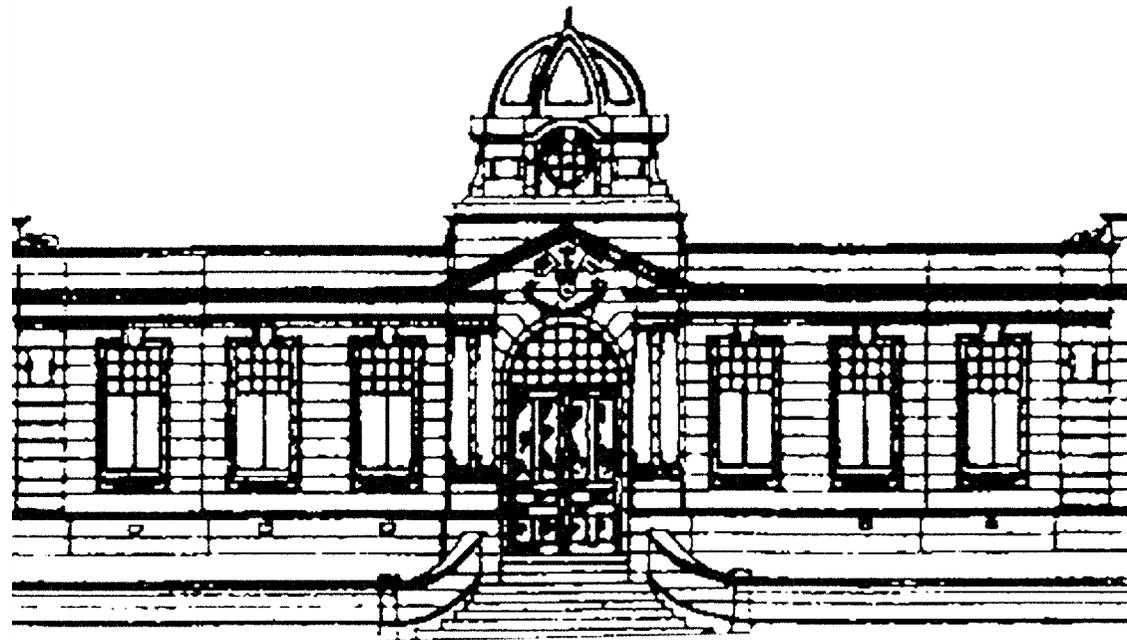


# MOUNT FLORIDA

## MEDICAL CENTRE

183 Prospecthill Road, Glasgow G42 9LQ



Appointments/Enquiries: 0141 632 4004  
Repeat Prescriptions: 0141 636 6681

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

# Welcome

We are Dr Sheil and Partners, Mount Florida Medical Centre, 183 Prospecthill Road, Glasgow G42 9LQ, **telephone 0141 632 4004** and **fax 0141 636 6036**. We hold a General Medical Services (GMS) contract with Greater Glasgow NHS Board, Dalian House, 350 St Vincent Street, Glasgow G3 8YZ, **telephone 0141 300 1300**.

The practice was established in Mount Florida in the 1920s and moved to the current premises in 1995. The building is B listed and a summary of its use since being built in 1907 is on display in the entrance hallway.

## The General Practitioners

### Partners

<b>Dr Louise Sheil</b>	(female)	MBChB (Manchester) 1984 DRCOG MRCGP
<b>Dr Angèle Carruthers</b>	(female)	BSc MBChB (Glasgow) 1990 DFFP MRCGP
<b>Dr Naomi Mitchell</b>	(female)	MBChB MRCGP DRCOG DRSRH
<b>Dr Paul Gallagher</b>	(male)	MBChB (Glasgow) MRCGP 2015
<b>Dr Elaine Campbell</b>	(female)	MBChB MRCGP

### Salaried GP

<b>Dr Elizabeth Murphy</b>	(female)	MBChB MRCGP DRCOG DFFP
<b>Dr Alastair Stout</b>	(male)	MBChB DRCOG
<b>Dr Katie Brown</b>	(female)	MBChB MRCGP

## The Practice Staff

### Business/IT Manager

#### Frances Love

Responsible for IT systems and supporting the partners by co-ordinating and auditing the business functions of the practice. Also responsible for the accounts, practice team and any complaints received.

