TAYVIEW MEDICAL PRACTICE

**WWW.TAYVIEWMP.ORG.UK**



**PATIENT INFORMATION LEAFLET**

**TAYVIEW MEDICAL PRACTICE**

16 Victoria Street 21 Dougall Street

Newport-on-Tay Tayport

Fife Fife

 DD6 8DJ DD6 9JG

Tel: 01382 543251

Fax: 01382 542052

**THE DOCTORS**

Dr Pauleen Barrs MB ChB (Dundee) 1999

Dr Rachel Monks MB ChB DGM (Edinburgh) 1995 MRCGP (2002)

Dr Moontarin Ansar MB ChB (Dundee) 2003 MRCGP (2008)

Dr Christopher Goudie MB ChB (Dundee) 2007 MRCGP

Dr Jennifer Gilmour BSc Hons (Southampton) 2005 MB ChB (Dundee) 2010 MRCGP

Dr Matthew Jamrozek MD (Gdansk) 2012 MRCGP

Dr Lloyd Hughes BSc MBChB (University of Dundee) 2014 DGM DAPCM MRCGP

**Please note, at times, the practice may be covered by a locum GP**

**PRACTICE OPENING HOURS**

Newport Practice: Monday – Friday 08:00 to 18:00

Tayport Practice: Tuesday and Thursday - 08:00 – 12:00

To assist patients who find it difficult to arrange an appointment during the above hours, the practice provides early morning appointments. You should discuss your requirements with a receptionist should you wish to arrange an early morning appointment.

**ARRANGING APPOINTMENTS**

Appointments can be arranged by contacting the practice on 01382 543251 or using our online services by visiting www.tayviewmp.org.uk. To use our online services, you must register for access. Please speak with a receptionist who will provide you with registration forms whilst informing you of the registration process.

**THE PRACTICE TEAM**

* **The Doctors** of Tayview Medical Practice form a 7 GP Partnership. The practice provides medical services. These are normally provided in the surgery or, if necessary, in your own home.
* **The Practice Manager**; Mrs Mary-Jayne Parker, is here to deal with the practice’s business issues and to take forward service developments whilst also ensuring the smooth running of the practice. If you have any comments or suggestions that might improve the service you receive, please ask to discuss these with the Practice Manager.
* **The Assistant Practice Managers** are there to support the practice manager in the running of the practice, along with the smooth running of the reception area. Also responsible for all administrative work within the practice such as recalling patients for chronic review disease management, registering new patients, audits and ensuring all GP and nurse appointments are available for patients to book.
* **The Receptionists** are here to help you arrange appointments and to deal with any enquiries you may have. All information given is kept strictly confidential.
* **The Secretaries** are responsible for ensuring all GP referrals are completed in a timely manner. They can assist you with any questions you have regarding any referral that may have been sent. They are also responsible for assisting with private claim work and other financial work.
* **The Practice Nurses and Healthcare Assistants** provide a variety of nursing services such as chronic disease management clinics, immunisations, blood pressure checks, blood tests, cervical smears, dressings, removal of stitches, ECGs and INR clinics.
* **The Health Visitors** provide advice on health matters particularly relating to mothers, babies, pre-school children and older people. They can be contacted directly on 01382 542785
* **The District Nurses** provide nursing care to patients in their own homes if they are unable to come to the surgery. They can be contacted directly on 01382 542687
* **The Chiropodist** provides foot care and general foot advice to patients who are registered to use this NHS Fife service.

**TO REGISTER AS A PATIENT**

If you live within the practice boundary (see map below), you are welcome to register with the practice. To do so, you should come to the surgery where you will be asked to complete a registration form and patient questionnaire. If you have a medical card, you should bring this with you. If you are registering a new baby, you should bring the form issued from the Registrar’s office. You have the option of requesting a new patient health check appointment with a member of our nursing team. If you wish to arrange such an appointment, please speak to a receptionist who will assist you further.

It is important to note that our practice provides services from two GP sites (Newport on Tay and Tayport). Although the practice is based over two sites, patients can attend either practice with appointments being offered to all patients at both practices. The doctors of Tayview work across both sites.

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**CONSULTATION TIMES (DOCTORS)**

The doctors hold surgeries every morning and afternoon. Early morning surgeries, which commence at 07:30, are also provided once a week. Each GP starts and finishes their surgeries at differing times. However, appointments can be booked from 08:00 – 11:30 and 13:30 – 16:30. Emergency appointments can also be provided to patients who feel that their illness constitutes an emergency condition and cannot wait to be seen at a routine appointment. Emergency appointments are limited and a time will be allocated to you when you call. Your request for an appointment with a doctor will be managed by one of our receptionists.

Each GP appointment provided by the practice is 10 minutes in length and can only, reasonably, accommodate one problem. If you have more than one problem to discuss with a GP, you should request a double appointment when speaking with a receptionist.

