

Kessington Medical Centre

85 Milngavie Road Bearsden Glasgow G61 2DN



Dr J C Powell, Dr A M E Paterson, Dr A D Taylor
Dr C Denny, Dr B Greenhalgh

Surgery Hours
Monday - Friday 9.00am - 6.00pm

Telephone: 0141 532 8000
www.kessingtonmedicalcentre.co.uk

Welcome To The Practice

Welcome to Kessington Medical Centre. We are based at 85 Milngavie Road, Bearsden, Glasgow G61 2DN. Phone number 0141 532 8000, fax number 0141 532 8004. We hold a General Medical Services Contract with Greater Glasgow and Clyde NHS Health Board, JB Russell House, Gartnaval Royal Hospital Campus, 1055 Great Western Road, Glasgow G12 0XH. Tel 0141 201 4444. Details of this contract are available from our practice manager, Mrs Louise Upton. Our practice area comprises the G61 postcode zone as shown on the map on the back cover.

Access For The Disabled

All consulting rooms are on one level and a permanent ramp has been constructed to allow easy access to the surgery. There is a toilet suitable for the disabled on the ground floor. A hearing loop is in place at the front reception desk and a portable loop is available for consultations.

Babies

The practice is breast friendly, has automatic doors and a pram shelter, as well as nappy changing facilities.

Opening Hours

Monday - Friday	9.00am to 6.00pm	Closed for lunch 1.00 to 2.00pm
Saturday	Closed	
Sunday	Closed	

Practice Team

The Doctors

The doctors practise together as a non-limited partnership.

Name		University/Year of Registration	Qualifications
Dr Jean C Powell	(f)	Glasgow 1980	MBChB MRCGP DRCOG
Dr Aileen M E Paterson	(f)	Glasgow 1984	MBChB MRCGP DRCOG
Dr Alastair D Taylor	(m)	Glasgow 1993	MBChB MRCGP DRCOG DFFP
Dr Catherine Denny	(f)	Sheffield 1990	MBChB MRCGP DRCOG DFFP
Dr Bruce Greenhalgh	(m)	Glasgow 1999	MBChB MRCGP

Training Practice

We are a training practice and we normally have a GP Registrar working with us.

Practice Nurses

Sister Kitty Daisley	BSc RGN GPN RM
Sister Fiona Furneaux	RGN Nurse Practitioner
Sister Karin Keschner	RGN RMN

The nursing team runs a full treatment room service. Among the clinics we run are diabetes, COPD, stroke, asthma and coronary heart disease. Travel advice, travel and childhood immunisations and minor surgery are all available. (NB: Travel vaccinations cannot be done if there is less than four weeks until date of travel.) The team can also offer advice on many health-related issues. Please telephone and make an appointment on the surgery number 0141 532 8000.

The Primary Care Division (PCD) also employs health visitors and district nurses who work alongside the practice team with our patients.

Health Care Support Worker

Kelly Glen

Kelly has been trained on the Niche programme and is also able to administer flu vaccinations. Kelly is available to take blood tests and blood pressure as well as other treatment room procedures. If you require blood tests or blood pressure only please make an appointment with her on 0141 532 8000.

Health Visitor

Sister Maria Laverty

Our 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. The health visitors can be contacted at Milngavie Clinic on 0141 232 4815.

District Nurse

Sister Gill Buchan RGN HNdip BSc

The district nursing team is based at Milngavie Clinic and carries out nursing care for the patient at home. Please telephone them on 0141 232 4817.

Midwives

Midwife-led clinics take place in local hubs such as Milngavie Clinic. They can be contacted on 0141 232 9470.

Counsellor And Mental Health Team

Based at Milngavie Clinic and Kirkintilloch, they are available by self referral. A leaflet about the service can be picked up at reception, or your GP may give you a leaflet.