### Receptionists

The receptionists deal with overall enquiries, appointments, prescriptions and computer work. Please remember they have a difficult job and they may ask for some medical details to help the doctors and nurses establish if a patient's need is urgent.

### Practice Nurses - Telephone 0141 632 4004

<b>Julie Methven</b>	RGN
<b>Susan Nelis</b>	

Our nurses have extensive specialist training and expertise. They have responsibility for management of many chronic diseases including diabetes, asthma, high blood pressure, heart and stroke illness, chronic obstructive pulmonary disease and epilepsy as well as health promotion including family planning, sexual health, cervical smears and travel advice.

### Healthcare Assistant

#### Suzanne Miller

Suzanne assists the practice nurses in various roles.

### District Nurses

Telephone **0141 632 3591** Monday to Friday 8.30am - 4.30pm

For out of hours telephone **0141 347 8731**

District nurses carry out specialist in-home care nursing, working closely with other health professionals in order to provide the most effective, high standard of care for patients, carers and families in their home.

### Health Visitor - Telephone 0141 632 9133

Health visitors are registered nurses with a specialist qualification in Public Health Nursing. They are supported by staff nurses from the local Children and Family Team.

The team offer breast feeding and parenting advice and support mainly to families with children under five years. They carry out health assessments and immunisations.

The health visiting team run a child health clinic on Tuesday mornings (by appointment) and a drop in clinic at Langside Parish Church on Monday afternoons.

If you have concerns at any time about your child's health or development, please contact the health visitors or GP.

### Junior Doctors in Training

We have a junior doctor attached to the practice as part of the medical Postgraduate Foundation Programme. They will be undertaking consultations under supervision as part of their ongoing medical training. We hope you will co-operate with us and help these doctors to continue their learning in the General Practice setting. You will be advised if you are being offered a consultation with a doctor in training.

### Medical Students

Medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about General Practice. However, you will be informed of their presence in advance and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

## Surgery Opening Times

Monday	8.00am - 1.00pm	2.00 - 6.00pm
Tuesday	8.00am - 1.00pm	2.00 - 8.00pm
Wednesday	8.00am - 1.00pm	2.00 - 6.00pm
Thursday	8.00am - 1.00pm	2.00 - 6.00pm
Friday	8.00am - 1.00pm	2.00 - 6.00pm

Please note that the surgery is closed every day between the hours of 1.00 and 2.00pm

The surgery phone lines are open 8.45am to 1.00pm and 2.00 to 6.00pm Monday to Friday.

Please note that consultations start at 8.00am but the phone lines only open at 8.45am.

## Appointments

Appointments to see a doctor or nurse are made by telephoning the surgery or attending in person. In addition, you can now book appointments and order prescriptions online. Please contact reception to register for this service. During normal opening hours your call will be answered by a receptionist who will make an appointment for you. When the surgery is closed please dial 111 the out-of-hours service.

### If You Cannot Keep An Appointment

We understand that patients are occasionally unable to keep appointments. If this is the case, we would appreciate as much notice as possible so that your appointment may be offered to someone else.

## Emergencies

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness or severe chest pains, telephone 999 before calling the surgery.

## Telephone Consultations

We now offer telephone consultations by appointment, in addition to face-to-face consultations. Please ask the receptionist if you are unsure about the appropriateness of a telephone consultation.

## Interpreter Service

If you require an interpreter, this can be arranged through the Glasgow Interpreting Service.

## Home Visits

All requests for home visits must be made **before** 10.30am. Visits will be after morning surgery unless of a very urgent nature. Visits requested **after** 10.30am will only be dealt with that day if they are of an urgent/semi-urgent nature and will be done by the practice doctor on call. Otherwise, your own doctor will call the following working day.

If you feel your problem requires urgent attention, please make this quite clear. Please remember that in the time it takes a doctor to perform a single home visit, they could see five patients at the surgery. In all our interests, please keep house calls to a minimum. House calls can be requested by phone or by a representative calling at the surgery.

## Weekend And Night Cover

In the case of emergencies, phone NHS 24 on **111** or alternatively phone **0141 632 4004** and your call will automatically be re-directed to the out-of-hours service. Please remember this is an emergency service and should not be used for longstanding or non-urgent problems.

