

Welcome to OAKVIEW Medical Practice

Partnership members: Dr Glen, Dr Garthwaite, Dr Deveney, Dr Wilson ,
Dr Hamilton, Dr Jaberoo, Dr Tucker, Dr Macphail & Dr Ayers

Information for Patients

The Doctors in the practice are :

Dr Euan Glen (Full Time)

MB, ChB, MRCP, DRCOG
Year of Qualification 1991 Glasgow
Special Interest in Mental health & Addictions
GP Trainer

Dr Gillian Deveney (Part Time)

MB, ChB, MRCP, DFFP
Year of Qualification 1996 Glasgow
Special Interest in Women's health, Child health
& Palliative care. GP Trainer

Dr Louise Hamilton (Part Time)

MB, ChB, MRCP, DRCOG, DFFP,
Year of Qualification 1998 Glasgow
Special Interest Sexual & Reproductive Health
Child health and childhood allergies

Dr Jonathan Tucker (Part Time)

MRCP, MBChB
Year of Qualification 2005 Glasgow
Special interest Healthcare of the elderly

Dr Catherine Ayers, (Part Time)

MBChB, MRCP, DFFP, DRCOG, DGM
Year of Qualification Cambridge
Special interest in Diabetes

Dr Mark Garthwaite (Full Time)

MB, ChB, FPA Cert
Year of Qualification 1986 Glasgow
Special Interest in Addictions, Sports injuries,
Respiratory medicine & Palliative care

Dr Fiona Wilson (Part Time)

MB, ChB, MRCP, DFFP
Year of Qualification 1998 Glasgow
Special Interest in Paediatrics & Neurology
Rehabilitation for patients with Neurological disease

Dr David Jaberoo (Part Time)

DCHMBChB MRCP BSc (Med Sci) Hons
Year of Qualification 2002 Glasgow
Special Interest Healthcare of the elderly
GP Trainer

Dr Karen Macphail (Part Time)

MRCP, MBChB, MRCP,
Year of Qualification 2003 Glasgow

Main Surgery: Vale Centre for Health & Care, Main Street, Alexandria, G83 0UA

Opening hours:-

Closed for staff training

Extended Surgery Hours

Monday to Friday 8.00—6.00

Wednesday 12.30 to 1.30pm

Monday, Tuesday & Thursday 6.00 - 6.30pm

Branch Surgery: Renton IHLC, Main Street Renton G82 4PD

Opening hours

Tuesday & Wednesday 8.00—6.00

Friday 8.00-5.00

Tel : 01389 752650

Fax :01389 752361

Web site: www.oakviewmedicalpractice.com



Our Patient Charter

All members of the Practice Primary Health Care Team are committed to providing our patients with the highest standard of health care services. We aim to do this by responding to patient need through listening, communicating, giving advice on healthy lifestyle and promoting choice.

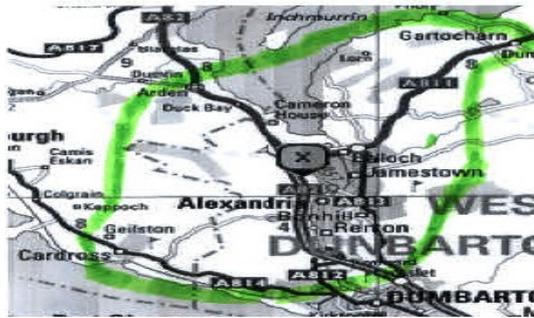
Registering with the surgery

The practice has an open list and welcomes applications to join its patient list. To register with the practice you must live within the practice boundary (see map). You are registered with the practice rather than an individual GP and may see any of the doctors. You are able to express a preference for a practitioner and whilst the practice will try to comply, it might not always be possible, in which case we will explain why. You will be given an information pack with a registration form to complete. A new patient appointment with a doctor is offered to any patient requesting one and is necessary for all patients on regular medications.

Standards of service

The practice aims to provide high standards of care that are subject to national external assessment. The practice holds the Royal College of General Practitioners highest standard the Quality Practice Award.

Map of the practice area



Repeat prescriptions

Requests for prescriptions on a regular basis can be made by:

- Answer Phone Service (24 hours per day, 7 days per week)
- Fax 01389 752361
- E-mail GGC.GP85403dutyadmin@nhs.scot
- Personal visit (Post box in Waiting room)
- Letter (enclosing SAE).
- Via your pharmacist if pre-arranged with them

GPs authorise repeat scripts on a daily basis. Requests lodged by 12 noon are available for collection from 3pm the same day.