Administration Team

Practice Manager

Lorna Attia

Reception and Administration Lead

Mrs Paula Latter

Administrative Assistant

Helen MacGillivray MBA

The practice is well served by a group of dedicated staff comprising of the practice manager, senior receptionist/administrator, receptionists, secretaries and an administrative assistant.

Video Recording For Training Purposes

As a training practice, we have a GP Registrar working alongside the other doctors in the surgery. A GP Registrar is a fully qualified doctor who is gaining experience in general practice.

On occasion you may be asked if you will allow your consultation with the GP Registrar or one of the partners to be video-recorded for teaching purposes. Such a recording would normally be seen only by the Registrar and one of the GP partners. Occasionally we may also seek your permission for the Registrar to submit the recording for external assessment of their competence. Video recording will only ever be done with your explicit consent, and you may request that the recording be deleted afterwards if you do not wish it to be viewed in the way described.

Registering As A Patient

If you live within our practice area you can register. You will be advised by the practice on registering which doctor is currently taking on new patients. You are encouraged to see this doctor for continuity of care. Patients are registered with the practice, not an individual GP. However, for Health Board administrative reasons your medical card will be issued in the name of one of the partners. You can request another doctor if you prefer, for example if a family member is already registered with one of the doctors or if you prefer a male or female doctor. We will do our best to respect your choice, but please bear in mind that specific doctors may not be immediately available.

When registering, please bring your birth certificate or passport and those of any other persons registering with you. You will be asked to complete a registration (GPR) form for each person registering with the practice.

Once the completed GPR forms have been received you will be invited for a new patient medical. This usually involves an appointment with the nurse or HCA, which may be followed by an appointment with the doctor.

Patients are requested to bring to the medical:

- a completed new patient questionnaire
- a urine sample

It is important that patients keep this appointment as it provides an opportunity for the doctor or nurse to introduce themselves.

It also allows us to provide medical care in the interim period, while your medical records are transferred from your previous practice to this one.

If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

Services Available From The Practice

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. Specialist services such as IUCD insertion and contraceptive implants are available.
- Maternity services in the antenatal and postnatal period, together with the midwives from the Queen Elizabeth University Hospital and Milngavie Clinic.
- Routine immunisation of children.
- Immunisation for adults in relation to travel. (Please contact the practice at least six weeks before 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 contracts with GGNHSB for the following 'enhanced services':

- An annual flu immunisation programme to protect the elderly and those at risk.
- Regular monitoring, by blood and urine tests, of patients on a specific range of drugs for arthritis and bowel problems.
- Comprehensive reviews for patients with heart disease, diabetes and stroke.
- Minor surgery.

Appointments Consulting Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Powell	am pm	am		am pm	am
Dr Paterson	am pm		am	am pm	am
Dr Taylor	am pm	am pm		am	am
Dr Denny	am pm		am pm	am	am pm
Dr Greenhalgh	am pm	am pm	am pm		am pm

Please note the doctors have other duties to undertake including, but not limited to, specialist clinics and home visits. Sessions may vary due to other commitments and also to address patient needs.

Extended Opening Hours

On Mondays between 6.00 and 6.45pm, we offer a limited number of appointments primarily focused on providing access to our working patients. People requiring contacting a doctor after 6.00pm must contact NHS 24 on 111 and will be dealt with by the GEMS out-of-hours service if required.

Booking Appointments

Patients can normally book appointments up to four weeks in advance. Patients requiring a more urgent appointment will be seen within two days.

Online Appointments

If you wish to, you can now use the internet to book appointments with a GP, and request repeat prescriptions for any medications you take regularly. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice

Please report at reception to register for this service. Patients will need to prove identity by one of the following methods: Acceptable documents include passports, photo driving licences and bank statements, but not bills. Before you are registered for online services there must always be a face to face meeting whereby your identity is verified.

Initially you will only be able to book single appointments with a GP online, and some appointments with nurses. This is because not all appointment types are suitable to release for online booking. If you are a patient with complex medical needs, you will not be able to book an appointment online, as your GP needs to spend more time with you than the standard 10 minute appointment slot, to ensure that your medical needs are addressed appropriately.

