Surgery Information

Dr Euthymia Manasses (1988) MBBS MRCGP
Dr Barry McCusker (1994) MBBCh
Dr Kim Stark (1993) MBChB MRCP DRCOG MRCGP

The practice works from the main surgery in Kilmacolm and we have a branch surgery at Langbank. The Practice moved into our new premises in Kilmacolm in 2012 and the Langbank premises in 1990. We have wheelchair access at both sites.

The New Surgery
The Cargill Centre
Lochwinnoch Road
Kilmacolm
PA13 4LE

Tel: 01505 872844
Fax: 01505 872299

The Surgery
Station Road
Langbank
PA14 6YA

Tel: 01475 540404

**Surgery Opening Times**

**Kilmacolm Surgery**
8.00am – 6.00pm Monday to Friday

There is also an Extended Hours Surgery held at our Kilmacolm surgery on a Monday morning from 7.20am to 8.30am.

**Langbank Surgery**
9.00am – 12.30pm Monday to Friday
4.30pm – 6.00pm Monday and Friday evenings only to uplift prescriptions.

Patients living in Langbank can attend either Langbank or Kilmacolm surgeries.

Our Langbank Surgery is a dispensing branch surgery where prescriptions can be dispensed for all patients living in Langbank.

All calls are diverted to Kilmacolm when our Langbank surgery is closed.

**Urgent Problems outwith Surgery Hours**

During these times, for urgent advice, please phone NHS24 on 111. An experienced nurse will assess the symptoms and direct you to the most appropriate health care professional.

NHS24 take over the care of our patients when our surgery is closed, from 6.00pm until 8.00am Monday to Friday and from 6.00pm Friday to 8.00am on Monday morning. They can be contacted by telephoning 111.
NEW PATIENTS REGISTRATION

On applying for registration, all patients will be required to complete a Registration Form and a Health Questionnaire. Please bring photographic Identification with you such as passport or driving licence. New patients are urged to have a consultation with the Practice Nurse.

HOME VISITS

If you feel you are too unwell to attend the surgery, please telephone the surgery before 10.00am and request a home visit. The receptionist will take some brief details from you and request an assessment for a home visit on your behalf.

REPEAT PRESCRIPTIONS

Repeat prescriptions requested before 10.00am will be ready for collection within two clear working days at both Kilmacolm and Langbank surgeries. Please remember Langbank is open 9.00am-12.30pm Monday to Friday and Monday and Friday 4.30pm-6.00pm only.

PRACTICE NURSE

Morag McVie RGN  BSc (Hons) Nursing Studies  
Post Graduate Diabetes Care Management  
Post Graduate Asthma Management.

Our highly trained and experienced nurse is available to answer everyday medical queries and can also help with the following:

- Help with stopping smoking
- Well woman advice
- Cervical smear tests
- Family planning
- Menopause advice
- Well man advice
- Heart disease risk advice
- New patient medicals
- Over 75 checks
- Diet advice
- Diabetic and asthma reviews
- Vaccinations
- Travel advice and immunisations
- Blood tests
- Dressings
- Minor injuries
- Ear syringing
- Child Immunisation Clinics
- Yellow Fever
**Health Care Support Worker**  
**Tracy Fraser**

Our Health Care Support Worker works 4 mornings each week and can help you with the following:

- Taking Bloods
- Blood Pressure
- New Patient Medicals
- Vitamin B12 Injections
- Flu Vaccinations
- Hypertension Reviews

Tracy works every Monday in our Langbank surgery, 9.00am – 11.00am.  
Tracy works in our Kilmacolm Surgery on a Tuesday, Wednesday and Friday morning from 8.00am – 11.00am.

**HEALTH VISITOR – for Patients Registered at Kilmacolm**

**Linda Wilson**  
The Health Visitor is a qualified nurse who can give advice on the health care of babies, toddlers and the elderly. She operates from Port Glasgow Health Centre and may be contacted on the following telephone number 01475 497120

**HEALTH VISITOR – for Patients Registered at Langbank**

**Margaret Armstrong**  
She operates from Bishopton Health Centre and may be contacted on the following telephone number 01505 821719.