Routine appointments can be booked up to one day, two days and seven days in advance with urgent, on the day, appointments being available for matters of an urgent medical nature only.

**CONSULTATION TIMES (NURSING TEAM)**

Our Practice Nurses and Healthcare assistants hold surgeries Monday to Friday 08:00 – 17:30. Our practice nurses also partake in assisting with our early morning surgeries.

**SPECIALISED SERVICES**

We provide a range of specialised services. Most of these are provided by the nurses, although some are managed by the doctor. You can make an appointment for these by phoning the surgery.

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| * Asthma review
 | * Lifestyle advice
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| * Blood pressure checks
 | * Flu immunisation
 |
| * Blood tests
 | * Joint injections
 |
| * Cervical smears
 | * Minor surgery
 |
| * Childhood immunisations
 | * Travel Clinic
 |
| * CHD review
 | * Removal of stitches
 |
| * COPD review
 | * Warfarin clinic
 |
| * Diabetic review
 | * Compression bandaging
 |
| * Doppler / leg ulcer assessment
 | * Wound management (dressings)
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| * Diabetic podiatry (chiropodist)
 | * + - * Titration of Medications
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|  |  |

**OUT OF SURGERY HOURS**

If you need to see a doctor urgently when the surgery is closed, please phone NHS 24 free on 111. The internet address for NHS 24 is www.nhs24.com.

**Remember, in an absolute emergency, you should dial 999 and ask for the Ambulance Service**.

**HOME VISITS**

If you are unable to attend the surgery and require a home visit by the doctor, **we request that you telephone the surgery before 10:30**. The receptionist will ask you to provide specific details which are then passed onto the doctor who then decides whether a visit is appropriate. The doctor may decide that attendance at the surgery, casualty or direct admission to hospital is more appropriate. A home visit may be necessary for the very sick, terminally ill, housebound elderly or disabled. A feverish baby, toddler or child can be safely transported to the Practice. **Lack of transportation cannot be accepted as a reason for a home visit.**

**TELEPHONE CALLS**

If you wish to speak to a doctor or nurse during normal surgery hours, please phone the surgery and one of our receptionists will assist you further by arranging a routine telephone consultation. If the receptionist feels your request to speak to a doctor or nurse is more of an urgent nature, they will take some details before passing the message onto the doctor or nurse. **The doctor or nurse will only attempt to contact you once so it is vital that you are available to answer the call.** Unfortunately, we are unable to provide you with a time that the doctor or nurse may call.

**REPEAT PRESCRIPTIONS**

You can order your repeat prescription in the following ways:

* By ordering online at www.tayviewmp.org.uk or www.patientaccess.co.uk (preferred method)
* by telephoning the surgery on **01382 543251** and selecting the correct option
* by completing a prescription request form located at reception
* by sending us the completed counterfoil from your last prescription

Please allow **72 hours** before collection. Prescriptions can be posted to you if you provide us with a stamped addressed envelope or they can be collected by the Chemist. Please note that we do not dispense or deliver medication.

If you have a query about your medication, our prescription team will help or the doctors may call you back

**RESULTS**

Please call the surgery to receive the results of any tests you have had taken **after 12pm**. The receptionist will ask you what type of test you had taken (e.g. blood or urine) and the date your test was taken.

Please note, the practice will only contact yourself to discuss test results if there is a need to. Test results that are satisfactory will not usually be followed up by a telephone call to you.

**MEDICAL STUDENTS**

We are a long, established, training practice for medical students and have close links with both the Universities of Dundee and St. Andrews which means we are fortunate to have medical students attached to our practice for short periods of time. With your consent, they may also consult with the doctors of the practice and learn about general practice. You will be advised by our reception team as to whether a medical student is present with the doctor. If you would prefer not to have a medical student present, please let the doctor know.

**CHANGES OF NAME OR CONTACT DETAILS**

If your name, address or telephone number change, please let us know as soon as possible. It is important that we have your correct details so that we can contact you if necessary and deal with your health care matters efficiently.

**ETHNIC MINORITIES**

If English is not your first language and you would like an interpreter to be present at your appointment, please inform the receptionist and they will make arrangements with the Fife Community Interpreting Service.

**CARERS**

Do you look after someone who is ill, frail, disabled or mentally ill? We are interested in identifying carers, especially those who may be caring without help and support. The Practice can provide you with information on local services which are relevant to carers.

**PATIENT WITH HEARING OR VISUAL IMPAIRMENTS**

If you have a hearing or visual impairment, we can arrange to provide information in a way that will accommodate your needs.

The Practice has a hearing loop system in place at both practices which is available for use.

**PARKING & ACCESS**

There is free parking whilst you are attending the surgery. There is also level access and full facilities for the disabled.

