment please inform us as soon as possible as this will assist in oversubscribed situations.

# Cardross Pharmacy



West End Place, 93a Main Road, Cardross

Get the best from your medicines with a **FREE** monitored dosage system, plus:

- Free prescription collection & delivery service
- Free blood pressure/free diabetic testing
- A wide range of pet medicines including frontline and drontol
- Confidential consultation/advice area

**Tel 01389 841999**

## **FREE repeat prescription collection and delivery service**

If you have regular repeat medication, we can request and/or collect your prescriptions from your local surgery.

We can dispense ready for you to collect from us or we are able to offer *free* delivery.

To take advantage of this service or to find out more, simply contact us via phone fax or email or just call into the surgery.

### **Opening Hours**

**Cardross Pharmacy, West End Place,  
93a Main Road Cardross**

**TEL: 01389 841999**

## Minor Illness Clinic

Sister Lorna MacBean runs a daily minor illness clinic. She is able to assess patients with ailments such as earache, sore throat etc which need to be dealt with urgently on the day. Please ask at reception for further details.

## Telephone Advice

Telephone consultations are available with each of the doctors. Please ask at reception for more details.

## Home Visits

If possible please try to telephone before 10.00am. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice. Home visits are only available for patients who are housebound because of illness or disability.

## Repeat Prescriptions

We now have a dedicated repeat prescribing answer machine. If you are on regular medication you may order your repeat prescription by leaving a message on 01389 811863 or by completing a request form and putting it in the prescription box at the reception desk. Telephone requests for non-repeat prescriptions are only accepted after 1.00pm by the practice.

Prescriptions will be ready for collection in two working days or you can arrange for your regular chemist to collect the prescription for you.

You can order your prescriptions online - if interested please contact 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. Please contact the surgery for results after 2.00pm.

## Out Of Hours

Between 6.00pm - 8.00am Monday to Friday and from 6.00pm Friday to 8.00am Monday the surgery is closed. In order to obtain medical advice during this time please call NHS 24 on 08454 24 24 24. An experienced nurse will assess for you to be seen by a GP or at the local hospital for further assessment or treatment.

## Medical Education

Medical students and nursing students attend the practice from time to time to gain experience in general practice. We hope that you will co-operate with us and help the students learn. However, you will be informed of their presence in advance and if you do not want them to be present at your consultation then your wishes will be respected.

## Staff Training

Staff training will take place on a Wednesday between 11.30am and 12.00pm. Although telephone calls will still be answered during this time, we may ask you to call back if your call is not urgent.

## Disabled Access

Our health centre attempts to provide suitable access for disabled patients. Designated parking spaces are located nearest to the entrance to the health centre.

## Clinics

### Antenatal Clinic

Friday afternoon.

Patients are seen by the midwife at the clinic by appointment and also by the doctors during surgery times.

### Minor Surgery

Drs McMaster and Young along with a practice nurse carry out minor surgery.

### Non NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence by appointment. Please telephone the surgery for an appointment; the receptionist can advise on any charges payable.

### Travel Immunisation/Vaccinations

Please make an appointment at least eight weeks in advance of your holidays to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

## Flu Vaccinations

An influenza vaccination is particularly recommended for patients over the age of 65 or who suffer from heart, lung, kidney or liver disease, diabetes and residents of nursing and rest homes. You will be invited to attend the Flu Vaccination Clinic sometime in October. If you are physically unable to attend the surgery a home visit may be arranged to undertake this facility.

## Healthy Well-Woman/Cervical Cytology Smears

Cervical smear test - this is a simple test for all women. It is the only way of finding out if there are any changes in your cervix (neck of the womb) which may need treatment. There can be an infection or inflammation which is easily treatable. Small changes with no symptoms may occur which need to be treated as after several years they may go on to become cancer. The early changes are not cancer. The results will be sent to you by letter: over 90% of women have a negative result (the "all clear").

This simple test can be performed by any of the doctors, male or female, or the practice nurse; the choice is entirely up to you. Any of us would be happy to talk to you beforehand if you have any specific questions or worries regarding this test.

## Comments And Suggestions

We are happy to consider and accept comments and suggestions from our patients. Please present your views in writing at reception.

## Practice Complaints Procedure

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 they have a genuine cause for complaint.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. Our complaints officer is Mrs Claire Bell.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Please ask the reception staff for a patient information leaflet.

## 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 from district nurse and hospital services.
- To help you get other services eg from the social work department. This will require 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 for diabetic care. If you do not wish anonymised information about you being used in this way then please let us know.

