

BRAEHEAD MEDICAL PRACTICE

Appointments/Enquiries : 0141 207 7480

Repeat Prescriptions : 0141 207 7485
(24hr answer service)

www.braheadmedicalpractice.co.uk

FaceBook – www.facebook.com/braheadmedical/

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Welcome

We are Braehead Medical Practice located within Renfrew Health & Social Work Centre, 10 Ferry Road, Renfrew, PA4 8RU. Our telephone number is 0141 207 7480, fax number is 0141 207 7488. Our repeat prescription line is 0141 207 7485 which has a 24 hour answer service.

Our area comprises of postal districts PA3 Gallowhill, PA4 Renfrew/Inchinnan, PA7 Erskine, PA8 Bishopton.

The General Practitioners

Dr Lorraine Murphy (Female) (Senior Partner)

MB ChB, Qualified Glasgow 1990

Dr Robert A. Anderson (Male) (Partner)

BSc (St Andrews) 1999, MB ChB, MRCGP Qualified Manchester 2002

Dr Catherine MacMillan (Female) (Partner)

ChB, DRCOG, MRCGP Qualified Glasgow 1991

Dr Elizabeth Marshallsay (Female) (Partner)

MBChB, DRCOG, MRCGP, Qualified Glasgow 2006

Surgery opening Times

Monday	8.00am - 6.00pm*
	<i>* extended hours available on a Monday by appointment only</i>
Tuesday	8.00am - 6.00pm
Wednesday	8.00am - 6.00pm
Thursday	8.00am - 6.00pm
Friday	8.00am - 6.00pm
Saturday & Sunday	Closed

Weekend/Night Cover/Public Holidays

In the case of emergencies, phone NHS 24 on **111** and your call will be directed to the out of hours service. Please remember this is an emergency service and should not be used for longstanding or non-urgent problems.

Emergencies

In life threatening emergencies such as severe bleeding, collapse, unconsciousness or severe chest pains, telephone 999 **before** calling the surgery.

Access to Doctors/Nurses

In keeping with Government Guidelines our appointment system is designed to allow access to a Doctor or a nurse within 48 hours. Urgent on the day appointments are available if necessary.

Appointments

To make an appointment please telephone 0141 207 7480, book online or visit reception during opening hours.

Cancelling an Appointment

If you are unable to attend for your appointment please tell us in good time so that we can offer this appointment to another patient and help to reduce waiting times.

As part of our commitment to all our patients we monitor the efficient use of appointments. If a patient regularly fails to attend a booked appointment, the practice reserves the right to remove you from the practice list.

Telephone Consultations

In addition to face to face appointment, we offer telephone consultations by appointment. Please ask the receptionist if you are unsure about the suitability of a telephone consultation.

GP Training

The Practice are an accredited training Practice. This means that at any time there will be a GP Trainee / Trainees working alongside the established Partners. These doctors are fully qualified with hospital experience, and are attached to the Practice for 18 months of their GP Training Program, the remainder of which is undertaken in hospital.

They will be supervised when in practice by their Trainer. As part of their training they are expected to video a number of consultations and we are grateful to those patients who permit this, however, if you do not wish your consultation to be videoed please advise at the start of the consultation.

We may also ask our patients for feedback (questionnaire) on the Trainees at specified times in their training.

Medical Students

Medical Students 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.

However, you will be informed of their presence in advance and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in anyway.

Contacting you

We use a controlled text messaging service to remind patients about appointments and various Health Campaigns. If you prefer not to be contacted by text please let one of our Reception Team know and we will remove you from our text service.

Interpreter Service

Please let us know if you require an interpreter, this can be arranged through the Glasgow Interpreting Service.

Prescriptions

If you are calling to re-order a prescription, please call **0141 207 7485**. Please allow 2 full working days for your prescription to be processed. Please speak clearly providing your name, date of birth and the name of your prescription. If there is a problem with your prescription we will contact you. We send text messages to patients to advise that their prescription is ready to be collected from the Surgery or from your nominated Pharmacy. You can also 'post' your tear-off reorder slip into the box provided at reception. You may also order repeat medication via our web page: www.braeheadmedicalpractice.co.uk.

All of the Pharmacists in Renfrew now offer a collection service. This service means you do not have to travel to the Health Centre to collect your prescription, please advise our reception staff details the name of your preferred Pharmacy in order for us to set this up for you.