## Repeat Prescriptions - Telephone 0141 636 6681

If you are on regular medication, the doctor may agree for you to obtain a repeat prescription without needing to see the doctor in surgery. In this case either put a note of your required prescription to the surgery or telephone the 24 hour answering machine or register to order your repeat prescription online (please contact reception). **Please allow a minimum of 48 hours (two working days) to process prescriptions.**

## Test Results

Contact the practice between the hours of 10.00am and 1.00pm, Monday to Friday.

## New Registrations

In order to register with the practice you must bring your passport and either your NHS medical card or an official document showing your name and address. If you prefer a particular doctor eg female for a female patient and vice versa, we will note this and do our best to respect your choice. However, please bear in mind that specific doctors may not be immediately available.

### New Patient Assessment

All newly registered patients must see the practice nurse or health care assistant for a screening health check.

## Clinics And Services

### Antenatal Clinic

Patients are seen by the midwife at the clinics by appointment.

### Child Health Checks

The child health programme in Scotland changed in 2006 to reflect the recommendations of Dr David Hall's report (Hall 4). Children are no longer routinely given appointments for child health development assessments apart from the six to eight week examination which is usually carried out at the same time as mum's postnatal. The health visitor visits regularly in the first two months and most children are seen for routine immunisations at 2, 3, 4, 12 and 13 months. At two years, parents are invited to discuss any health or developmental concerns. Children are invited to the practice for booster immunisations in their pre-school year.

If you have any concerns at any time about your child's health or development, please contact the health visitor or GP.

The health visitor runs a child health clinic on Tuesday mornings (by appointment). Please contact her if you would like to be seen at a different time.

### Childhood Immunisations

Immunisation is the safest and most effective way of protecting your baby/child against serious diseases.

Immunising your child not only protects them but also prevents the diseases spreading and protects other children who cannot be immunised because they have serious medical conditions. Appointments for immunisations are sent out by the Health Board and it is not normally possible to change these appointments.

For more information you can visit [www.immunisationscotland.org.uk](http://www.immunisationscotland.org.uk) or call the NHS inform helpline on 0800 22 44 88.

### Influenza

Immunisation is available annually and is appropriate for over 65s, those with chronic heart or lung problems and diabetics. Please enquire at reception around September each year.

## Pneumonia

Vaccination is as above but is a once-only injection.

## Immunisation For Foreign Travel

The first step for travel immunisation is to complete a pre-travel questionnaire. At this time you will be given a copy of your immunisation record together with the fee for non NHS vaccines. There will be a small charge levied for this service. Once this form is completed and providing your travel is not within six weeks you will be given an appointment with our practice nurse.

## Specialist Medical Examinations

A full range of medical examinations for insurance purposes, plus PSV, LGV and pre-employment is available.

When making an appointment, please specify, as extra time needs to be allotted.

## Asthma Clinic

By appointment only. Annual checks are recommended.

## Diabetic Clinic

Monday 9.00 - 11.30am.

## Cervical Smears

Cervical smears are simple tests and recommended for women aged 20 - 60, every three years. All ladies receive invitations if appropriate.

Regular times for cervical smear tests, which are undertaken by the practice nurse, are as follows:

Tuesday and Thursday 9.00 - 10.30am

Tuesday 6.00 - 6.45pm

If you are coming for a cervical smear test and also a medical problem, simply ask the receptionist for a double appointment with a female doctor.

## Minor Surgery Clinic

Removal of minor skin lesions such as warts, skin tags and polyps can be performed by arrangement.

## Family Planning

A full range of family planning services is available. This includes the fitting of diaphragms, coils and implants. Postcoital contraception (morning after pill) is available and effective up to 72 hours. If required, please ask for an urgent appointment or ask to speak to the practice nurse.

## Car Park

Please note that we now have a car park with two disabled spaces. Entrance is from Cathcart Road.

## Comments And Suggestions

We aim to provide the highest level of service to all of our patients and we welcome your views, suggestions or complaints to enable us to do so. If you have any comments regarding any aspect of our service, please write to our practice manager, Frances Love.

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David and his experienced team are, however, happy to deliver items to almost any location in central Scotland.

