

TOLLCROSS MEDICAL CENTRE

1101-1105 Tollcross Road Glasgow G32 8UH



Dr R Groden, Dr K Mercer, Dr R Hopkins
Dr M Campbell, Dr E Bell

Tel: 0141 778 2717 Fax: 0141 778 2747
www.tollcrossmedicalcentre.co.uk

MacboN CHEMIST

Pharmacist:

Elizabeth E R McLaughlin
BSc MPS

- Prescription Collection & Delivery Service - Free Of Charge
- Repeat Prescription Service
- Residential & Nursing Home Service Including Boots Monitored Dosage Systems Available
- Computerised Patient Records
- Pregnancy Testing
- Health Foods, Vitamins & Supplements
- Stop Smoking Support
- Incontinence Supplies
- Ostomy Supplies
- Control Medication System (At Home)
- Consultation Room
- Emergency Contraception



ADVERTISING FEATURE

Monday to Friday:

9.00am - 1.00pm, 2.00 - 5.30pm

Saturday:

9.00am - 1.00pm

1049 Tollcross Road

Glasgow G32 8UG

(100 yards from surgery)

Tel/Fax:

0141 763 0002

Ask the Pharmacist
You'll be taking good advice

INDEPENDENT OUTLOOK

AS an independent pharmacy, Macbon Chemist has been providing a fast and reliable service to the local community in Tollcross for over two decades.

Owned and operated by resident pharmacist Elizabeth McLaughlin, the pharmacy and its dedicated staff pride themselves on offering services designed to benefit the local population.

"Our main service is still prescription dispensing, with both NHS and private prescriptions accepted," said Elizabeth. "We are well known for dispensing items quickly and correctly, while still taking the time to explain how and when to use the medication."

Taking the time to get to know their clients is an important part of the job for Elizabeth and her dedicated team, as it allows them to tailor services to fit their clients' requirements.

"We do all we can to help our clients, including offering a prescription collection and delivery to all local residents," she added. "We collect the prescription from any local GP, dispense it and then either have it ready for collection or deliver it to a location convenient for them."

Also offered in their private consultation room are a range of enhanced services such as smoking cessation, blood pressure monitoring, emergency contraception and pregnancy testing.

"We are part of the Keep Well initiative introduced by the Glasgow and Clyde Health Board," Elizabeth said.

"Qualified help and advice is also available from the team on a range of health-related matters, and is provided discreetly and confidentially."

Photo developing is available, and a range of perfumes and skincare products are always stocked.

Call in today or phone (0141) 763 0002 for more information.

WELCOME TO THE PRACTICE

THE PRACTICE TEAM

The General Practitioners

| | | |
|----------------------------|-----------|--|
| DR RICHARD GRODEN | part time | MB ChB Glasgow 1989 DRCOG |
| DR KEITH MERCER | full time | MB ChB Glasgow 1993 MRCP (UK) MRCP |
| DR ROSALIND HOPKINS | part time | MB ChB Glasgow 1993 MRCP DFFP DIP OCC MED |
| DR MORAG CAMPBELL | part time | MB ChB Aberdeen 1991 MRCP |
| DR ELIZABETH BELL | part time | MB ChB Dundee 2009 MRCP DRCOG DFSRH PGCert Med Ed |

The doctors practise together as a non-limited partnership.

The practice area we cover is mainly G32 but we may take patients in other local areas at the discretion of the GPs. Please ask at reception about your postcode area.

The entrance to the surgery is suitable for wheelchair users and a disabled WC is available.

Interpreter

An interpreting service can be arranged if required. Please ask at reception and we can organise this for you.

Practice Manager

Anne Campbell

Personal Assistant

Sandra Hannah

The practice manager/personal assistant are responsible for all personnel, administrative and organisational aspects of the practice. They are available to help with any non-medical problems relevant to the practice and to discuss surgery arrangements, suggestions and complaints.

