



## RYEHILL MEDICAL PRACTICE

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# Welcome To Ryehill Medical Practice

## Practice History

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In 1981, two well-known and long established West End Dundee practices moved into the then newly built Ryehill Health Centre. Today, our practice has two partners, both female and two salaried doctors. We aim to continue providing friendly and helpful health care for all members of the community in the tradition of the original family general practitioners.

## Practice Charter

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To provide the best standards of care and health promotion, in a friendly and helpful environment.

## Health Centre Team

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### The Doctors

- Dr Katherine E Ogilvie** MB ChB MRCGP DRCOG DFFP  
Graduated Dundee University 1983  
**Special Interests**  
Women's health and full contraceptive services including coils and implants
- Dr Nadine MacCowan** MB ChB MRCGP Graduated Dundee University 2006  
**Special Interests**  
Teaching Medical Students, Women's / Child Health and Diabetes  
The doctors practise together in a limited partnership
- Dr Derek McCormack** MB ChB Dip occ Med MSc Dip Sports & Exercise Med MFOM  
Graduated in 1984  
**Special Interests**  
Sports Medicine, Occupational Health, Musculo-Skeletal Disorders & Teaching Medical Students and Post-Graduate Doctors
- Dr Catriona Rundle** MB ChB MRCGP DFFP  
Graduated Dundee University 2002  
**Special Interests**  
Family Planning including contraceptive implants

## Practice Team

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### Practice Manager

Mary Jayne Parker Email: [maryjayneparker@nhs.net](mailto:maryjayneparker@nhs.net)

### Practice Nurses

Anne Watters Practice Nurse  
Leanne Brown Practice Nurse  
Fiona Robertson Phlebotomist

## Administration/Reception Team

Wilma Douglas	IT Administrator
C Houston	Secretary/Admin
J Cavin	Secretary/Admin
E Devine	Reception/Admin
M Creelman	Reception/Admin
Carol Lesslie	Reception/Admin
Karen Robertson	Reception/Admin

## Appointments (How to see a doctor)

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Appointments can be made by telephoning 01382 644466 or by calling in person at the reception desk. The phone lines tend to be busy at 8.00am. If you just require a routine appointment, we would advise you to telephone after this time.

We have three different types of appointment available. Patients have the right to see the doctor of their choice but this is not always possible.

- 1. Routine** (or pre-**bookable**) - these appointments are for non-urgent and regular reviews, eg contraceptive advice. We limit these to 3 weeks in advance to avoid patients failing to attend.
- 2. Same day** - these appointments are **only bookable** on that day. Each partner has between four and seven of these available every day. Please note that these appointments are very popular and taken very quickly, so do telephone at 8.00am or as soon as possible after.
- 3. Emergency** - these appointments are for very urgent and emergency situations that require to be seen quickly. **Please note: abuse of these appointments can have serious implications for those who really need them.**

Emergencies will always be fitted in as required, though you may be asked to see a nurse in the first instance.

The nurses also run an appointment system; unless you have an emergency you will need to make an appointment to see them.

Please try to attend your appointments. About 5% of appointments are lost due to patients failing to attend. While anyone can forget, if you are unable to attend, please try to telephone and let us know so that we can use the appointment for someone else if possible.

If you attend more than a few minutes late for your appointment then you may be asked to wait until the next available slot. This is not intended as a punishment as we will try to see you at your appointment time and if you have missed your slot then the next patient will be due their appointment. If you do attend more than 10 minutes late you may be asked to make a new appointment. It is essential that you attend any emergency appointment at the correct time. The doctors will have house calls or other commitments to attend to and will not be able to wait.

We will always try to provide an appointment with your doctor of choice, but this may not always be possible due to illness, holidays and other commitments.

## Surgery Hours

The surgery is open from 8.00am to 6.00pm from Monday to Friday. The surgery is closed on Saturdays, Sundays and most bank holidays. The hours when a doctor is personally available for consultation are shown below.