All local pharmacies are involved in a scheme whereby they will collect your prescription and have your drugs available at the pharmacy. Ask your pharmacist for the appropriate form to organise this service.

Special requests for Prescriptions

There may be instances when you request a prescription for a drug that your GP has not previously approved for re-issue. This may take up to 48 hours to produce. This also applies to certain repeat prescriptions such as controlled drugs

Arranging appointments and house visits

- **The preferred method of arranging an appointment is by telephone**
- In order to ensure our primary healthcare team provides an effective and efficient service, all requests for semi urgent appointments i.e. within 2 working days and house visits are assessed by a member of our nursing team. Requests made for an appointment within 2 working days will be passed to the nursing team who will call you back to discuss your request and arrange an appropriate appointment. If you have difficulties using a telephone you may email us with a request for an urgent appointment giving details of your symptoms and one of our nurses or doctors will email you with advice or an appointment. Email us to GGC.GP85403dutyadmin@nhs.scot
- Requests for less urgent appointments can be made with the receptionist between 8.00am & 6.00pm
- Urgent/emergency cases will always be seen on the same day. Where possible return appointments should be arranged with the receptionist before leaving the surgery. We operate a 10 minute appointment system for both GP and nurses, with appointments available between 8.30 am and 6.00 pm. A longer appointment time is given to more complex procedures and Chronic Disease Management.
- An extended hours service is currently provided . This service is for pre-booked appointments only. And runs on Monday, Tuesday & Thursday 6.00pm to 6.30pm
- The practice provides a recall programme for patients with ongoing chronic illness and will contact the patient by telephone or letter to advise when a review appointment is due.
- Patients are encouraged to attend the surgery for consultations, where appropriate facilities and equipment are available. Also we can see several people in the surgery in the time that it takes for a GP to do one visit. If your illness prevents you from attending the practice you may request a home visit. Whenever possible please request home visits before 10.30 am. This enables the GPs to use their time more efficiently by not having to visit the area more than once.
- Our Doctors and Nurses also provide a number of telephone consultations in their surgeries. These are 5 minute appointments. The Doctor or Nurse will call you on the number you provide at an agreed time. Our clinical staff strive to call patients on time however there are occasions when this is not possible due to emergencies and we would ask for your tolerance. It is also important that you are available at the agreed telephone consultation time. If you are not you will be required to make another appointment.

Online Triage Service

What is online triage and how can it help you and your family

You and your family have 24 hour, 7 days a week access to our health screening service

This PERSONAL & CONFIDENTIAL service allows you, at any time, to enter your symptoms into Oakview Confidential Online Triage Service.

These details will be sent directly to your Doctor who will review your case between Monday to Friday and you will be contacted within, 1 working day.

For certain symptoms you will be given advice or direction to the appropriate professional service, eg Optician, Dentist, Pharmacist etc.

To access this service connect to www.aokviewmedicalpractice.co.uk and follow the on screen directions.

Access Availability Policy

We aim to provide new routine appointments to a named GP subject to annual leave periods within: GP: 5 working days

Emergency care in the evenings, weekends and public holidays

Normal surgery hours are:

8am—6pm.

Outwith these times to obtain medical support call NHS 24 directly on:

111

Accessing Results

In general a member of clinical staff will contact you with any abnormal results. Otherwise you can assume the result is normal. If you would still like to enquire about a result please telephone after 2.00pm

Monday mornings are our busiest time for telephone enquires.

We would appreciate if you could call after 9.30am if your enquiry is not urgent so we may respond to more immediate calls between 8.00am—9.30am

Services available

In accordance with the NHS contract the practice provides:

Core services:

- general management of medical conditions
- health promotion advice
- referral for other services
- care for temporary residents
- emergency care if appropriate

Additional services:

- cervical screening
- contraceptive services
- vaccinations / immunisations
- Child health surveillance
- Maternity services

Enhanced services:

These are subject to change but an example of some of the services provided are as follows:

- Near patient testing services
- Drug addiction service
- Influenza vaccinations
- Long Acting Reversible Contraception
- Challenging Behaviour Patient Scheme for the locality
- Various programmes for management of chronic disease and patients with cancer.
- Services for Carers, and patients with Learning disabilities

In addition the practice provides:

- Elderly assessments
- The Your Enablement Service (YES) across the Lomond locality
- We jointly finance youth services within West Dunbartonshire
- Primary Prevention Health checks for patients aged 40 to 64.