A Well Baby Clinic is held at Bishopton Health Centre. Please telephone the Health Visitor to confirm dates for these clinics and to book your appointment.

**CHILD DEVELOPMENT AND ASSESSMENT**

Your baby’s six week check will be carried out in two parts. The Health Visitor will visit you at home and you should make an appointment with the doctor for the second part of this check.

This will be your baby’s last routine physical examination so it is important that you make an appointment at the surgery.

**CHILDHOOD VACCINATIONS**

From Thursday 24th November 2016, there will be a central child immunisation clinic held every Thursday at Port Glasgow Health Centre. These clinics are by appointment only and will be appointed by the Health Board. If you have to re-schedule an appointment, you should telephone the number on your letter as early as possible.
DISTRICT NURSES – for Patients Registered at Kilmacolm

A District Nurse is a qualified nurse who has taken further training to enable her to work in the community. The team is responsible for assessing, planning and delivering skilled care to patients in their own homes as well as providing support for their Carers. They work closely with the GPs and other members of staff.

The District Nursing Team for Kilmacolm patients are based at Boglestone Clinic and may be contacted by telephoning 01475 701058. If you require a District Nurse between the hours of 5.30pm and 10.00pm, please contact the Twilight Services on 01475 720995. These services will advise you who to contact next if you require overnight service.

DISTRICT NURSE – for Patients Registered at Langbank

The District Nursing Team for Langbank patients are based at Bishopton Health Centre and may contacted by telephoning 01505 821718.

If you require a District Nurse after 4pm, please contact the Evening and Overnight service on 0141 314 6838.

ANTENATAL CHECKS

There is an antenatal clinic run by the community midwife at the Kilmacolm surgery every Monday from 12.30pm. When you know you are pregnant, you should telephone 0141 232 4005 to arrange your first booking with the Midwife.

CERVICAL SMEAR TESTS

The Practice Nurse carries these out. Patients will be invited by letter by the Health Board. Cervical smears are recommended every three years.

FAMILY PLANNING

This service is available within normal surgery hours.

TRAVEL VACCINATION

If you require travel immunisations please make an appointment with the Practice Nurse. You should arrange vaccinations at least 6 weeks prior to departure date.

MEDICALS AND CERTIFICATES

Insurance, HGV, PSV, driving, pre-employment etc medicals are performed outside normal appointment times. Please arrange an appointment at reception and, as per BMA recommendations, a fee is payable. Almost all reports, medicals and certificates will attract a VAT costing of 20%.
**STAFF**

The Practice Manager, Margaret Williams, leads a dedicated team of staff who will help you to make appointments, arrange home visits and repeat prescriptions. They will pass telephone enquiries to the doctor if they are unable to deal with them directly themselves.

**CONFIDENTIALITY**

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide we share some information on practice activity eg. with HSCPs, Health Boards and Trusts, Scottish Office and Practitioner Services Division. Whenever possible this information is anonymised i.e. names and other identifying details are removed.

Information is **NOT** shared with any third party outside the Health Service (eg. Insurance, employer, solicitor) without your explicit consent and agreement. We are obliged by law to provide certain information eg. notification of certain infectious diseases.

**COMMENTS AND COMPLAINTS**

We would be delighted to hear any comments you have regarding the practice. If you have a complaint please contact our Practice Manager, Margaret Williams. We have a complaints procedure which she can explain. We also have a leaflet explaining the procedure.

**Appointments**

We would like to remind patients that calls for appointments, home visits and repeat medication should be made as early as possible to avoid any delay in providing these services. If appointments have to be cancelled please inform the surgery as quickly as possible to enable us to re allocate the slot in that particular surgery. By helping us in this way we will be able to provide our patients with a more efficient service.

**Violent or Abusive Patients**

We reserve the right, in line with the NHS Zero Tolerance Policy, to exclude any individuals who are violent or abusive to the Doctors, the staff or any persons on the practice premises or in the place where treatment is being provided.