



Information for Patients

85 Seres Road
Clarkston
Glasgow G76 7NW

Tel:
0141 620 0333

Website:
www.williamwood.co.uk

Welcome To WILLIAMWOOD MEDICAL CENTRE

DOCTORS

Dr Lesley N M Mackintosh (Female)	MBChB 1983 Aberdeen MRCP DCH
Dr Nigel F Pexton (Male)	MBChB 1985 Glasgow MRCP DRCOG
Dr Naushad Ali (Male)	MBChB 2002 Glasgow BSc Med Sci Sports Medicine MRCP DRCOG
Dr Michael J Irvine (Male)	MBChB 2002 Glasgow MRCP
Dr Martina Macfarlane (Female)	MBChB Glasgow (1999), DRCOG, MRCP

Dr Mackintosh works part time in the practice and holds the diploma of child health. Together with Sister Waters, she also co-ordinates the care of diabetic patients.

Dr Pexton works full time. He has a special interest in the management of respiratory illness, particularly asthma and COPD. He sits on various health board respiratory working groups. He is the lead GP trainer in the practice.

Dr Ali works full time in the practice. His special interest is sports medicine.

Dr Irvine works part time and has a special interest in ENT.

Dr Macfarlane works part time and has a special interest in GP training.

PRACTICE CLINICAL STAFF

We employ full-time GP nurse specialists, Sister Rhonda Waters RGN RM BSc Com N and Alexandra Ross RGN. They are very experienced healthcare professionals who deal with a range of minor illnesses, as well as the management of more significant conditions such as asthma, diabetes, high blood pressure and heart conditions. They can also write prescriptions and advise on foreign travel, including vaccinations. Sister Waters is a trained midwife and family planning nurse.

We also employ a part-time practice nurse, Catherine Campbell RGN RMN. She deals with minor ailments, dressings, injections, ear syringing, blood sampling, ECGs, blood pressure and lifestyle checks.

HEALTH VISITOR

The health visitors can be contacted on 451 0778. They have a wealth of experience in helping parents with the challenges of the under fives.

DISTRICT NURSES

Our district nurses provide an excellent service in the community, visiting and caring for our housebound patients.

PHYSIOTHERAPIST

Kit Woods Physiotherapy team practices in the medical centre, acupuncture is also available. Appointments can be made by contacting 0141 353 0906. For more information please visit their website on www.woodphysio.com

PRACTICE ADMINISTRATION STAFF

Our practice/business manager, Jacqueline Forster MIHM, joined the practice in 2005 from a management and financial background. She is responsible for all administrative and business aspects of the practice. She is available to help with any non-medical problems relevant to the practice and to discuss surgery arrangements, suggestions or complaints.

Our receptionists and secretarial staff are: Julie Wilson, Aileen O'Friel, Catriona Hume, Wendy Stone, Michelle Lipsett, Patricia Carstairs, Kim Gilmour, Michael Campbell and Joslin Coll. Our receptionists pride themselves on being helpful and polite - please extend them the same courtesy.

TRAINING PRACTICE

Williamwood Practice has been accredited by NES (NHS Education for Scotland) as a Training Practice. This means that we meet the standard required to further train qualified doctors who wish to specialize in general practice. GP trainees will be with the practice for periods of six to twelve months at a time, and appointments can be made with them the same way as for our regular doctors and nurses. All GP trainees are qualified doctors who have already worked in several hospital posts before coming to the practice.

HOURS OF OPENING

The medical centre is open from 8.00am-1.00pm and from 2.00-6.00pm Monday to Friday. We offer surgeries on a Monday and Thursday evening from 6.00-7.00pm and also offer appointments on a Tuesday morning 7.00 to 8.00am. Consultation times for individual doctors are available on request.

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www.trulyonline.co.uk

Gum disease is known as the silent disease



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

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

Is your appearance affecting your confidence?

Maybe a non-surgical procedure could help you? Invasive surgery is no longer necessary for many issues.

If the signs of ageing, acne scars, excess hair, moles or thread veins are affecting your self-esteem give a local clinic a call today to find out more.