RECEPTION STAFF

Senior receptionist

Annemarie Bissett

Receptionists

Tracy Mains, Margaret O'Connor, Kate Barnes and Aileen Coogans

Our receptionists are fully trained and do a very difficult job. They are the first point of contact for most of the patients and help each patient make the best use of the practice resources. They also answer the telephones, make appointments, take requests for home visits and consultations, and prepare your repeat prescriptions for the GP to check and sign. They are bound by the same rules of confidentiality as the doctors and nurses in the practice.

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

www.nhs.uk/111

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Why Your Business Needs A Website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

ATTACHED STAFF

The primary care trust also employs the following district nurses and health visitors who are based within and work from the medical centre:

DISTRICT NURSE

Sandra Kelly BSc CNIH, RGN Diploma in Adult Nursing

District nurses provide holistic health care assessments and nursing interventions at home to meet the individual needs of the practice population. They participate with the individual to establish short-term health gains regardless of health status which can have longer-term social and health benefits.

The district nurses are no longer based at the surgery. They can be contacted directly by dialling 0141 531 9406. Please leave a clear message with contact details and they will return your call.

HEALTH VISITORS

Jane McCrone BSc Specialist Community Public Health Nursing, Community Practitioner Nurse Prescribing, RGN - Adult

The health visitors are registered nurses with a further specialist qualification in health visiting/public health. They serve at the front line in terms of preventative care and early detection of ill health as well as in the recognition and identification of health needs. Part of their duty is to be able to help with the various problems which may beset a family.

The health visitors will provide the following services:

- Regular visits to children from birth to five years old to ensure that they are progressing satisfactorily and to offer advice on issues such as immunisations, behavioural problems and good parenting
- Health education and health promotion
- Recognition and identification of needs and referral if appropriate
- Provision of care which will include support during periods of stress and advice and guidance in cases of illness as well as in the care management of children.
- Support to women with postnatal depression

The health visitors can be contacted via the surgery between 8.30am - 4.30pm.

PRACTICE NURSES

Lynne Bentley RMN, RGN, Diploma in Asthma, COPD & Diabetes, Certificate in Examination Skills (Nurse Practitioner Course-Stirling University), Independent Non-Medical Prescriber, Family Planning, Travel Medicine

Lynette Allison RGN

The role of the practice nurse has developed over many years and now covers health promotion, disease prevention and chronic disease management. A list of the clinics the practice nurses are involved in are listed under 'Clinics/Services'. If you feel the practice nurse could help, please make an appointment. The practice nurse can be contacted via the surgery Monday 8.30am - 7.00pm, Tuesday to Friday 8.30am - 5.30pm.

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promote your
business
for you!



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advertising feature in our vitally
important Practice Booklets and
our indispensable Appointment
Cards and Website
simply phone Veronica Smith
now on 0800 612 1516.

HEALTHCARE ASSISTANT

Janie Campbell

The healthcare assistant works alongside the practice nurses.

You will attend the HCA when you first register at the practice for your new patient registration medical. This would entail checking your blood pressure, height, weight and smoking status.

You will also attend the HCA should the doctor or nurse require you to have a blood pressure check, blood samples, clip or suture removal, minor dressings and ECGs.

SURGERY OPENING HOURS

| | | |
|---------------------|------------------------------|-----------------|
| The surgery is open | Monday and Wednesday | 8.30am - 7.00pm |
| | Tuesday, Thursday and Friday | 8.30am - 6.00pm |

APPOINTMENTS

Consultations are by appointment only from

8.30am - 7.00pm Monday and Wednesday

8.30am - 6.00pm Tuesday, Thursday and Friday

Routine appointments are for 10 minutes. This is normally enough time for the doctor to deal with your problem. If you feel you require a longer appointment, please speak to a receptionist.