Training Practice

Oakview medical practice is a training practice and all of our doctors participate in the training of new GP's. The GP's assigned to our practice for training are GP Registrars who are fully qualified doctor's here to gain extra skills to be able to work as a GP. GP Registrars will see patients on their own or, occasionally, with one of the partners participating in the consultation. You as a patient may also be asked to participate in video training for the GP Registrar. The video session is not concerned with looking at the patient it is about assessing the GP Registrars consultation skills and is designed to help the registrar become an effective GP. If you have any questions regarding our GP registrars please ask our reception team.

A Retainer Dr works in our practice in order to maintain and develop their skills in order to enter a permanent post when their circumstances permit.

GP Availability

Doctors	Monday	Tuesday	Wednesday	Thursday	Friday
Dr E Glen	AM/PM	AM/PM	AM/PM	AM/PM	AM
Dr M Garthwaite	AM/PM	AM/PM	AM/PM		PM
Dr D Deveney	AM/PM	AM/PM	AM/PM		
Dr F Wilson		AM/PM	AM		AM/PM
Dr L Hamilton	AM/PM		AM/PM	AM/PM	
Dr D Jaberoo			AM/PM	AM/PM	AM/PM
Dr J Tucker		AM/PM	AM/PM		AM/PM
Dr K Macphail	AM/PM		AM/PM		
Dr C Ayers		AM/PM	AM	AM/PM	

On Wednesday mornings there are limited numbers of appointments available because the Doctors and Nurses attend a Clinical Meeting.

Other duties that Doctors are involved in include:

Baby Clinic, Minor Surgery, Implant Clinic, YES, Vale of Leven Hospital,
Lomond Drug Problem Service

Our Primary Health Care Team

Practice Nurses

Julie Crombie
Linda Rennie

Health Care assistant

Joanne Rainey
Catherine McQuilkie
Karen Graham

District Nurses

Flora Brabender
Natalie McDermott
Lorna Boyce
Nadia Silver
Linda Ross (Health Care Assistant)

Health Visitors

Veronica Scott
Gillian Brown
Julie Anderson

Pharmacist

Shefali Chowdhury

Practice Manager

Lorraine Wyllie

Office Manager

Yvonne Lees

Office Manager

Kimberley MacKenzie **(Renton)**

IT Manager

Louise Malia

Receptionist

Elizabeth Brown

Receptionist

Kim Fraser

Receptionist

Fay Henderson

Receptionist

Helen Kennedy

Receptionist

Joanne Rainey (Health Care Assistant)

Receptionist

Linda Shaw

Receptionist

Jacqueline Holtham

Receptionist

Catherine McQuilkie (Health Care Assistant)

Receptionist

Michelle Kearney

Receptionist

Kelly Mitchell

Secretary

Wilma Kennedy

Admin Assistant

Karen Graham (Health Care Assistant)

Admin Support

Katie McKenzie

We ask all patients to

Keep appointments and arrive on time. Contact us to cancel appointments you cannot attend. Failure to attend booked appointments will result in a warning letter and you may be removed from our practice list. Accept responsibility for your health. If we contact you asking you to arrange an appointment there will be a good reason for doing so - please make the effort to attend. Be reasonable in your requests, e.g. order your repeat drugs before your supply runs out; allow 5 days for the completion of forms etc; don't wait until your sick-line has run out before arranging an appointment with the GP. Our staff follow practice guidelines designed to ensure we deal with requests in an appropriate manner. Show courtesy and respect - we expect patients to be polite to staff in the surgery and over the telephone. The practice will not accept abusive or threatening behaviour towards its staff or other patients. It is practice policy that patients displaying such behaviour will be advised that in the event of further episodes they may be refused treatment and be removed from the practice list.

Patient Involvement

To ensure we continue to achieve high standards of service we welcome feedback from patients. A suggestion box is located in the waiting room and we undertake patient surveys on a regular basis. Our patient group contributes to any plans we have for developing our services and if you are interested in being involved with this group please speak with our practice manager.

Complaints

We hope that most problems can be sorted out quickly and easily at the time they arise and with the individual concerned. However, if this is not the case and you wish to make a formal complaint, we would appreciate if you could do this as soon as possible, ideally within a few days of the incident, as this will enable us to establish what happened more easily. However, if it is not possible to do this, in normal circumstances a complaint will only be investigated if it is submitted either within 6 months of the incident that caused the problem or within 6 months of you discovering that you had a problem, provided that this is within 12 months of the incident occurring.