## Freedom Of Information – Publication Scheme

The Freedom of Information (Scotland) Act 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 reception.

## Violence Statement - Zero Tolerance Policy

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive behaviour.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient or who damages property.

## New Registrations

To register with the practice you are required to complete a registration form. In addition you will also be offered a basic health check with the practice nurse or healthcare assistant. This provides us with background medical information as it can take up to six weeks before we receive your previous medical records.

## Rights And Responsibilities

In the rare event of a patient being violent or threateningly abusive towards staff or other people in the surgery, we may call the police and we may ask the Health Board to remove you from our list.

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours or, in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care. The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances such as change of surname, address or telephone number.

## Health Promotion

The practice will offer patients advice and information on steps they can take to promote good health and avoid illness as well as 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. Information can only be given to the individual concerned.

## Transport To Hospitals

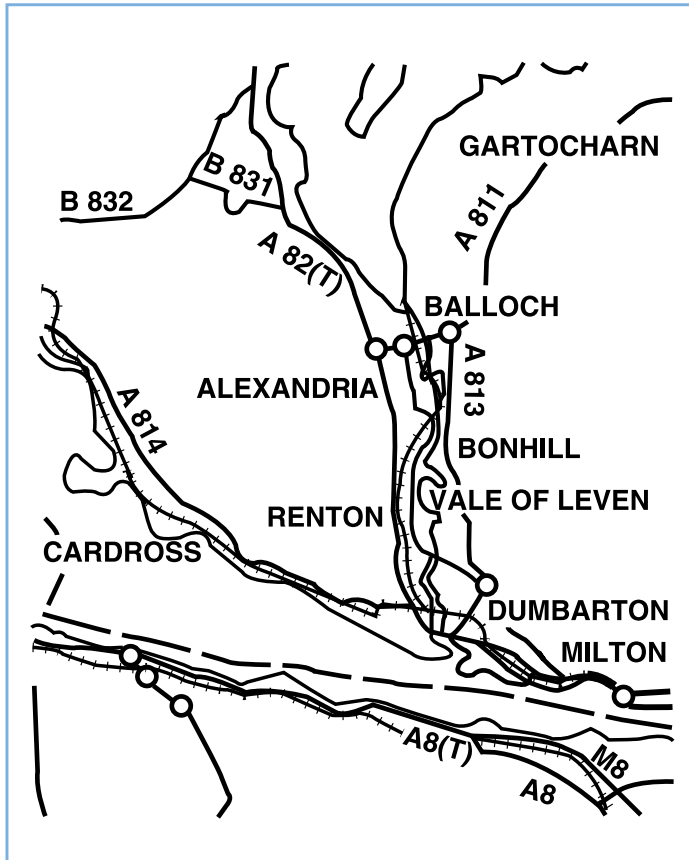
### Ambulance Service

If you are attending a hospital for the first time and require an ambulance please contact the Scottish Ambulance Service direct on 0300 123 1236.

Please contact the service as soon as you are notified about your appointment at a hospital or clinic.

### Red Cross Car

If you require a Red Cross Car please telephone 01436 672507.



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# Useful Telephone Numbers

## Medical/Hospital Numbers

NHS 24 .....	111
Vale of Leven Hospital.....	01389 754121
Royal Alexandra Hospital .....	0141 887 9111
Gartnavel General Hospital .....	0141 211 3000
Queen Elizabeth University Hospital .....	0141 201 1100

## Chemists

Alliance .....	01389 752038
Bellsmyre Pharmacy.....	01389 768818
Bonhill Pharmacy.....	01389 722822
Boots .....	01389 763907
Cardross Pharmacy.....	01389 841999
Mackies .....	01389 762598
Lloyds, Station Road .....	01389 765077
Lloyds, High Street.....	01389 762359
Greenhead Pharmacy .....	01389 742225
Babtie & Campbell, Alexandria.....	01389 752012
Marchbanks (am).....	01389 752914
(pm).....	01389 756563
Brucehill .....	01389 742384

## Miscellaneous

Dumbarton Area Drug Initiative .....	01389 750057
Citizens Advice Bureau.....	01389 761380
Marriage Counselling.....	0141 248 5249
Women's Aid.....	01389 751036
Victim Support .....	0141 952 2095
Cancer Help Line.....	0800 181199
Home from Home .....	01389 733733
Sports Injury Clinic.....	01389 756931
Police.....	01389 822000
One Plus.....	0141 333 1450
Dial a Bus .....	0141 333 3252
Alternatives Drug Project.....	01389 734504