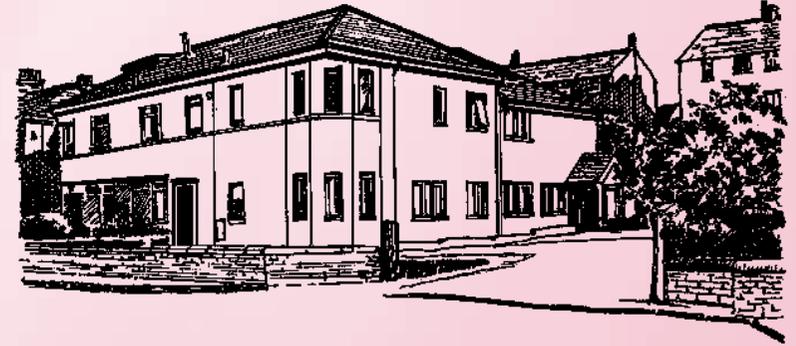


The Ker Practice



30 Croftfoot Road
Glasgow G44 5JT
Tel: 0141 531 8600
Fax: 0141 531 8602

Gorbals Health Centre
45 Pine Place
Glasgow G5 0BQ
Tel: 0141 531 8260
Fax: 0141 531 8247

www.thekerpractice.co.uk

WELCOME TO The Ker Practice

The Ker Practice was founded in the early 20th century by George McKendrick who was joined by his nephew Dr G Gladstone Robertson, the famous "Gorbals Doctor", in 1923.

Many partners have come and gone since then, but the practice has continued to serve the Gorbals area as well as Castlemilk, Crofffoot and parts in between.

The practice still bears the name of the Ker Practice after the Ker brothers, Gordon and Norman, who were well known in the community and partners for many years.

Although there are now many newer faces among the partners, it remains our aim to provide a high standard of care to all our patients.

THE PARTNERS

The present partnership is constituted as follows, and the date of qualifying is indicated:

Dr John Travers	1979	Glasgow	MB ChB MRCPG DRCOG BSc
Dr Susan Mutch	1980	Edinburgh	MB ChB MRCPG BSc DRCOG
Dr John Albiston	1990	Manchester	MB ChB BSc
Dr Liam Harkins	1992	Glasgow	MB ChB
Dr Aldon Kennedy	1994	Glasgow	MB ChB MRCPG
Dr Genelle Harkins	1990	Aberdeen	MB ChB
Dr Ruth Lannigan	2001	Dundee	MB ChB BMSc(Hons) DRCOG DFFP

THE SURGERIES

The practice has two surgeries –

30 Crofffoot Road, Glasgow G44 5JT and
Gorbals Health Centre, 45 Pine Place, Glasgow G5 0BQ

SURGERY HOURS

CROFFFOOT

Monday to Friday 9.00am - 6.00pm
Thursday 2.00pm Baby Clinic/Minor Surgery

GORBALS HEALTH CENTRE

Monday to Friday 9.00am - 6.00pm
Alternate Tuesdays 2.00pm Baby Clinic
Alternate Wednesdays 1.00 - 4.00pm Vaccinations by Health Visitor

SERVICES

All GP practices are contracted to provide 'essential services', that is basic treatment of ill people. We also hold a contract with NHS Greater Glasgow and Clyde to provide additional services: Child Health Surveillance, Contraceptive Services, Antenatal and Postnatal services, Routine immunisation of Children, Immunisation of adults in relation to travel but note, not all travel immunisations are available on the NHS.

We as a practice have opted to provide extended hours access, these appointments are outwith normal consulting hours either early morning or in the evening but NOT on a Saturday – please ask at reception for details – and will be provided at 30 Crofffoot Road.

Enhanced services are listed below the practice nurse information.

PRACTICE TEAM

PRACTICE MANAGER

Kathleen Diamond

Our practice manager is responsible for the administration, finance and the day-to-day running of the practice. She is available to deal with any administrative problems or general enquiries you may have. Should you have any problems regarding the practice please contact her by letter or telephone.

DEPUTY MANAGER

Janette McMillan

ADMINISTRATOR

Linsey MacDonald

PRACTICE NURSES

Kathleen Diamond	RGN BSc Nurse Prescriber
Lorraine Lindsay	RGN RSCN BSc Nurse Prescriber
Susan Nelis	RGN
Celia McClay	RGN RM (Registered Midwife)
Marie MacAninch	RGN EN
Bridie Higgins	Health Care Support Worker

The nurses help provide the services that we contract from NHS Greater Glasgow & Clyde for the following enhanced services:

- The annual flu immunisation programme to protect the elderly and the patients at risk.
- Annual comprehensive reviews for patients with Heart Disease, Diabetes, Stroke, Hypertension (every 6 months), Epilepsy, Asthma, COPD, Thyroid and the regular monitoring by blood and urine test for patients on a wide range of drugs for arthritis.