## Consulting Hours

### Dr Ogilvie

Monday	8.50 - 10.50am	1.40 - 3.40pm
Tuesday	8.50 - 10.50am	
Thursday	8.50 - 10.50am	3.40 - 6.00pm
Friday	8.50 - 10.50am	2.50 - 5.00pm

### Dr MacCowan

Wednesday	8.50 - 10.50am	3.00 - 5.00pm
Thursday	8.50 - 10.50am	
Friday	8.50 - 10.50am	3.00 - 5.10pm

### Dr McCormack

Tuesday	9.00 - 11.00am	3.00 - 5.10pm
Wednesday	9.00 - 11.00am	3.50 - 6.00pm
Thursday	9.00 - 11.00am	2.00 - 4.10pm

### Dr Rundle

Monday	8.50 - 10.50am	3.50 - 6.00pm
Tuesday	8.50 - 10.50am	2.00 - 4.10pm
Wednesday	8.50 - 10.50am	3.00 - 5.10pm

Please note that these hours are a guide only. Holidays, sickness, meetings and a volume of work may cause minor alterations to be made to these hours.

## Home Visits

Home visits are restricted to those who are too ill or frail to come to the surgery. Over the past 10 years there has been a marked decrease in the amount of home visiting done by general practitioners. This is because home visits are very time consuming for doctors and examinations are always better carried out in the surgery's modern and well-equipped surroundings. However difficult, where at all possible, we will try to persuade people to come to the surgery.

If a home visit is essential, please telephone between 8.00 and 10.00am. Any requests for house calls after 10.30am will be triaged by the practice nurse who will determine the urgency of the call.

## Extended Hours

Dr Ogilvie, Dr MacCowan, Dr McCormack and Dr Rundle all do extended hours on either a Monday or Wednesday evening to provide later appointments in the evening which may be more convenient for patients. Please note that there will be no reception or nurse facilities available during this surgery.

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

## Out-Of-Hours Service

If you are ill and need medical care during the out-of-hours period when the surgery is closed, call NHS 24 on 111. If you phone the practice out-of-hours you will hear a message asking you to call NHS 24.

An experienced NHS 24 nurse will assess your symptoms and provide advice to help you look after yourself at home. If you need further assessment or treatment, either from a GP or at a local hospital, NHS 24's nurse will arrange this for you with existing local services.

In order for the nurse to carry out an accurate assessment you will be asked for the following information:

- Name
- Address
- Phone number
- GP's name
- Any medication you may be taking

During normal daytime surgery hours, you should still contact your own GP for urgent medical help or a routine appointment.

**IN SERIOUS EMERGENCIES DIAL 999 AND ASK FOR AN AMBULANCE AT ANY TIME OF THE DAY.**

## Repeat Prescriptions

Repeat prescriptions can be ordered by using the tear-off slip attached to your prescription. These can be posted in to the surgery and, if a stamped, addressed envelope is enclosed, we will post it back to you. Alternatively, requests for repeat medication can be handed in to the surgery. Following a directive by Tayside Health Board we no longer accept telephone requests for repeat prescriptions.

Please allow 48 hours (two working days) excluding weekends and bank holidays for your request to be processed. It is also possible with some pharmacies for you to order your prescriptions from us and have it sent directly to the pharmacy (this to be arranged by you with the pharmacy to ensure uplift of the prescription). This usually takes slightly longer as we have to wait for the pharmacy to send a courier to pick up your prescription. Most pharmacies do this on a daily basis and ordering this way will save you having to come into Ryehill to pick up your prescription.

We also accept e-mail requests for your prescriptions. Please use the correct email address, ryehillprescriptions.tayside@nhs.net You MUST state your name and D.O.B., the name of the drug, drug strength, dose (eg number of tabs), numbers of times a day and amount (number issued).

From time to time, you may be invited to attend the surgery for a review of your repeat medications. You will be informed about this when you pick up your repeat prescription.

Please do not ask for repeat prescriptions during surgery consultations or during house calls.

## Obtaining Test Results

We have a strict policy on confidentiality and data protection. Accordingly we will only give out test results to the person the test relates to or to a person who has been given permission for the results to be released or if the patient is not capable of understanding the result. Please phone for results after 2.00pm.

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## Leaflets

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Many leaflets are available in the health centre. Please ask the nurse or doctor if you cannot find an appropriate leaflet. We often have access to other leaflets not on display. We try to keep these leaflets as up to date as possible. You may be issued with a leaflet during your consultation. This is to assist in providing further information on your clinical condition.