For a confident smile....

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APPOINTMENTS AND HOME VISITS

Consultations are by appointment. Appointments can be made either by calling into the medical centre or by telephoning 620 0333. Routine appointments are bookable up to two weeks in advance.

We provide same day appointments to deal with urgent problems. These appointments are only 5 minutes; please call as early as possible. The appointments are with either a GP or practice nurse who has trained in minor illness. To enable the receptionist to determine the most suitable appointment for you they will need a little bit of information to help them make this decision. If you have more than one family member who needs to be seen, please tell the receptionist so that an appointment for each person can be made.

If your condition is not urgent and you wish to see a particular doctor, or need a particular time, you may have to wait a few days for an appointment depending on how busy we are. Our appointments are 10 minutes long. We want to deal with your health concerns thoroughly, carefully and competently. Therefore please do not expect to present a list of several issues in a single consultation. In such circumstances you will be asked to prioritise one or two problems and make a further appointment to address the others. Although the doctors endeavour to keep surgeries running to time, some consultations will inevitably take longer than others. We would therefore ask you to please be patient if you are kept a little beyond your appointment time. We also offer telephone appointments, which are bookable in advance. If you feel a home visit is required then please telephone BEFORE 11.00am. The receptionist will take some information about your request, which will be passed to the on-call Doctor who may phone you back to discuss your request further. Please note that we have a strict house call policy and visits are made at the doctor's discretion. This service is provided for patients whose condition makes it impossible for them to attend the surgery. We can attend several patients in the medical centre in the time it takes to do one house call and it is almost always the best place to be seen, where all means of examination, diagnosis and treatment are at hand.

Contrary to popular belief it is quite safe to take a child with a temperature out of doors and, indeed, this often helps to bring the temperature down.

REPEAT PRESCRIPTIONS

You can order your prescription online by registering for Emis access@patient.co.uk you may also order a repeat prescription by using your repeat prescription slip or by telephoning 638 0117. If using the slip, tick the items required and post it to us or hand it into reception. If you enclose an SAE we will post it back to you. If using the telephone line, please speak clearly and leave your name, address, date of birth and details of the items you require. Your prescription will be ready for collection within 48 hours.

AFTER HOURS CALLS

Emergency cover in Glasgow is provided by GEMS (Glasgow Emergency Medical Service). In an emergency outwith surgery hours, please telephone 620 0333. An answering machine will tell you how to contact the out-of-hours service. This will normally be the NHS 24 number - 111. The website of NHS 24 is www.nhs24.com and this can be accessed for more information.

Our local GEMS centre is in the New Victoria Hospital, through an entrance from the main car park at the rear of the building. If you require medical attention, you will usually be asked to attend the centre. Free transport will be arranged if necessary. Housecalls will still be available for the housebound or seriously ill. Please bear in mind that all emergency cover is designed to deal with medical conditions that are too serious to wait until the next working day. We offer urgent appointments every day at the surgery, and would much rather see you ourselves, during the working day, where possible.

OTHER SERVICES

Well Woman Appointments

Every sexually active woman between the ages of 20 and 60 years should have regular cervical smear tests.

Asthma Reviews

Everyone with asthma should attend the practice nurse for a regular review. The aim of this review clinic is twofold:

1. to educate patients about their asthma.
 2. to monitor and where possible improve their control and therefore their lifestyle.
- Generally it is worth having an asthma review annually, or in the case of children every six months. Many people put up with unnecessary symptoms from their asthma, whereas with the correct treatment most patients should be symptom free and lead normal, active lives. An asthma review allows us to help you achieve that aim.

Diabetic Reviews

The practice runs two diabetic clinics every month, and if you have type 2 diabetes you will be invited to attend this clinic at least once every year. It is run by Dr Mackintosh and Sister Waters, both of whom have undertaken additional training in the management of diabetes. There is very often a dietician available at the clinic, and sometimes a specialist podiatrist. Our Health Care Assistant also provides a foot check to all diabetic patients. If you have type 1 diabetes you will usually receive your care from a hospital clinic, but we will be happy to provide any additional advice if required. Sister Waters and Dr Mackintosh also see diabetic patients during normal routine surgeries.