They also work with the Scottish Cervical Call Recall System (SCCRS) to ensure that women between the ages of 20 – 60 years are called for their smear every three years or sooner if required according to the Scottish guidelines. This can also include family planning and sexual health.

Appointments can be made for any of these review clinics by contacting the reception.

RECEPTION STAFF

Crofffoot

Janice Milligan, Wilma Neil, Michelle Divers, Kirsty McIntyre and Mauren Divers

Gorbals Health Centre

Anne Marie Little, Alice McGowan, Karon Thomson and Claire Wright

HEALTH VISITORS

The health visitors provide care to families with children in the pre-five age group. The assessment process is changing and only rigid assessment will be made at six weeks. Our health visitors are Bernadette Kerr, Lyn Mackenzie and Sandra Tees.

DISTRICT NURSES

Our district nurses, Eleanor Campbell, May Cameron, Elaine McGeedy and David McCrohon, provide nursing treatment for the housebound and patients recently discharged from hospital.

STUDENTS

The practice is involved in undergraduate Medical Education. Occasionally students may sit in during a consultation. Patients will always be forewarned and you are always free to let the receptionists know if this is not suitable.

OUT OF HOURS

This practice uses NHS 24. This service is for **emergency cases** only. The number is 08454 24 24 24. Please note that all calls to this service are tape-recorded. Please do not attend the centre without telephoning first. To contact the district nurses out of hours, please phone 0141 347 8731.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please notify the surgery as soon as possible. A change of address may mean you are outside the practice boundary. If you are unsure, please ask the receptionist who will advise you.

APPOINTMENTS

Consultations are by appointment and can be made either by telephone or calling at the surgery. The doctors endeavour to keep the surgeries running to time, but inevitably some consultations take longer than others. We would therefore ask you to be patient if you are kept waiting a little beyond your appointment time.

Our bookable appointments are made either one week in advance or 48 hours in advance and this appears to have improved our non-attendance rate by more than 75%. We also have a third of all morning surgeries bookable that morning and some appointments in the afternoon surgery, ie phone at 9.00am and you will be given an appointment later that day.

You may see the doctor of your choice if you book your appointment in advance but all our doctors have access to your medical records and this may allow you to be seen sooner, even on the same day if you see someone else.

Each appointment is for 10 minutes and for one patient only. Please ask for a double appointment if you have more to discuss. If you are unable to keep your appointment, please let us know in good time so that it can be offered to someone else.

NEW PATIENTS

If you wish to register as a patient with this practice, our reception staff will provide you with all the information you require and the forms for completion. You will then be given an appointment with one of the practice nurses or the health care support worker for an initial assessment. You will be required to bring photographic identification and a utility bill with your address to this appointment. All patients registered with this practice can choose to see any of the doctors; however, the doctor of your choice may not always be immediately available.

RECEPTIONISTS

Our receptionists' aim is to help you as much as possible. Their job is difficult but if you tell them clearly what you require they will do their best to help. When dealing with your requests for medical attention they may ask for a few details; they are trained to make these enquiries so that we can help you in the most appropriate way. Our receptionists can also give you general information about the practice. They have a difficult job - so please be a patient patient!!!

PATIENT CONFIDENTIALITY AND DATA PROTECTION

The practice complies with Data Protection and Access to Medical Record legislation. Identifiable information about you will be shared with others in the following circumstances: to provide further medical treatment for you eg from district nurses and hospital services, to help you get other services eg from the social work department. This requires your consent.

Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services eg for diabetes care.

If you do not wish anonymous information about you to be used in such a way, please let us know and we will remove your name from the list.

Out-of-hours emergency centres have access to your medical records but this is only your repeat medication and any allergies that you may have.

You can have access to, or copies of, your medical records by putting your request in writing. A fee may be charged for this.

TELEPHONE ADVICE

Because our doctors are unable to deal with every enquiry coming into the surgery, the receptionists are trained to deal with many such enquiries or, if necessary, pass them to another member of staff. You may be asked to phone back when she has the information you require or the doctor may telephone you. Please ensure that we have your current telephone number and that you will be available when the doctor phones.

TEST RESULTS

For all results please telephone between 12.30 and 1.30pm and between 5.00 and 5.45pm when the lines are less busy. Routine blood and urine tests take a minimum of 72 hours (three working days) and x-rays as long as two weeks. In the interest of confidentiality, results are only given directly to the patient or the parents of young children.

HOME VISITS

Home visits are available for those too ill or infirm to come to the surgery. If you think you do need a home visit, please telephone before 10.00am.