## Clinics Provided

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The following clinics are provided by the practice nurse with an input from the doctors:

- Diabetic
- Asthmatic
- Heart disease prevention clinic
- Well woman clinic
- Keep well clinic
- Obesity and weight problem clinic
- Anti-smoking clinic
- Alcohol control/advice

These clinics are mostly run within normal surgery times or by the practice nurses, pharmacists or health visitors. If you would like an appointment for one of these clinics, please ask the receptionist who will be happy to help you. The frequency of these clinics will depend on the number of people who want appointments. The reason that some of the clinics are run within normal surgery hours is to try and encourage as many people as possible to come to these health promotion clinics, the aim being to prevent or control disease at as early a stage as possible. Some of these clinics are particularly relevant if you do not attend the doctor very frequently. Please ask the doctors or staff for more details.

## Practice Area

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Anyone wishing to see a map showing the area covered by the practice can look at the back of this booklet, call in to Ryehill Health Centre or contact Tayside Health Board. Although we cover a large area, this is mainly for the benefit of our existing patients who move house but may wish to remain with the practice where possible. We advise new patients to register with a doctor whose practice is near where they live. This is for the patient's benefit as it should cut down on any delays. The practice retains the right to refuse to accept a patient, unless directed to do so by the Health Board. If you change your name, address or telephone number please inform the receptionist. Failure to do this may mean letters from the hospital or the practice may not reach you. This could lead to you missing appointments or even being removed from the doctor's list, by the Health Board, as they may have no knowledge of your new address and assume you have moved from the area. This has happened on a number of occasions, leading to difficulties in obtaining practice records and other information.

## Patients Rights And Responsibilities

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Our practice team will at all times endeavour to deliver a courteous, informed and clinically correct service to our patients. We care for you and your family.

1. Patients have the right to be greeted in a welcoming manner.
2. The admin staff will endeavour to meet your requests for an appointment at your convenience. If you have an urgent medical problem your call may be triaged by one of our practice nurses and give you an appropriate appointment or advice.

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3. If you require to speak confidentially to a receptionist please indicate this on your arrival and an area will be made available to do this.
4. We endeavour to keep to the designated appointment times as far as possible. If you are kept waiting longer than 20 minutes, you should enquire at reception as to the nature of the delay.
5. The staff will ensure that the telephone is answered as promptly as possible but please remember that at certain times of the day the telephone can be very busy.

## Suggestions Or Complaints

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If you have any suggestions or complaints please ask to see the Practice Manager. The Practice takes complaints made by patients very seriously. We have developed a procedure to deal with complaints as quickly and efficiently as possible. Following receipt of a complaint we will acknowledge this within three working days, and following investigation will endeavour to reply in writing within 20 days. If you are not satisfied with the response a meeting with the senior partner can be arranged.

## Fitness For Work Notes

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On 6 April 2010 the sick note changed and became the fit note.

So now, when you fall ill or are injured, your doctor can advise you whether, with some extra support, you could make an earlier return to work. This is because, in many cases, going back to work can actually help your recovery.

For more information please go to [www.dwp.gov.uk/fitnote](http://www.dwp.gov.uk/fitnote)

## Telephone Calls

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We would like to point out that all telephone calls are recorded in an endeavour to avoid misunderstandings which may arise from time to time and also to provide protection from abusive telephone calls.

## Services Provided

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The practice provides the following services:

- Maternity medical services
- Contraception and family planning services
- Child health surveillance services
- Minor surgery services

Fuller details of these services are available from the doctors and staff.

## Disabled Access

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This surgery should be fully accessible to all disabled patients. The surgery is built on one level only and has disabled parking and disabled toilet facilities. If you are disabled and you feel that these services could be improved in any way, please do not hesitate to let us know.

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## Dispensing Medications

The practice is not a dispensing practice. There is no dispensary in the health centre. The nearest chemists are situated on Perth Road. One of these is open late five nights a week.

We have a good relationship with Colin Lowe Pharmacy and Boots Pharmacy on Perth Road and we have found both pharmacies to be extremely helpful and willing to advise patients who are experiencing difficulties with medication.

## Practice Nurses

The practice employs two practice nurses. When possible, please make an appointment to see the practice nurse. We also employ a phlebotomist who provides appointments for patients who are required to have blood samples taken and other tests.