New Registrations

We are happy to register patient from Renfrew, Inchinnan, Erskine, Bishopton and Gallowhill. If you would like to register with our Practice you will need to complete the New Patient Registration Form, children will require to fill in a Children's Registration form. These can be downloaded and printed from our website or alternatively collected at the Practice. Please bring the following documents with you if possible (documents marked * are essential);

- Completed new patient registration form
- Proof of Identity *
(We require at least 2 forms of ID. At least one must be photographic and at least one must have your address)
- Drug re-order slip from your previous practice (if applicable)

We will confirm with you once your registration with the practice has been completed. Until the registration is completed we will not be able to issue prescriptions or book appointments for you.

Online Services

You can now book appointments and order prescriptions on line. Please speak to our reception staff for more information of how to access this service or visit our website.

Temporary Residents

It's also important to note that you can only register with a GP practice if you're staying in the area for more than 3 months. If you're not, you may still be treated but as a Temporary Resident. Please contact the Practice for more information. Information for Temporary Residents is also available on our website.

Home Visits

If you feel a home visit is required then please telephone **BEFORE 10.00am**. The receptionist will take some information about your request, which will be passed to the Doctor who may call you back if further information is required. 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. If you feel your problem requires urgent attention, please make this clear.

Please remember that in the time it takes a doctor to perform a single home visit, they could see five patients at the surgery. House calls can be requested by phone or by a representative calling at the surgery.

Test Results

Please contact the Practice **after 4pm**, for test results, some results may take longer to arrive at the practice so please do not be alarmed if results have not arrived at the Practice.

Core Services at Braehead Medical Practice

- General management of medical conditions
- Disease monitoring
- Cervical screening
- Contraceptive services
- Vaccinations & immunisations
- Child health surveillance
- Near Patient Testing
- Health promotion
- Referral to other services
- Care of temporary residents and emergency care where considered appropriate.

Maternity Services

Ante natal and post-natal clinics run on Wednesdays in partnership with the Community Midwifery Team. Please contact reception team for more information.

Immunisations

Please visit Immunisation Scotland website which provides a helpful guide to vaccinations available in Scotland on the NHS.

Influenza Immunisations (Flu)

Depending on supplies we aim to start this vaccination programme in September/October of each year. Patients 65+ and those with a chronic illness e.g. Diabetes, Kidney Disease, immune suppressed patients will qualify for a free immunisation every year. Please see our website for more information.

Foreign Travel

Our Practice Nurse will be happy to advise you about immunisations required. Please remember that we are restricted to prescribing under NHS regulations e.g. Hepatitis A, Typhoid, Tetanus, Diphtheria and Polio. You should contact a private immunisation clinic for immunisations not mentioned. Please visit our website for more information.

Cervical Smears

All women aged 25-64 across Scotland are invited to have a cervical screening test every three years from age 25-49 and every five years from age 50-64. Please make an appointment with our Practice Nurse.

Premises

The premises have level access appropriate for wheelchairs. There are toilet facilities accessible for disabled patients, please ask at reception for the nearest one. Parking for disabled patients is outside the main entrance. There are free car parking spaces outside the Health Centre and on Ferry Road.

GP Contract

The Practice has a current General Medical Service (GMS) Contract with Greater Glasgow & Clyde NHS Board (NHSGG&CNHSB). Details of what is contained in this contract can be accessed via the Practice Manager or on the Scottish Health web site: <http://www.show.scot.nhs.uk>

Comments and Suggestions

We aim to provide the highest level of service to all of our patients and we welcome your views, suggestions or comments to enable us to do so. If you have any comments regarding any aspect of our service, please write to our Practice Manager or visit our website to submit your comments online.

Complaints Procedure

We always aim to offer the best service possible, but there may be times when you feel this has not been the case. If you wish to register a complaint, please write to the Practice Manager, Jackie Hale. We will confirm receipt of your complaint and indicate an approximate timescale of the investigation. Our full complaints procedure is available to view on our website.

Patients Charter

We are committed to giving you the best possible care, it is our responsibility to be aware of the following:

Names: People involved in your care will give you their name and ensure you know how to contact them.

Waiting Times: We operate an appointment system in the Practice. You will be given a time when the GP or Nurse will see you. On occasion the GP or Nurse may be running late. If this is the case we will try and keep you informed. If you have any queries regarding this please speak to one of the reception staff.

Access: You will have access to a GP in cases of emergency. Home visits will be arranged where considered appropriate by a GP.

Telephone: We will try to answer the telephone promptly and ensure there is sufficient staff to do this. Please note that all telephone calls to the practice are recorded for quality and training purposes.

Test Results: If you do undergo test or x-rays at the request of the GP you will be informed how to obtain results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of ethnic origin and cultural beliefs.

Information: We will keep you up to date about the services we offer. Every effort will be made to ensure that you receive information which directly affects your health and the care being offered.