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Once a choice of flooring has been made, it's over to the specialist fitting team. "Unlike some of our larger competitors, who have fitters covering all types of installation, we have specialist fitters for each type of floor," added David.

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**URGENT PROBLEMS SEEN TO IMMEDIATELY**

## 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 and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

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. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

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 perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

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.

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 Paisley Office: Studio 32, Sir James Clark Building, Abbeymill Business Centre, Paisley PA11 1TJ

**NHS**

**It's not a 999 emergency, but you need medical help fast?**



Call 111 for medical advice, assessment and direction to the best medical treatment for you

[www.nhs.uk/111](http://www.nhs.uk/111)



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The pension freedoms that came into force in April 2015 have completely changed the face of retirement planning... and very much in the favour of the customer!

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

**Disabled Access**

Wheelchair access to the building is via the ramp, at the right hand side of the front entrance. A disabled patients' WC is provided near to the surgery waiting area.

**Complaints Procedure**

We always try to offer the best services possible, but there may be times when you feel this has not been sufficient. If you wish to register a complaint, please write to the practice manager, Frances Love. We will confirm receipt of your complaint and indicate a timescale of the investigation.

**Confidentiality**

We ask you for personal information so that you can receive appropriate 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 team.

**Zero Tolerance**

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## Self Treatment Of Common Illnesses And Accidents

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Many common aches and pains can be simply treated at home without the need to consult a doctor.

### Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

### Sore Throats

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should not be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

### Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

### Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

### Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice, milk or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

### Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

### Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

### Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

### Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

### Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

## Freedom Of Information Act Publication Scheme

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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 on request from the practice manager.

### Practice Area

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**All G42 and G44 postcodes.**

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## Useful Telephone Numbers

Surgery - Appointments/Enquiries .....	632 4004
Surgery - Repeat Prescription Line .....	636 6681
Health Visitor .....	632 9133
District Nurses .....	531 8634
District Nurses (Out of Hours, Weekends and Public Holidays) .....	347 8731
NHS 24 .....	111

### Hospitals

Dykebar Hospital .....	884 5122
Gartnavel General .....	211 3600
Glasgow Royal Infirmary .....	211 4000
Princes Royal Maternity .....	211 5400
Huntershill Hospice .....	531 1300
Leverndale Hospital .....	211 6400
Prince & Princess of Wales Hospice .....	429 5599
Royal Hospital for Sick Children .....	201 0000
Southern General Hospital .....	201 1100
Mansionhouse Unit .....	201 6161
Victoria Infirmary .....	201 6000
Western Infirmary .....	211 2000

### Others

The Sandyford Initiative (Sexual & Reproductive Health Services) .....	211 8130
Citizens Advice Bureau .....	634 0338
Social Work Department .....	420 8000
Emergency Social Work Out of Hours FREEPHONE .....	0800 811505
Direct Access Physiotherapy and Podiatry .....	347 8648 / 636 8421

**A comprehensive list of addresses and phone numbers of various self-help organisations is available via reception staff. You may also find the following links useful.**

<a href="http://www.lunguk.co.uk">www.lunguk.co.uk</a> .....	Asthma
<a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a> .....	Diabetes
<a href="http://www.bhf.org.uk">www.bhf.org.uk</a> .....	Heart
<a href="http://www.eatwell.gov.uk">www.eatwell.gov.uk</a> .....	Healthy Eating
<a href="http://www.nhs.uk/gosmokefree">www.nhs.uk/gosmokefree</a> .....	Stop Smoking
<a href="http://www.gov.uk">www.gov.uk</a> .....	Benefits
<a href="http://www.bowelscreening.scot.nhs.uk">www.bowelscreening.scot.nhs.uk</a> .....	Bowel Screening
<a href="http://www.readysteadybaby.org">www.readysteadybaby.org</a> .....	Maternity services and advice
<a href="http://www.glasgowspcmh.org.uk">www.glasgowspcmh.org.uk</a> .....	Source of information about stress
<a href="http://www.wellbeing-glasgow.org">www.wellbeing-glasgow.org</a> .....	Local mental health resources
<a href="http://www.patient.co.uk">www.patient.co.uk</a> .....	General information for common medical conditions