Blood Pressure Review

High blood pressure is a condition which, if untreated, leads to an increased incidence of heart disease and strokes. If you suffer from raised blood pressure, the doctor may ask you to attend for review to have your blood pressure and general health monitored. Blood pressure reviews will also be integrated into our nurse's daily surgery sessions.

Child Health Surveillance

To ensure that your child is growing and developing normally, routine checks are made at six weeks, by a doctor and our health visitor.

Vaccinations And Immunisations

Children's vaccinations are carried out by the health visitor on Thursday mornings.

Travel Clinic (Including Holiday Vaccinations)

The surgery can provide information about vaccinations, malaria prevention, and other risks associated with international travel.

A minimum of six weeks' notice is required to allow sufficient time for the organisation and administration of travel vaccinations and to allow time for the vaccination to be effective before travelling. If you are travelling within six weeks you must make your own arrangements with a private travel clinic. There may be a charge for non-NHS vaccinations and advice. You can download information from our website www.williamwood.co.uk

NEWLY REGISTERED PATIENTS

Please remember it may take several weeks for your case notes to be transferred from your previous doctor. We ask all newly registered patients to fill in a questionnaire **BEFORE** fully registering with the practice. The registration forms can be downloaded from our website www.williamwood.co.uk

ZERO TOLERANCE

We will not tolerate either physical or verbal aggression towards administration or clinical staff. Such behaviour will result in the patient being removed from our list.

SAFEGUARDING YOUR HEALTH INFORMATION

All staff working within the NHS have a professional and legal duty to maintain confidentiality and safeguard your personal health information. Our use of your personal health information 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. To ensure that you receive the best possible care, there may be occasions where it is important to share this information with other professionals.

NON-NHS SERVICES

Patients should be aware that fees may be charged for services not covered by the NHS contract. These include private certificates, reports supporting private health insurance claims and other non-NHS medical reports. Medical reports and examinations for insurance companies are usually paid for by the insurance company concerned.

Fees may be charged for examinations for other special purposes such as, for example, HGV and PSV licences, elderly drivers, fitness to drive, fitness to travel, Kibbutz medicals, fitness to undertake certain sports and pre-employment medicals. The fee scale is recommended by the BMA and details are available from reception.

ACCESS FOR DISABLED

The surgery is a single storey building with level access from both the car park and the road.

COMPLAINTS PROCEDURE

We always try to provide the best service possible, but there may be times when you feel this has not happened. We are always pleased to receive feedback from our patients, whether positive or negative. If you have a complaint, please follow the protocol laid down by the NHS in Scotland. Your complaint should be made in writing to our practice/business manager Jacqueline Forster or to Dr Mackintosh.

You will receive an acknowledgement within two working days, and a full reply as soon as the complaint has been investigated. We will address your concerns, provide you with an explanation and inform you of any action that may be needed. For further information, including what action you can take if you feel your complaint has not been satisfactorily dealt with, please speak to Jacqueline Forster.

STUDENTS

From time to time medical students may visit the practice and sit in with the doctors in surgery. Such experience is a very valuable part of undergraduate training.

You will be informed beforehand if there are medical students present. If you do not wish students to be present during your consultation, please say so and you will see the doctor alone.

PRACTICE PLEDGE - RIGHTS AND RESPONSIBILITIES

You have the right to be treated with courtesy, dignity and respect.

- It is your responsibility to extend the same courtesy and politeness to the practice team.

You have the right to be seen urgently if your condition necessitates this.

- It is your responsibility not to mis-use urgent appointments that may be required for other patients.

You have the right to be informed if you will be kept waiting for more than 30 minutes past your appointment.

- It is your responsibility to inform us in advance if you are unable to keep your appointment

You have the right to collect your repeat prescription within 48 hours of making your request.

- It is your responsibility to ensure that you order your repeat prescription in good time; before you run out of medication.

It is your right to expect a high standard of efficient and up-to-date healthcare.