The practice operates a flexible appointment system for patients. We aim to offer you an appointment on the day of your choice. We also triage calls. This means that when you telephone the surgery requesting an appointment for the same day, your details will be taken and a doctor or nurse will call you back at an agreed time. They will discuss your problem with you and arrange an appropriate appointment, give you advice - which is often all that is required - or redirect you to physio, chiropody etc, if this is appropriate. This enables us to manage demand and ensure we are seeing patients who require to be seen within an appropriate timescale.

ACCESS TO DOCTORS/NURSES

In accordance with government guidelines and in order to improve your access to the GPs in the practice, we constantly monitor and adjust our appointment system. ALL patients seeking an appointment will be booked for a telephone consultation with a GP at an agreed time. This allows the GP's to arrange in consultation with you, the most appropriate treatment for you ie an appointment with a GP/nurse, a referral, advice etc.

Nurse/healthcare appointments are bookable in advance, please call the surgery to arrange your appointment.

FAILURE TO ATTEND

Valuable appointments are sometimes wasted due to patients not attending. If you are unable to attend please contact the surgery in order that the appointment may be released for someone else. We will be unable to continue to look after patients who continually fail to attend appointments.

HOME VISITS

Home visits are for patients who are too ill or frail to attend the surgery. Please request a home visit before 10.00am. Be prepared to give us brief details of the problem so we can assess the urgency of the visit. It is appreciated if patients can attend surgery if at all possible. This is usually quicker for the patient and makes the best use of the doctors' time. If you require to be seen urgently, please inform a member of reception. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. House visits are only available for patients who are housebound because of illness or disability.

OUT-OF-HOURS COVER

We provide a 24-hour emergency cover using NHS 24.

Telephone no 111 (website address is www.nhs24.com)

Please telephone this number between 6.00pm and 8.30am weekdays and from 6.00pm Friday until 8.30am Monday. Instructions for this service are given on the answer machine when phoning your normal surgery contact number.

A receptionist in the emergency call centre will answer your call.

She will either:

- 1) Arrange advice from a doctor or nurse
- 2) Invite you to attend the centre to be seen by a doctor
- 3) Arrange a home visit if you are too ill to visit the centre

Transport to and from the centre is available if you cannot arrange this yourself.

Out-of-hours cover is now the responsibility of Greater Glasgow and Clyde NHS Board.

REPEAT PRESCRIPTIONS

If you have medication on repeat and have access to a computer, tablet or smartphone, we would ask that you register for online prescribing (ask at reception for details). This is by far the safest and easiest way to order your medication. If you are not able to order in this way, we have a dedicated telephone line for requesting prescriptions. Please dial the surgery telephone number and press 2 to go straight through to the prescription line. Please leave clear information as requested.

You can request prescriptions by 'posting' the repeat slip into the prescription 'post box' placed near the entrance inside the surgery. Your repeat slip is found on the right hand side of your prescription.

You could arrange for your prescription to be ordered and or collected by a local pharmacy. Pharmacies can also deliver your prescription. Please check with your pharmacy if they are offering this service.

Whichever method you choose to order your prescription, **please allow a full 24 hours before collection.**

TEST RESULTS AND SPECIMENS

Please telephone the practice between **10.00am - 12 noon and 3.00 - 5.00pm Monday to Friday** to obtain the results of your investigations. **Results will not be given out with these times.** You should telephone one week after the test has been carried out unless the GP/practice nurse/healthcare assistant has said otherwise. The doctor will usually advise reception of your results, allowing the information to be passed to you over the telephone. Sometimes the doctor may want to discuss your result with you and you will be asked to make an appointment.

Specimens may be given to a receptionist at the reception desk but please ensure that the specimen containers are properly labelled with your name, address and date of birth.