Your Responsibilities to us:

- Please let us know if you change your name, address or telephone number.
- Please keep appointments and inform us if you cannot attend.
- Test results take time to reach us, please be patient.
- You must take responsibility for your health and the health of your children.
- If a Doctor gives you advice about your health please act on that advice. Similarly if Doctor gives you medication for a condition please take the medication and give it time to work.
- Please do not abuse the emergency services.

Patient Rights

There are 2 new detailed booklets available which explain your rights, they are called:

- Consent - It's your decision
- The NHS and You

These are available from Reception.

Scottish Primary Care Information Resource (SPIRE)

NHS Scotland is improving the way it uses information from your GP patient record – this information sheet explains what it means for you.

The improved service is called Scottish Primary Care Information Resource (SPIRE) and has been developed to help GPs, the NHS in Scotland and researchers plan for Scotland's health and care needs. This will be introduced in phases across Scotland from January 2017.

If you do not want information from your GP patient records to be used in this way, you can download the opt out form from our website or [you can download an opt-out form from www.spire.scot.nhs.uk](#) website. This should be completed and handed in to reception staff.

Confidentiality

Everyone working with the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on protecting patient confidentiality. Anyone receiving information from us is also legally obliged to keep it confidential.

Data Protection

We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality. In order to provide appropriate care, we are obliged to keep records of all medical information, which we keep in either paper form or store same on computer. If you require further information regarding Data Protection please contact the Practice Manager.

Emergency Care Summary

All patients in Scotland have, or will soon have something called an Emergency Care Summary. This is a brief summary of basic information about your health which might be important if you require urgent medical care when your GP surgery is closed or when you have to go to Accident and Emergency. The information held will contain your name, date of birth, name of your GP, information about what medications you are prescribed by your GP and any allergies or reactions that you have to medicines. Doctors and Nurses at your out of hours medical centres, NHS24 and Accident and Emergency have access to this information. This information is stored electronically using the highest standards of security and only staff directly involved with your care will be allowed to look at your Emergency care Summary. If you require further information, please speak to our reception staff for more information.

Freedom of Information

Copies of our Freedom of Information policy can be obtained from the Practice Manager.

Leaflets

There are other written information about various illnesses and conditions which are available on display and from the Practice Nurse. We do not have any leaflets produced by the Practice.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Access to Medical Records

Under this Act the patient has a right of access to the information held in medical records. Details of your rights are available from the Practice Manager.

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you access other services e.g. from Social Work department. This requires your consent
- To provide further information regarding a vulnerable patient e.g. child protection.
- Anonymised patient information will also be used at local and national level to help the Health Board and Government Plan services. E.g. for diabetic care. If you do not wish anonymous information about you be used in such a way, please let us know.

Information Sharing

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

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. 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 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.
- To provide further information regarding vulnerable patients. e.g child protection.

Medicals for insurance, HGV, PSV, pre-employment examinations

These services are provided outwith normal surgery consultations. Please make an appointment. As this is non NHS work a charge will apply, please speak to reception for more information.

Requests for medical information made by lawyers, employers, insurance companies etc must be accompanied by a mandate from the patient authorising release of personal medical information. These reports will also attract a private fee and are charged to the person/company making the request.

Practice Staff

Practice Nurse Sister Marie-Anne Muir RGN RM

Sister Muir is available every day from 8am and is happy to give advice or be contacted by phone when possible.

She has 37 years of nursing experience and has been working as a Practice Sister in various GP Practices throughout Glasgow and Renfrewshire for the last 27 years.

Our Practice Nurse has a special interest in all aspects of Chronic Disease Management. She will also take cervical smear tests, give contraceptive advice, wound management reviews, general lifestyle advice, travel advice and travel vaccinations (NHS service only).

Health Care Support Worker – Helen Turkington

The role of the Health Care Support Worker (HCSW) is to support the Doctors and Nurse by carrying out all New Patient Registration checks, blood pressure monitoring, height/weight check, ear syringing, simple dressings and all routine blood tests.

Practice Manager – Jackie Hale

The Practice Manager looks after the overall management of the practice and the administration team. Jackie is happy to speak with those patients who have any comments or suggestions on how to improve the practice.

Reception/Secretarial Team

This team are your first point of contact with the practice and are there to help you. They will make routine and emergency appointments, answer questions and offer help and assistance at all time as appropriate. Our reception, admin & secretarial team are bound by the same rules of confidentiality as the GPs, Nurses and Practice Manager.

Medical Secretary - Catherine Sweeney, provides confidential support to all GPs within the Practice.

Supervisor - Jan Tweedie, is responsible for the day to day running of the office.

Our receptionists are - Linda Craig, Anna Goral, Tracey Corrigan, Isobel Pollock and Kate McNicol.