As with all practice procedures, we are bound by strict rules on medical confidentiality. Accordingly, if you are complaining on behalf of someone else, we require to know that they have authorised you to do so. The patient would therefore be asked to complete a mandate to this effect (this is only applicable when the complainer is lodging a complaint on behalf of someone over 16 years of age, i.e. it is not applicable where the complaint concerns children). Copies of this mandate are available from reception or from the patient leaflet rack in the waiting room. Complaints will be acknowledged within two days of receipt and we will endeavour to investigate the complaint and respond in writing within 10 working days of the date it is lodged. In investigating any complaint, our aim is to find out the circumstances of the incident and what went wrong, offer an apology if this is appropriate, and amend any faulty procedure or practice. If you register a complaint with the practice and are not happy that it is resolved to your satisfaction you can request a review by the

Scottish Public Service Ombudsman,
FREEPOST SPSO, Bridgeside House, 99 McDonald Road,
Edinburgh EH7 4NS. Telephone: 0800 377 7330.
Email : enquiries@scottishombudsman.org.uk
Web site : www.scottishombudsman.org.uk

An Independent Advice and Support Service for people who wish to make a complaint or raise concerns about NHS services is available by calling 0808 800 9060

Patient records

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 e.g. with our Health Board, the Scottish Executive health Department and the Common Services Agency. Whenever possible this information is anonymous i.e. names and other identifying details are removed. Information is NOT shared with any third party outside the Health Service (e.g. insurance companies, employer, lawyer) without your explicit consent and agreement. We are obliged by law to provide certain information e.g. notification of certain infectious diseases. If you have any questions or wish to know more please contact our manager.

Access to your records

The Data Protection Act 1998 gives you the right to see personal health information about yourself.

How to apply : in writing to the Practice Manager

Who can apply : in Scotland, anyone aged over 12 years. Someone else may apply for you if

- You have agreed to this
- You are under 16, and the other person has parental responsibility
- You are an adult and are not able to look after your own affairs and you have given that person a power of attorney, or if (s)he has been appointed by the courts.

What you can see : you are entitled to see your record and get a copy. You may receive the information as a computer printout, a letter or on a form. It should be easy to understand and any abbreviations, codes or jargon should be explained. Some information may be withheld. This includes information that :

- Could cause serious harm to your, or someone else's physical or mental health
- Could identify someone else, unless that person gives their permission
- Is legally sensitive, for example a pre- adoption report, or a report to a children's panel

Timescale and costs : you will be provided with the information within 40 days of your request. You can be charged a fee of up to £10 for each request if your record is held on computer. If your record is held on a paper file or a mixture of paper and computer files, and you want a copy of the information you can be charged a fee of £50.

Corrections : if any information about you is incorrect or misleading, you are entitled to have it corrected or removed.

Patient confidentiality

It is policy that all NHS Scotland personnel must be aware of and respect a patient's right to confidentiality. All practice staff must comply with a code of practice on protecting patient confidentiality. This requires them to: a) record patient information accurately, b) keep patient information physically secure, c) follow guidance before disclosing any patient information, and d) anonymise information where possible. Failure to comply is a disciplinary offence.

The Access to Medical Reports Act 1988

This gives you the right to see any medical report that a doctor has written for an insurance company or an employer. Before an insurer or employer contacts a doctor for a report on you they must get your written permission. In addition they will ask if you wish to see the report before the doctor returns it to them. If you do you have 21 days to arrange to see it. If you have not contacted the doctor by this time the report can be returned. Even if you do not tell the insurer or employer beforehand, you can see the report as long as you ask your doctor before it is sent off. Your doctor must keep a copy of the report for six months and you have a right to see it during this period. There is no charge for inspecting the report. You are entitled to a copy. A fee is charged.

Disabled Access

The Vale centre has suitable access for disabled patients, and all the patients' areas including waiting room, consulting rooms and toilets have wheelchair access. A hearing loop is in place at the front reception desk. A wheelchair is available at reception. Designed disabled parking spaces are located nearest to the entrance to the The Vale Centre.

Renton IHLC was purpose built to accommodate patients with physical disabilities.

Leaflets

Leaflets and other written information about various illnesses and conditions are available on display in our waiting room and from the Doctors and practice nurses. In addition you can access helpful information online at **www.patient.co.uk**

Practice contacts

Surgery 01389 752650

Option 1 Repeat prescription ordering
(24 hours 7 days per week)

Option 2 To speak to a Receptionist

Fax 01389 752361

District Nurses 01389 828311

Health Visitors 01389 828325

Email contacts

GGC.GP85403dutyadmin@nhs.scot

Practice web site

www.oakviewmedicalpractice.com

NHS 24

Telephone Number: 111

www.nhs24.com

Patient Health Care advice

www.patient.co.uk

NHS Greater Glasgow and Clyde

Primary Care

Gartnavel Royal Hospital

1055 Great Western Road

Glasgow

G12 0XH

Telephone 0141 211 3600