CLINICS/SERVICES AVAILABLE AT THE SURGERY

All 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

Contraceptive implant fitting and removal

Maternity services - antenatal and postnatal, together with midwives from the Princess Royal Maternity Hospital

Routine immunisation of children, together with the health visiting team

Immunisation in relation to 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 GG&CNHSB for the following 'enhanced' services:

Pre-chemo phlebotomy

IUCD fitting

Contraceptive implant/removals

An annual flu/pneumococcal immunisation programme to protect the elderly and at-risk patients

Regular monitoring by blood and urine tests for patients on a range of drugs for arthritis and bowel problems

Annual comprehensive reviews for patients with heart disease, stroke, COPD, heart failure and multiple sclerosis

Annual comprehensive reviews for patients with diabetes, which includes appointments with the dietician and podiatrist

A methadone substitution programme for patients with drug abuse problems

Alcohol screening and brief interventions

Medicines management

Minor surgery - injections (muscles, tendons, joints)

Palliative care

We also hold a contract with GG&NHS for the provision of care for patients in the following nursing/care homes:

Haydale Nursing Home

Eastbank Nursing Home

Ashton Grange Care Centre

Greyfriars Care Centre

Greenfield Park Care Centre

Burlington Court Care Centre

Baillieston Care Home

Further information on the GP contract can be found on the following website:

<http://www.gpcontract.info>

LEAFLETS

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurses. We do not have any leaflets produced by the practice.

NEW PATIENT REGISTRATION

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so please provide proof by way of a recent utility bill. We also require one form of photo ID ie passport, driving licence.

You will be asked to complete a registration form and a health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor.

Once the paperwork has been completed, you will be given an appointment with the Healthcare assistant for a new patient health check.

At this appointment, the healthcare assistant will check blood pressure/height/weight etc, take some details of your medical history/family history and details of any medication you may be taking. As a new patient you will be registered with the practice rather than an individual GP. If however this arrangement does not suit, please speak to our senior receptionist who will ensure you are registered with the GP of your choice.

GUIDE TO GP SERVICES

The Royal College of General Practitioners has produced a useful guide for patients about the services on offer at GP Surgeries and how to access them. This is the link to the guide.

<http://www.rcgp.org.uk/information-for-patients.aspx>

HOLIDAY IMMUNISATION

Any patient requiring advice on travel and/or immunisation should collect and complete a travel form from the surgery. A form should be completed for each person going on holiday. Once completed, an appointment should be made to see the practice nurse. This must be carried out at least six weeks before going on holiday. If there is less than six weeks before you travel, you should attend a Travel Clinic.

CHILD HEALTH

The health visitors hold clinics on a Tuesday afternoon and a Friday morning. Appointments will be sent for your child to attend these clinics at various stages of their development. The first routine assessment at eight weeks is carried out by the health visitor and a doctor.

Child immunisation clinics are also held at the practice. These are held on a Wednesday afternoon twice a month.

TEACHING

The practice participates in the teaching of medical students. This involves Dr Hopkins tutoring students with a five-week placement at the practice at various times during the year.

Nursing students also attend the practice from time to time for training. If a student is to be present during a consultation you will be informed when you make the appointment. The doctor/nursing team will again check you are comfortable with a student being present. If you have objections, the student will leave the room and you can consult with the GP/nurse. The students are bound by the same confidentiality agreement as the rest of the practice team.

GP REGISTRARS

The practice will normally have one or two GP Registrars attached to the practice.

GP training takes a junior doctor four years to complete and for some of this time they are attached to GP practices as a GP Registrar. Our Registrars are usually with us for periods of six months or a year at a time. During this period they see patients and do home visits exactly the same as all the other doctors but they have some special time set aside for tutorials and teaching. On occasion they may video consultations for teaching purposes but we would always ask your permission before doing this.

AGGRESSIVE BEHAVIOUR

Our staff work hard to help you so please be courteous to them.

This practice considers aggressive behaviour to be any personal, abusive and aggressive comments, swearing, physical contact or aggressive gestures. No abuse of staff is acceptable whether verbal

or physical. If a patient is abusive, violent or threatening towards the doctors, practice staff or other patients, they will be removed from the practice list immediately.

There is a special GP practice in the city to which violent patients will be referred.