Community Nurses

We work very closely with our District Nursing Team, which comprises District Nurses, Health Visitor and Support Staff. Telephone numbers are below.

If no one is available when you call this number please leave a message on the answer machine as messages are checked regularly throughout the day.

Phlebotomist – Julie Wallace

Three Practices within the Health Centre can access a Phlebotomist, who is employed by Greater Glasgow & Clyde NHS Board. She is available Monday – Friday 8.30 a.m. – 11.30 a.m. to carry out blood tests at the request of the GP's. The phlebotomist is bound by the same rules of confidentiality as the doctors and nurses.

Primary Care Pharmacists – Aileen Courtney, Laurena Penchovich & Kirsten Hunter

Aileen, Laurena and Kirstin work for Renfrew Health & Social Care Partnership. They advise the GP's on prescribing, carry out patient prescription reviews and liaise with the hospital and community pharmacists. Aileen, Laurena and Kirsten are bound by the same rules of confidentiality as the Doctors, Practice Nurse, and all administrative staff.

District Nurses

Telephone 0141 207 7756 – Monday to Friday 8.30am – 4.30pm (answer service)

District nurses carry out specialist in-home care nursing, working closely with other health professionals in order to provide the most effective, high standard of care for patients, carers and families in the home.

Health Visitors

Health visitors are registered nurses with a specialist qualification in Public Health Nursing. They are supported by staff nurses within Renfrew Health & Social Care Partnership. Routine childhood immunisations are now carried out by the Health Visiting Team. Please direct any questions or queries to them on 0141 207 7459.

Carers

Do you look after someone? There are a vast range of services available to you. Please let our reception staff know if you are a carer and we can advise you services available. Did you know you are entitled to a free flu jab each year whilst you are a carer? You can access the following web pages where you will be given excellent advice: <https://www.carersuk.org/scotland>

If you do not have access to a computer please let our reception team know and we will do all we can to get information for you.

Minor Ailments

Many minor ailments respond well to self-treatment and do not require intervention by a Healthcare Profession. You can also attend your local Pharmacist who operates minor illness/ailment services.

- Minor problems such as the common cold, viral illness, sore throat can be treated with simple paracetamol. Be sure to read instructions and do not take more than advised.
- Simple aches and pains such as back pain can be treated with pain relief, heat and rest.

Upsets in children should, however, be monitored closely. If you are at all concerned about your child please phone us for advice. We will never refuse to see a child. Remember you can also contact your Health Visitor for advice about your child. Her telephone number is 0141 207 7456. If in doubt please phone us.

Pharmacy First

The aim of the Pharmacy First Service is to allow patients access to treatment for uncomplicated urinary tract infections and impetigo from a community pharmacy.

Community pharmacists will carry out a consultation in the pharmacy with the patient and provide advice and treatment if required under locally agreed patient group directions (PGD's).

The service also aims to increase access for patients with COPD to medication related advice and patient centred medicine review through community pharmacies and to provide rescue antibiotics and steroids to patients with hand held COPD record cards.

The Pharmacy First Service is available from local community pharmacies both within GP opening hours and out of hours.

Please see our website for more information about what other services your local Pharmacy can help you with.

Our website also provides useful information about common health questions. There is also information of how you can self refer to services within the NHS.

Useful Telephone Numbers

NHS 24	111
Renfrew Health Centre – General Office:	0141 207 7400
Royal Alexandra Hospital	0141 887 9111
Queen Elizabeth Hospital	0141 201 1100
Royal Hospital for Sick Children	0141201 0000
Police :	101
Accord Hospice	0141 581 2000
St Vincent's Hospice	01505 705635
Social Work Department, Renfrew:	0141 207 7777
Housing Department	0300 300 0222
Renfrewshire Council – General	0141 842 5000
Renfrew Council on Alcohol	0141887 0880
Renfrew Substance Abuse Resource	0141 889 1123
Johnstone's Funeral Services	0141886 4256
Silver Rose Funeral Service	0141 886 6222
Childline	0800 1111
Victim Support	0808 16 89 111
Crisis Centre – Erskine	0141 812 8474
Rape Crisis	08088 010 302
FIRST Crisis-Paisley	0141 847 8900
Relationships Scotland	0141 248 5249
Abbey Chemist	0141 889 9883
Rowlands Pharmacy	0141 886 2067
Boots Paisley Road	0141885 1544
Boots Braehead	0141 885 9099
Boots Main Paisley	0141 889 8307
Boots Piazza : 0141	0141 887 4502
Midwives booking	0141 232 4005
Renfrew Care Home	0141 886 5131
Littleinch Nursing Home	0141 812 5566