Please ensure that you endeavor to book an appointment with your own GP, as they are familiar with your medical history.

Minor Ailments/Eye and Dental Problems

Most minor ailments can be dealt with by your pharmacist. If you have an eye problem, your first point of contact should be your optician, and for dental problems please contact your dentist.

Standard Appointments

A standard appointment is **10 minutes**. If you have more than one problem you might wish to request a double appointment otherwise your GP may not have time to deal with all your problems. We shall try to offer you an appointment with the doctor of your choice but there sometimes may be a delay.

For those over 45 years of age, it is sensible to see the sister for a BP check every five years.

Emergency Appointments

Patients with an urgent problem will be seen the same day. This may be an appointment with one of our practice nurses who will ask a doctor to see you if necessary. We cannot guarantee a specific doctor for emergency appointments.

Home Visits

If possible please try to telephone before 10.00am. A doctor may phone you back as it may be that your problem can be dealt with by telephone advice.

Please make every effort to come to the surgery rather than requesting a home visit. This allows the doctor more time and better facilities to deal with your problem. In particular, feverish children are best seen at the surgery, as an emergency assessment consultation if necessary. House visits are only available for patients who are housebound because of illness or disability. Please note we do not routinely visit patients on discharge from hospital.

Late Policy

Late arrival for appointments results in surgeries running late and causes inconvenience to other patients.

If you are more than 10 minutes late for your appointment with the doctor or nurse, you will be asked to rebook your appointment.

If you are between 5-10 minutes late you may be asked to wait until the end of surgery to be seen or fitted in at a later time during the day at the clinician's discretion.

Phoning In

The phone lines are open from 9.00am to 1.00pm and 2.00 to 6.00pm. An emergency line is available between 1.00 to 2.00pm while the surgery is closed for lunch. Whenever possible, phone for visits and urgent appointments before 10.00am. All other calls should be left until after 11.00am. If you cannot keep your appointment **please phone to cancel** so that it can be offered to someone else. If you wish to speak to any of the doctors, the receptionists will be pleased to take any advance message and to advise either of a suitable time to call back or to advise when the GP is available to call back.

Obtaining 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. Lab results are available over the phone between 3.00 and 5.00pm.

Emergencies

Between 9.00am and 6.00pm Monday to Friday telephone 0141 532 8000. After hours, please contact NHS 24 on 111.

For medical emergencies between 1.00 and 2.00pm (whilst the surgery is closed for lunch) phone 0141 532 8000.

At any time if you think you or someone else is having a stroke or heart attack, then don't waste time call 999.

Out Of Hours

After 6.00pm on weekdays and throughout weekends, calls are dealt with by NHS 24, direct dial number 111. You can also visit the NHS website www.nhs24.com. NHS 24 can offer telephone advice by a trained nurse. If you require seeing a doctor you will be asked to attend the most convenient out-of-hours centre. The out-of-hours service also offer a home visiting service for those whose medical condition makes attendance at a centre impossible.

Repeat Prescriptions

You may request items already authorised and listed on the right-hand side of your last prescription as follows:

1. Telephone 0141 532 8008.

There is a 24-hour answering machine service on this number. Please leave a message with your DOB, name, and items required, as well as your preferred pharmacy.

2. You may complete a request form at the surgery and put it in the box provided.
3. You may post in your written repeat prescription request.
4. Alternatively, you are now also able to order your repeat prescription online. Please register at reception to activate this service.

Your prescription can then be collected from the surgery after **two working days**. Alternatively most of the local chemists offer a direct collection service. Please ask for details. This may delay the prescription for another 24 hours.

Leaflets

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurses. We currently do not have any leaflets produced by the practice, however links are available on our website and also at patient.co.uk

Confidentiality And 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 GP, health visitor, 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 health 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 GG CHB and to the Practitioner Services for the National Services Scotland. 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. 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 anonymous information about you to be used in such a way, please let us know.