It is often possible to be seen more quickly at the surgery and the receptionist may ask you, as a matter of routine, if you are able to come to the surgery.

Please remember that the doctor can see three patients in the surgery in the time it takes to make a home visit, and the doctor will decide whether a home visit is necessary.

REPEAT PRESCRIPTIONS

If you are on regular medication you will be issued with a repeat prescription request slip from the computer. When you require a repeat prescription, please bring this to the surgery, clearly indicating which items you require.

Alternatively, you may post your request to the surgery with a stamped, addressed envelope if you wish the prescription to be posted to you. If the items you require are not held on computer the receptionist will ask you to complete a request slip.

Repeat prescriptions can be requested over the phone at both surgeries. The Croftfoot number is 0141 531 8606 and the Gorbals number is 0141 531 8264. If you are a patient at the Croftfoot surgery phone the Croftfoot number. If you attend the Gorbals Health Centre then phone the Gorbals number. This facility is for **repeat prescriptions only** - no special requests will be processed.

Please allow 48 hours, not including weekends, for your prescription to be processed and allow extra time at holiday weekends. If you are going on holiday, ensure you have adequate supplies of your medication beforehand.

GENERIC PRESCRIBING

Next time you visit us you may be prescribed medicine that looks different from your last ones. This may mean that the doctor has prescribed a generic medicine for you. One example of a generic medicine is paracetamol, which is commonly known by the brand name Panadol. Generic medicines are just as safe and effective as branded products, and by prescribing generics, doctors can save the NHS millions of pounds, thus allowing money to be spent on you in other ways. If you are worried about any change to your medication check with the pharmacist or doctor.

THE PRACTICE AREA

The practice covers the G5, G40, G41, G42, G43, G44, G45, G46, G73 and G76 postal code areas. We are not taking any new patients from the G46 area.

DISABLED FACILITIES

Both surgeries have disabled access and facilities.

CHILDHOOD IMMUNISATIONS

Some important changes to the UK routine infant immunisation programme should be noted, including:

- The inclusion of the pneumococcal conjugate vaccine (PCV)
- A modified schedule for MenC and Hib vaccines
- An additional visit at 12 months for the Hib/MenC vaccine

As can be seen in the following table, infants are offered different combinations of vaccines at the two, three and four month visits. Three injections are given to infants at four months of age.

When to immunise	Diseases protected against	Vaccine given	Total number of injections
2 months old	Diphtheria, Tetanus, Pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib). Pneumococcal infection Rotavirus	DTaP/IPV/Hib. Pneumococcal conjugate vaccine (PCV) Rotarix	2 oral
3 months old	Dip, Tet, Pertussis, Polio and Hib Meningococcal C (MenC) Rotavirus	DTaP/IPV/Hib MenC Rotarix	2 oral
4 months old	Dip, Tet, Pertussis, Polio & Hib Pneumococcal	DTaP/IPV/Hib PCV	2
12 -13 months	Hib & MenC Measles, Mumps & Rubella (German Measles) Pneumococcal	Hib/MenC MMR PCV	3
36 - 40 months	Dip, Tet, Pertussis & Polio Measles, Mumps & Rubella	DTaP/IPV or dTaP/IPV MMR	2

COMPLAINTS PROCEDURE

We always try to provide the best service possible, but there may be times when you feel this has not happened. Our practice-based complaints procedure operates in line with national guidelines. Should you have a complaint, please telephone or ask to see the practice manager who will explain our practice complaints procedure.

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& Every Wednesday 9.30am
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- High Blood Pressure and Stroke
- In Pregnancy Smoking can cause the Retardation of a Baby's Growth and Premature Birth.

SMOKING CAN HARM OTHER PERSONS BY MAKING THEM "SECONDARY SMOKERS". IF YOU ARE A SMOKER CONSIDER THE POSSIBLE CONSEQUENCES OF WHAT YOU MAY BE DOING TO YOURSELF AND TO OTHERS.

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COMMENTS AND SUGGESTIONS

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

PRACTICE POLICY ON VIOLENCE IN THE WORKPLACE

DEFINITION OF VIOLENCE

"Incidents where persons are abused, threatened or assaulted in circumstances related to their work, involving explicit or implicit challenge to their safety, wellbeing or health."

POLICY STATEMENT

"It is the position of the NHS Greater Glasgow & Clyde Primary Care Services that violence is unacceptable in whatever form it takes, or for whatever reason. NHS GG&C regards violence and aggression towards any member of staff, from whatever source, as a matter of priority and aims to ensure, so far as is reasonably practicable, that all staff are not adversely affected by threats or by actual incidents of violence or aggression. NHS GG&C will work closely with staff, staff-side organisations and the police to ensure that those who commit violent acts are appropriately dealt with."