PRACTICE CHARTER

Our Mission Statement

To provide a fair and efficient health service provision to meet the ever changing needs of the patients of our practice.

HOW WE HELP YOU

Commitment

The doctors and staff are committed to giving you the highest standard of care at all times and we make every effort to achieve this aim.

Courtesy

The practice always endeavours to treat you with courtesy whether in the surgery, in your home or on the telephone.

Care

You will always be offered the best possible medical and nursing care. We provide a wide range of supportive services and clinics for your benefit.

Communication

We endeavour to answer telephones promptly and ensure enough staff are available to deal with all queries.

Confidentiality

Your medical records are confidential and will not be discussed with anyone without your written permission. If you have a confidential problem, you may ask to speak to a receptionist or a nurse privately. The practice complies with the Data Protection Act and the Access to Records Act.

Consultation

In our group practice you will generally be able to see the doctor of your choice. However, if you need an appointment at short notice, please be prepared to see the first available doctor.

HOW YOU CAN HELP US

With Appointments

Please be punctual; this helps other patients as well as the practice. If you cannot keep your appointment please cancel it as soon as possible. Please make a separate appointment if more than one member of your family needs to be seen; if you have several problems to be discussed you may be asked to make another appointment. If appointment times are running late please be patient. One day it may be you who needs extra time.

With Visits

Please only ask for a visit if your illness prevents attendance at the surgery or if you have a problem with mobility. Doctors allow time to visit in the middle of the day and early afternoon so please request visits as early in the day as possible (before 10.00am ideally). In busy times visits will be later in the day according to priority. Children, even if they have a fever or rash, can usually be brought safely to the surgery, but whenever possible, phone us first to ensure that you are seen promptly.

With Information

Please make sure you know how to get information about results of tests. Some information is highly confidential and can only be given to you (and not a relative or friend). Our phone lines are very busy in the mornings so please make non-urgent enquiries later in the day. Be prepared to give the staff some details of your problem when you contact us. This enables us to give priority to urgent requests.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from any of the doctors or staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

How To Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days - because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within six months of the incident that caused the problem, or
- Within six months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints may be addressed to any of the doctors. Alternatively, you may ask for an appointment with the practice manager in order to discuss your concerns. The practice manager will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint. Clinical complaints will be dealt with by one of the doctors. Where possible this will not be the doctor named in the complaint although he/she will be involved in the investigation.

What We Shall Do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 20 working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like to
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

Complaining On Behalf Of Someone Else

Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we need to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable (because of physical or mental illness) of providing this.

Complaining To The NHS Board

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach the local NHS Board, if you feel you cannot raise your complaint directly with us. The NHS Board will advise you how they can assist with your complaint. The Complaints Officer can be contacted on 0141 314 4193.

Independent Advice And Support

Citizens Advice Scotland operates a free Independent Advice and Support Service (IASS) for users of NHS services. If you would like to access this service, you should telephone 0845 231 1010 in the first instance.

The NHS Inform website also has a helpful complaints section which you may find useful, www.nhsinform.co.uk will access the website then use the search facility to search for complaints section.

What If You Remain Unhappy?

If you remain unhappy following our investigation and response you may seek a review by the Scottish Public Services Ombudsman. Contact details are as follows:

Scottish Public Services Ombudsman

Freepost EH641

Edinburgh

EH3 OBR

Phone: 0800 377 7330

Fax: 0800 377 7331

Website: www.spso.org.uk

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 information with other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send the 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 NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting the public funds and are authorised to check that the 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 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 us your consent for us to do so.

Where 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; it is a legal requirement.