When 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.nhsis.co.uk/confidentiality

Anyone who receives information from us is also under a legal duty to keep it confidential.

Suggestions

We welcome comments on the services provided. These should be directed to one of the partners or to the practice manager.

Complaints

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. We hope you will use it to allow us to look into, and, if necessary, correct any problems that you have identified, or mistakes that have been made. Any complaints should be addressed either by telephone or in writing to our practice manager, Mrs Louise Upton.

In line with our complaints procedure you should have any complaint acknowledged within three days and we should resolve the complaint and reply to you in writing within 20 days. This process may include a meeting between you and the manager and/or doctor.

Most complaints are resolved within our in-house complaints procedure, but should you feel that we have not dealt with your complaint adequately then you have the right to make representation to the Ombudsman at the following address:

Scottish Public Services Ombudsman, FREEPOST EH641, Edinburgh EH3 0BR.

Email: enquiries@scottishombudsman.org.uk

Website: www.scottishombudsman.org.uk

Patients' Charter

At our surgery we aim to provide our patients with the best quality care available. Our charter is a statement of what you can expect from this practice and what we feel we can expect in return from you.

- Our premises will be clean and comfortable and have facilities for the disabled and babies
- All patients will be greeted in a friendly manner and be treated with courtesy by everyone in the practice
- Strictest confidentiality may be expected
- Patients will be informed of any delay of more than 20 minutes
- Patients will be offered advice about how to stay healthy and avoid illness
- New patients registering with the practice will be offered a health check
- Patients will be referred to a consultant when the doctor feels this is necessary
- Complaints will be dealt with by our practice manager who will refer complaints to the doctors where appropriate
- All patients will be treated equally. We do not discriminate on the grounds of gender, gender identity, race, disability, sexual orientation, religion or age

We Aim:

- To offer patients an appointment with a healthcare professional as soon as possible
- To see all patients with genuine urgent problems within 48 hours
- For all staff in the practice to wear identification badges indicating their name and job title

Policy On Patients' Rights

In relation to primary care, patients have certain rights.

A Patient:

- Has the right to be on a practice list
- Has a right to see a GP (this does not need to be their named GP) at the surgery during surgery hours. If an appointment system is operated and the patient does not have one, an appointment for a later surgery should be offered as long as the delay will not result in a risk to health
- Should have access to a telephone number where a GP can be reached 24 hours a day, every day of the year
- Should have a home visit, if considered necessary by the GP
- If temporarily away from home must receive treatment if it is considered to be required immediately, though the GP is not bound to accept them as a temporary resident
- Has the right to change practice, by applying to another practice. No reason is required
- Requires giving consent before being examined or treated. However, a visit to the GP is considered to constitute consent
- Is entitled to a chaperone during intimate examinations
- Is not bound legally to accept treatment. However, a doctor can give essential treatment if the patient is temporarily incapable of understanding or consenting to treatment as per the Adults with Incapacity Act
- May refuse to be examined when a medical student is present
- Is entitled to a full and truthful answer to questions unless the answers would result in anxiety, which may injure the person's health
- Has the right to complain about their GP if he has not followed his terms of service or behaves in an unprofessional or unethical way. The patient should then be kept informed about how the complaint is being dealt with and told of the outcome
- Has the right to see medical reports requested by insurance companies or employers before they are forwarded. However, a GP may withhold them if access may cause harm to the patient or if they contain information regarding a third party
- Has the right to confidentiality