ANY PATIENT WHO IS AGGRESSIVE, PHYSICALLY OR VERBALLY, TO ANY MEMBER OF STAFF WILL BE IMMEDIATELY REMOVED FROM OUR LIST. ANY INCIDENT OF PHYSICAL ABUSE WILL BE REPORTED TO THE POLICE.

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.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, *bookmark* or place our website address in your *favourites* folder today.

Click to: www.thekerpractice.co.uk for the latest practice information

LEAD A HEALTHY LIFESTYLE

It is far better for you, the patient, to keep healthy and avoid illness, rather than to attend your doctor with established disease. Doctors should be spending more time nowadays advising on a healthy lifestyle and encouraging their patients in this way.

The West of Scotland has a high record of chest and heart disease and many factors probably contribute to this. These include smoking, obesity, diet, alcohol and lack of exercise.

If any one or more of these factors concern you, and you would like help, please contact either the doctor or the practice nurse.

SMOKING

Smoking is directly the cause of a lot of illness and premature death every year. Stopping smoking is all about motivation. You must want to give it up, rather than feel you ought to.

Set a date in the future when you intend to stop. Tell all your friends, family and work colleagues that you are giving up on that date and ask for their encouragement. When the big day arrives, plan to keep yourself busy. Avoid situations where you will want to smoke. Should you feel the need to smoke, have a piece of fruit instead.

Put aside the money you would have spent on cigarettes each day and save up for a special treat as a reward for yourself. If you have tried everything and failed but are still keen to give up, seek help.

EXERCISE

Most of us do not take enough exercise, and many of us are overweight.

A healthy lifestyle should include exercise, but this does not imply we need to run marathons or anything so drastic.

Simply walking more, and perhaps not relying so much on the car, would be as much as most require, and for others, cycling and swimming might be appropriate.

It is best to seek advice on how to exercise effectively and safely, and not to embark suddenly on an activity you have not practised before.

But remember: exercise can be fun!

ALCOHOL

In small quantities, alcohol can be beneficial, but for many, high consumption can lead to serious ill health, or even death.

An accepted safe limit is 21 units a week for men and 14 units for women. A unit is approximately one glass of wine, half a pint of beer or a single measure of spirit.

This recommended maximum should be spread throughout the week and not consumed all at once on a "binge".

It isn't easy to cut down but you can get help. Speak to your doctor who may be able to advise you to other agencies. Don't feel embarrassed in asking for help.

A HEALTHY DIET

If you feel your diet is lacking, or if you feel overweight, you may get depressed at the thought of dieting. Try to see a "healthy diet" not so much as a need to diet but rather as "healthy eating". A good diet helps fight off disease and makes you feel and look good.

STEPS TO A HEALTHIER DIET

1. Reduce your intake of refined carbohydrates such as white flour and white sugar.
2. Eat plenty of fresh fruit and vegetables. Do not overcook vegetables. This causes loss of vitamins and minerals.
3. Cut down on your saturated fat intake. Eat less in the way of dairy products, red meat, full cream milk and butter. Choose lean meats and trim off fat.
4. Choose wholemeal rather than white bread.
5. Reduce the amount of sweets and chocolate you eat.
6. Do not fry. Rather use cooking oils rich in polyunsaturates.
7. Reduce your salt intake.
8. Drink plenty of liquid, preferably water.
9. Encourage children to have an apple or piece of fruit rather than a packet of crisps.
10. If you are overweight, try eating smaller portions, but don't stint on fresh fruit and vegetables.

ANTIBIOTICS AND RESPIRATORY TRACT INFECTIONS

Respiratory tract infections, which include ear, nose and throat infections, are mostly caused by viruses. Although some viral infections can be quite severe, most cause non-specific flu-like symptoms (runny nose, fever, headache, sore throats etc).

Antibiotics do not work against viral infections and the doctor will not prescribe antibiotics if they feel your illness is due to a virus. To treat these symptoms, you should take paracetamol and plenty of fluids. If you are not feeling better after a few days, contact the GP for further advice.

USEFUL TELEPHONE NUMBERS

Crofffoot Surgery 0141 531 8600

Gorbals Health Centre 0141 531 8260

LOCAL HOSPITALS

Victoria Infirmary 0141 201 6000

Royal Infirmary 0141 211 4000

Western Infirmary 0141 211 2000

Southern General Hospital 0141 201 1100

Leverndale Hospital 0141 211 6400

Sick Children Yorkhill 0141 201 0000

Royal Maternity 0141 211 5400

Greater Glasgow Health Board 0141 300 1300

NHS 24 08454 24 24 24

NOTES

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

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