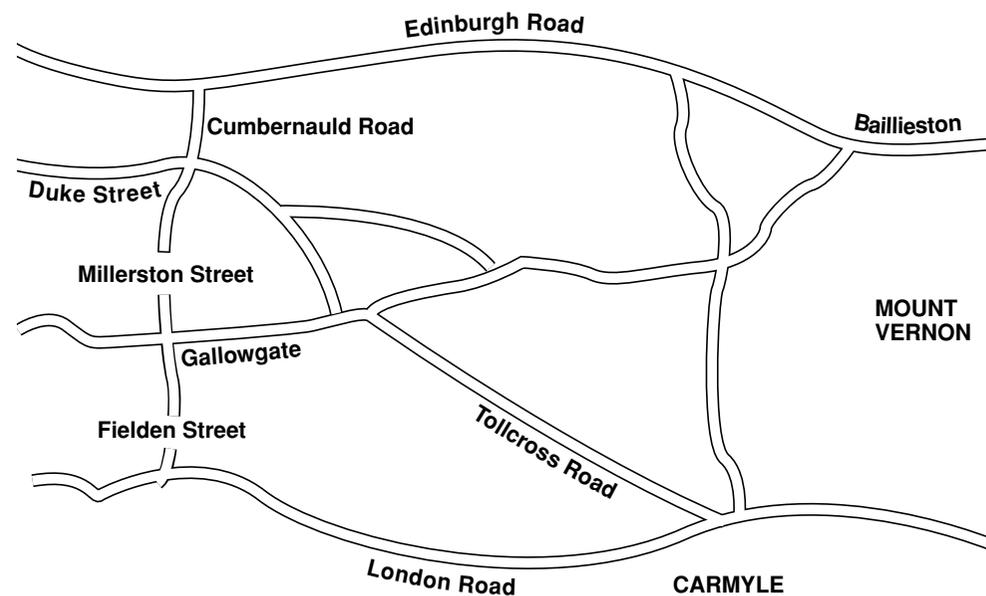
Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

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 [https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/200146/Confidentiality - NHS Code of Practice.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/200146/Confidentiality_-_NHS_Code_of_Practice.pdf).

Anyone who receives information from us is under a legal duty to keep it confidential. If you have any queries or concerns on how we use your personal information or would like to access your information, please contact our practice manager.

NOTES

PRACTICE AREA



NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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Useful Telephone Numbers

Hospitals

| | |
|---|----------------|
| Western Infirmary..... | 211 2000 |
| Gartnavel General..... | 211 3000 |
| Stobhill | 201 3000 |
| Royal Hospital For Sick Children, Yorkhill..... | 201 0000 |
| Queen Mother's Hospital | 201 0550 |
| Princess Royal Maternity Hospital | 211 5400 |
| Glasgow Royal Infirmary | 211 4000 |
| Glasgow Dental Hospital..... | 211 9600 |
| Out of Hours | |
| Emergency Centre (NHS 24) | 08454 24 24 24 |

Other Numbers

| | |
|--|---------------|
| Aidsline Information Service..... | 0800 567123 |
| Alcoholics Anonymous - 24-Hr Helpline..... | 0845 769 7555 |
| Al-Anon | 221 7356 |
| Alzheimer's - 24-Hr Helpline..... | 0808 808 3000 |
| Citizens Advice Bureau | 552 5556 |
| Greater Glasgow Health Council..... | 429 7698 |
| Cruse (Bereavement Counselling)..... | 248 2199 |
| Childline Scotland..... | 552 1123 |
| Glasgow Drug Crisis Centre | 420 6969 |
| Family Planning | 211 8600 |
| Pregnancy Advisory Service (BPAS)..... | 228 1887 |
| Rape Crisis | 331 1990 |
| Red Cross | 332 9591 |
| Registrar Of Births And Deaths..... | 287 7677 |
| Marriage Counselling Service..... | 248 5249 |
| Samaritans - 24-Hr Helpline..... | 248 4488 |
| Social Services - Baillieston..... | 773 0001 |
| Social Services - Parkhead..... | 565 0100 |
| Tom Allan Centre (Counselling) | 221 1535 |
| Victim Support..... | 553 2415 |
| Bullying Line | 0800 441111 |
| Breast Screening Service | 572 5800 |