**NON-NHS SERVICES**

Fees may be payable for certain services not included under the National Health Service, some of which include: employment medicals, private insurance certificates, HGV and PSV licences and private prescriptions. If you wish further information regarding our non-NHS services or fees, please ask to speak to one of our secretarial staff.

**SUGGESTIONS & COMPLAINTS**

We are always very keen to improve the service we offer. We have feedback / suggestion forms available at both reception areas. Any feedback is forwarded to our Practice Manager for review.

We realise that misunderstandings can occur in a busy practice and we try to rectify them by discussing with the patient at an early stage. We offer an informal procedure to deal with any problems you may have with our service. In the first instance, you should speak to our Practice Manager who will be try to help. If the Practice manager is unavailable, we can provide you with a complaints form which can be obtained from reception or from the website. The complaints form details our complaints policy and explains how to proceed with your complaint. Details of our complaints procedure and policy can be found on our practice website and within the practice.

**PRIMARY MEDICAL SERVICES**

If you need further information regarding primary medical services in the area, please contact the Primary Care Manager, Fife Primary Care, Cameron House, Cameron Bridge, Windygates, KY8 5RG – Telephone 01592 712812

**PATIENTS NOT SEEN WITHIN 3 YEARS**

Any patients between the ages of 16-74 years, and who have attended neither a consultation with, nor a clinic provided by the practice, within a period of three years, will be offered a consultation upon request.

**PATIENTS AGED 75 YEARS AND OVER**

If you are aged 75 years and over and have not participated in a consultation within a period of 12 months, an appointment with our Practice Nurse for a health check will be arranged upon request.  If you have a medical condition which would prevent you from attending the surgery, a home visit can be arranged for this.

**YOUR RIGHTS & RESPONSIBILITIES**

**You have a RESPONSIBILITY to:**

* Let us know if you are unable to come for your appointment – the space will be given to someone else.
* Treat our health professionals, staff and other persons on the practice premises with courtesy and respect. The surgery will not tolerate violent or abusive behaviour of any kind, and any such behaviour may result in your removal from the practice list. In extreme cases, we will call the police.

**You have a RIGHT to:**

* Be registered with a practice;
* See the doctor of your choice (subject to their availability). In urgent or emergency situations this may not be possible.;
* Be offered a new patient health check on registering with the practice;
* Receive emergency care at any time from the practice;
* Receive appropriate drugs and medicines;
* Be referred for a specialist opinion where appropriate, and to be referred for a second opinion if you and the doctor agree this is desirable;
* Have the right to access your medical records, subject to the provision of the Acts, and to know that those working for the NHS are under a legal obligation to keep your personal health information confidential;
* Choose whether or not to take part in medical research or medical student training;
* Receive a copy of the practice leaflet, which sets out the services provided;
* Receive a full and prompt reply to any complaints about the service you receive from us.

**YOUR PERSONAL HEALTH INFORMATION**

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment, e.g. GP, Health Visitor, Practice Nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency of the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these, we will ensure that as far as possible any details that may identify you are not disclosed.

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and have given your consent for us to do so.

Where you need a service jointly with a local authority, we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information, e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. The Data Protection Act gives you several rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adhere to a Code of Practice on Protecting Patient confidentiality. Further information on this can be found at www. nhsis.co.uk/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact our Business Manager.

USEFUL TELEPHONE NUMBERS

**NHS FIFE HOSPITALS**

Main Switchline 01592 643355

CASH (Contraception and sexual Health / Family Planning) 01334 472327

**ST ANDREWS COMMUNITY HOSPITAL**

Main Switchline 01334 465656

**NHS TAYSIDE HOSPITALS**

Main Switchline 01382 660111

Royal Victoria Hospital / Roxburghe House 01382 423133

Carseview Hospital 01382 423000

Dundee Dental Hospital 01382 635971

**LOCAL CHEMISTS**

Rowlands Pharmacy (Newport) 01382 543179

Rowlands Pharmacy (Tayport) 01382 552247

Leuchars Pharmacy 01334 838884

**OTHER USEFUL NUMBERS**

NHS 24 111

NHS Tayside Complaints Team 0800 027 5507

Fife Alcohol Support Service 01592 206200

Fife Carers Centre 01592 642999

Macmillan Cancer Support 0808 808 0000

CRUSE Bereavement Care 0845 600 2227

Child Protection Line 0800 022 3222

Breathing Space (Depression support) 0800 838587

**PLEASE VISIT OUR PRACTICE WEBSITE; WWW.TAYVIEWMP.ORG.UK WHERE YOU WILL BE KEPT UP-TO-DATE WITH OUR LATEST NEWS. FURTHER INFORMATION REGARDING THE PRACTICE CAN ALSO BE FOUND ON OUR WEBSITE.**