- It is your responsibility to aid us in providing this, by being aware of the information in this booklet and accessing our services appropriately.

PRIMARY CARE TRUST

Details of Primary Medical Services in this area can be obtained from:

Greater Glasgow NHS Board, Primary Care Division

Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH

Tel: 0141 211 3600

SELF TREATMENT OF COMMON ILLNESSES

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Earache

A sore ear often occurs along with or soon after a cold. It is usually caused by the same virus, and the pain usually settles with paracetamol or ibuprofen. It is appropriate to make an appointment to be seen if it does not seem to be improving, particularly if the patient is a child.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

LOCAL PHARMACIES

Suffering from a minor illness and want some advice as quickly as possible? Did you know that your local pharmacist can give you confidential advice and treatment, if needed, for a number of common illnesses without the need for an appointment with your GP?

Here are just some of the conditions that your pharmacist can help you with:

Coughs, colds and sore throats
Minor skin conditions and acne
Athletes foot
Styes and minor eye infections
Head lice
Pain, including back ache
Cold sores
Diarrhoea/constipation
Colic
Thrush

Pharmacists may provide many other services including:

NHS emergency hormonal contraception
NHS smoking cessation support
Advice on travel injection requirements & supply of malaria prevention

FREEDOM OF INFORMATION

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This is to encourage public authorities (including GP Practices) to be more open and accountable and organise their information in an efficient and accessible way. This excludes personal data.

The Practice Publication Scheme Document is available to view; please contact the practice manager for more information.

NOTES

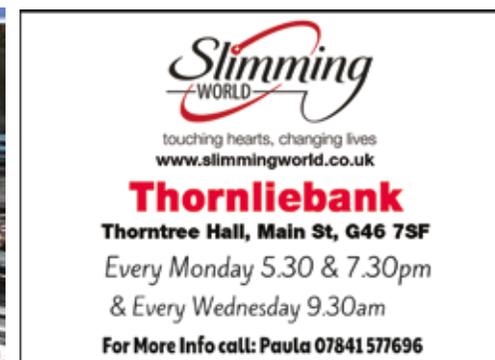


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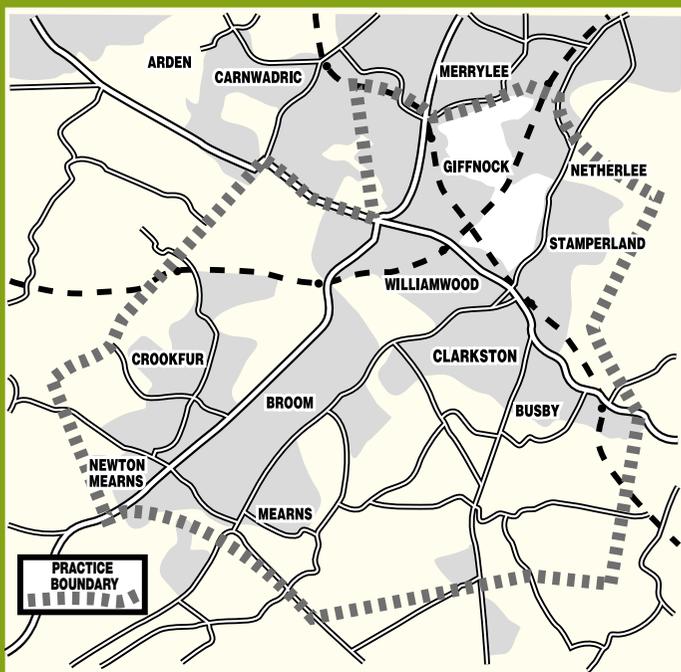
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PRACTICE AREA



USEFUL TELEPHONE NUMBERS

Doctors' Surgeries

House Calls and Appointments.....	620 0333
Fax Number	638 8827
Repeat Prescriptions only	638 0117
Test Results.....	620 2570
Health Visitor.....	451 0778
District Nurses.....	451 0824
Out of hours	111

Call the out of hours number if you need medical help or advice but it is not an emergency.

For a life threatening emergency such as chest pains or shortness of breath call 999.