

PRACTICE STAFF

Practice Manager **Rebecca Greene**
Senior Administrator **Lisa Gregory**
Receptionists **Mary McNelis**
Laura McCormack
Mary McCulloch
Shona Hunter
Yvonne Magee
Lorraine Campbell
Langbank Dispenser **Lisa Gregory/Mary McNelis**

Advance Nurse Practitioner **Morag McVie**
Practice Nurse **Donna Patton**

Advance Practice Physio **Fiona Rough**
Community Links Worker **Heather Pearsall**
Pharmacist **Marianne McArthur**

ACCESS TO DOCTORS AND NURSES

In keeping with Government guidelines, we aim to see patients within 48 hours. We guarantee a same day telephone appointment with a GP or ANP if considered to be an emergency.

As well as pre-bookable and on the day GP appointments we also offer pre-bookable telephone consultations

RIGHTS AND RESPONSIBILITY

In the rare event of a patient being violent or threateningly abusive to staff and other people in the surgery, we may call the Police and the Health Board may remove the patient from our list. There is a special GP practice to which violent patients will be referred.

The surgery operates a **ZERO TOLERANCE** policy for aggressive/abusive behaviour to any staff member including the GPs, which could result in removal from our practice list.

DATA PROTECTION

The practice complies with the Data Protection and Access to Medical Records Legislation. Identifiable information about you will be shared with others in the following circumstances:-

1. To provide further medical treatment for you e.g. from district nurses and hospital services.
2. To help get other services e.g. from the Social Work Department. This requires your consent.
3. When we have a duty to others e.g. child protection cases.

Anonymised patient information will also be used at local and national level to help the Health Board and the Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

SUGGESTIONS OR COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly as possible. Ask at reception for our complaints handling process.

OUT OF HOURS COVER

Out with our opening hours, detailed on the front page, the surgery is closed. If you require medical services at these times please dial the surgery and instruction will be given.

Out of hours cover is now the responsibility of the GG&C NHS Health Board. Further information can also be obtained from NHS24, their telephone number is **111** or www.nhs24.com

THE NEW SURGERY

PRACTICE LEAFLET

PRACTICE DOCTORS

Dr Barry McCusker MBBCh, MRCP
Dr Kim Stark MBChB MRCP DROCG MRCP
Dr Victoria Lee MBChB MRCP DCH

The New Surgery
The Cargill Centre
Lochwinnoch Road
Kilmacolm
PA13 4LE
Tel: 01505 872 844

The Surgery
Station Road
Langbank
PA14 6YA
Tel: 01475 540404

www.thenewsurgery-kilmacolm-langbank.scot.nhs.uk

email: ggc.gp86209clinical@nhs.scot
Accepting patients from: PA13 and PA14

KILMACOLM OPENING HOURS

Monday to Friday 8.00am – 6.00pm
Monday 7.30am - 8.00am (extended hours)

LANGBANK OPENING HOURS
Monday to Friday 8.45am – 12.45pm

Surgeries are closed every Tuesday
12.30pm to 1.30pm for staff training

THE PRACTICE

The practice holds a General Medical Services (GMS) Contract with Greater Glasgow & Clyde NHS Health Board and we are a member of the Inverclyde Health and Social Care Partnership (HSCP).

PRESCRIPTION REQUESTS

Prescription requests can be handed or posted in to the surgery, alternatively you can arrange for your regular chemist to collect the prescription for you. The tear off page opposite your prescription should be used to re-order your medication; tick item(s) required.

We also have a dedicated prescription phone line, where you can leave a message detailing what you require. You can also register for online access for repeat medication orders. Please ask at reception for registration details.

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

Please allow **48-72 hours** for your prescription to be available at both Kilmacolm and Langbank surgeries.

PRACTICE TEAM

Our Practice Nurses are responsible for the Chronic Disease Management Clinics where they review patients with chronic diseases including asthma, chronic lung disease, diabetes, high blood pressure and heart disease and also cervical screening and contraceptive advice they also offer advice on diet, weight management and many other health related issues including smoking cessation.

Treatment room services including dressings, injections, ear syringing and stitch removal are provided by the District Nursing team as part of

the HSCP services. There is a weekly Treatment room clinic in Kilmacolm and weekly health care support worker led blood and chronic disease monitoring clinics in Kilmacolm and Langbank.

Our Health Visiting Team offer health advice and support to families with young children, including help with parenting and behavioural management and support for women with Post Natal Depression. They provide developmental checks, weighing and immunisations. They are based at Port Glasgow Health Centre on 01475 506001.

Our District Nurses visit housebound patients and provide holistic care to the practice population. If you require their services you will be referred by a GP from the surgery.

Our Advanced Practice Physiotherapist offers an alternative to a GP appointment for people with muscle, bone or joint problems. There are currently 2 clinics a week in Kilmacolm.

Our Community Links Worker (CLW) can help you access services to improve your health and wellbeing. Services might include community groups, advice about money and benefits, coping as a carer, parenting and housing.

Our Pharmacist offers help and advice with medication requests and carries out medication reviews on the phone and in Kilmacolm.

TRAINING

The practice is a training practice. These trainees working with us are qualified doctors undergoing specialist training in General Practice and are with us for six months or a year.

Medical and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. You will be informed of

their presence in advance, if you do not want them present at your consultation, your wishes will be respected.

REGISTRATION

In order to register with the practice, you should bring along your proof of address and photographic evidence (e.g. passport or driving licence). As it takes a few weeks for us to receive your medical records (where applicable), you will be given a questionnaire asking for details of any previous illnesses, any current major illnesses and any medication you may be on at the moment. This should be filled in and given back to the receptionist.

If you prefer a particular doctor, please ask for an appointment for that doctor as the receptionist will give you the first available appointment for any doctor. Not all the doctors in the practice provide all services and specific doctors may not be immediately available.

Patients registering with the practice are automatically registered for ECS (Electronic Care Summary) unless they inform us that they do not wish to be registered for this. The ECS allows the Out of Hours Service and hospitals to access details of the patient's medical history in the event of an emergency.

HOME VISITS

Please telephone before 10.00am. The receptionist will take brief details of the call. You may be visited by a GP or an Advanced Nurse Practitioner (ANP) who will liaise with the GP about your care.