## District Nurses

The practice also has attached district nurses whose duties are mainly concerned with that of nursing care which needs to be carried out in the home. Telephone 01382 740188. This is an answering machine but a message can be left and the nurses will return your call.

## Health Visitors

The practice has one health visitor attached and two staff nurses. The health visitors deal with a number of tasks, mainly concerned with health education of parents. They particularly have an interest in paediatrics. The health visitors provide child immunisation services in the surgery on a Monday afternoon. Telephone 01382 647753.

## Students And Teaching

From time to time, the practice has medical and healthcare attached students. You will be informed by the receptionist if one is present with the doctor. If you do not wish the student to be present, please do not hesitate to inform us. Please do not worry about asking for the student to leave.

## New Patients - Registration

All new patients have to complete two separate forms when they register with a GP. One of these forms is specifically designed by the practice and the patient is invited to complete personal details about themselves ie family history, previous medical history, medication, etc. This serves to familiarise the new GP with past medical history about the patient, until the previous notes arrive at the surgery. (This can sometimes take quite a few weeks.) The other form is the GPR that is the standard registration form from the Health Board.

New patients who are on medication are invited to attend the practice nurse for a health check. This gives us an opportunity to do basic health checks and any other necessary checks. The GPR form can be downloaded and printed from the Practice Website.

## Maternity Services

Maternity care in the practice is carried out in conjunction with the hospital, midwife and outreach antenatal clinics.

When phoning for an antenatal appointment please inform the receptionist so that appointments can be booked with the midwife.

The antenatal clinic is held on a Thursday afternoon by the midwife.

## Contraception And Women's Clinic

A full range of contraceptive services is available from the practice. Dr Katherine Ogilvie provides a full range of specialised contraceptive care including intra-uterine devices and subdermal implants.

Dr Ogilvie can be consulted with problems or issues relating to women's health eg contraception, menopause, menstrual problems, STIs, breast symptoms. Appointments can be made at reception.

## Access To Your Medical Records

The Data Protection Act 1998 gives you the right to see health information about yourself.

The Freedom of Information (Scotland) Act 2002 provides individuals with a right of access to recorded information held by Scottish Public Authorities. Under the act general practices are considered to be holders of such information. A large proportion of recorded information held by GPs is personal information that can be withheld under the act. Details of how to access information under the Freedom of Information Act 2002 can be found in the Practice's Publication Scheme. If you require a copy please ask the practice manager or see the information board at reception.

## Confidentiality

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1988.

Whilst staff members have access to patients' notes, strict confidentiality is essential and any staff member found to have breached this confidentiality would be liable to disciplinary action which could lead to dismissal. Medical and administration staff at the out-of-hours service may also have access to patients' notes via the Emergency Care summary. A patient will be asked whether you agree to them accessing your information at your consultation. If you do not agree, obviously they will not be able to access this information. You may, if you wish, opt out of this system but you need to inform us of this, otherwise the information will be sent to a central store.

A copy of the practice leaflet "Confidentiality" is available on the notice board at reception and by asking the receptionist.



## 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.

## Useful Telephone Numbers

Primary Care Trust .....	01382 424114
Physiotherapy Team, Kings Cross Hospital, Dundee .....	01382 425668
Ninewells Hospital, Dundee .....	01382 660111
Kings Cross Hospital, Dundee .....	01382 660111
Royal Dundee Liff Hospital .....	01382 423000
Royal Victoria Hospital, Dundee .....	01382 423000
Special Diseases Clinic .....	01382 425542
Emergency Social Work (After 5.00pm and weekends) .....	01382 436430
Home Help Department - East .....	01382 438940
- West .....	01382 432867
- Central West .....	01382 438344
Meals on Wheels .....	01382 438330
Wallacetown Health Centre .....	01382 459608
DSS, Dundee .....	01382 313400
Dundee City Council .....	01382 434000
Tayside Regional Council .....	01382 223281
Rape Crisis Centre .....	01382 201291
Women's Aid, Dundee .....	01382 202525
Tayside Police HQ .....	01382 223200
Health Visitors .....	01382 647753
Social Workers .....	01382 438300
Family Planning Clinic, (Ninewells) .....	01382 660111

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There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.  
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# Boundary Map