With These Rights Come Responsibilities

- We ask that patients attend their appointments at the arranged time. If they cannot attend they will inform the surgery immediately
- We expect that patients will understand that appointments are for one person only. Additional appointments will be made if more than one person needs to be seen
- Patients are responsible for their own health and the health of their children and should co-operate with the practice in endeavouring to keep themselves healthy
- We ask that requests for help or advice for non-urgent matters be made during surgery hours
- Home visits should only be requested for patients who are seriously ill. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well-equipped surgery
- Patients should realise that home visits are made at the doctor's discretion
- Requests for night visits should only be made for emergencies
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription at every consultation
- We ask that patients treat the doctors and staff with courtesy and respect
- Patients must inform the practice staff of any alterations in their circumstances, such as change of surname, address or telephone number, even if it is ex-directory

Zero Tolerance Towards Aggression

We try at all times to deal with patients in a polite and courteous manner. In return we expect that the same is shown to all staff and doctors at the surgery. Whilst we understand that a visit to the doctors can be at times stressful or worrying, we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at the surgery.

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

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.

All instances of actual physical abuse of any doctor or member of staff, by a patient or their friends or relatives, will be reported to the police as an assault.

Certificates And Services Outside The NHS

Certain certificates and examinations are not covered by the NHS. For these a fee is chargeable. Details may be obtained from reception. Such services include:

- Private certificates
- Holiday cancellation certificates and fitness to travel
- BUPA, PPA claim forms
- Insurance certificates
- Medical examinations for HGV, PSV licences
- Power of attorney

Lifestyle Information

Smoking - We are keen to give all our patients who smoke as much help as possible to stop. Please ask at reception or at any consultation for information and support or contact Anne Gordon at Milngavie Clinic.

Walking - Even the smallest effort can improve your quality of life and make you feel healthier and livelier. As walking is a very good exercise which most people are able to do without the need for special equipment, then why not get started on your fitness campaign. Simply start by walking for 15 or 20 minutes at a brisk enough pace to get your heart beating faster, three times a week regularly. When you can easily walk for an hour you are ready to move on to swimming, cycling or running!

Healthy Eating - A healthy diet need not be a boring one. Health experts tell us we are all eating too much fat, salt etc, but what exactly does this mean? Why not speak to your doctor/nurse or pick up some of our information leaflets so you can enjoy a healthier diet.

Your Teeth And The Dentist

Children should be registered with a dentist as soon as their first teeth appear which is usually between six months and a year. To help your child have healthy teeth they need regular check-ups with a dentist. Visit your dentist regularly and get your child used to going with you. A healthy diet is important for healthy teeth. Sugar decays teeth. Never give your child fizzy drinks or your baby sweetened drinks in a bottle or dummy to suck. Brush your baby's teeth from an early age to make it a habit.

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 reception.

Gum disease is known as the silent disease



Did you know that if gum disease is left untreated, it can rob you of your smile? Gum disease is also associated with other illnesses such as diabetes, cardiovascular disease and rheumatoid arthritis.

Your local dentist can help you to protect your smile & your health.

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The Family Medicine Chest

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

- Soluble Aspirin Tablets** For adults and children over the age of 16. Good for headaches, colds, sore throats and painful bruises.
- Paracetamol Mixture** For relief of pain or fever in young children.
- Sedative Cough Linctus** For dry or painful coughs - but not coughs caused by common colds.
- Menthol Crystals** Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.
- Vapour Rub** Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.
- Ephedrine Nose Drops** For runny noses in children over one year old. Use before meals and at night but not for more than four days.
- Antiseptic Solution** One teaspoon diluted in warm water for cleaning cuts and grazes.
- Antiseptic Cream** For treating septic spots, sores in the nose and grazes.
- Calamine Lotion** For dabbing (not rubbing) on insect bites, stings and sunburn.
- Dressing Strips** For minor cuts.
- 3" Wide Crepe Bandage** To keep dressings in place. To support sprained or bruised joints.
- Cotton Wool** For cleaning cuts and grazes.
- Thermometer** For fevers.
- Tweezers** For removing splinters.

Remember that your local chemist can give you advice about medicines and also offers a minor ailment service.

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Practice Area

(G61 postcode area centred on the surgery at 85 Milngavie Road)



Patients wishing to register - please telephone for details