



AILSA
SURGERY

GUIDE FOR PATIENTS

The Practice Team

Dr George McKeeve MBChB (Glasgow 1982), MRCP

Dr McKeeve works full-time at the practice, which he joined as partner in 1986.

Dr McKeeve holds a General Medical Services (GMS) contract with Greater Glasgow and Clyde NHS Board (NHS GG&C).

NHS Greater Glasgow and Clyde Corporate HQ
J B Russell House
Gartnavel Royal Hospital Campus
1055 Great Western Road
GLASGOW
G12 0XH
Telephone: 0141 201 4444

Practice Administration Staff

Our practice manager is **Sandra Grant**. She is responsible for the administrative aspects of the practice. She is available to help with any non-medical problems relevant to the practice and to discuss surgery arrangements, suggestions or complaints.

Our receptionists and secretarial staff are:

Ann Hutton (secretary), **Margaret Keen** (head receptionist) and **Elizabeth Benjamin** (receptionist). Our receptionists pride themselves on being helpful and polite – please extend them the same courtesy. They will assist you in making appointments, organise repeat prescriptions, answer telephone enquiries, take requests for home visits and offer help and assistance at all times.

Sandra is also trained as a Health Care Support Worker and is trained to give some injections, take blood, blood pressure, height and weight measurements and lifestyle information including smoking, alcohol, exercise and diet. She is not a trained nurse so cannot answer queries on medical or nursing matters.

Practice Premises

Ailsa Surgery is a purpose-built GP surgery, which was opened in 1988. The premises have also been recently renovated to a high standard.

There is level access to the surgery with full facilities for disabled patients available within the premises. All GP and Practice Nurse clinics are on the ground floor. If you require help getting about the surgery, please ask at reception for assistance.

There is free car parking while you attend the surgery. The Ailsa Surgery car park is located to the side and rear of the premises. You can also park at the front of the surgery on Admiral Street.



Practice Nurse

Marie MacAninch RGN

Marie is responsible for asthma clinics, blood pressure clinics, diabetic and heart disease clinics. Marie can also offer advice on weight management, diet and many other health-related issues including smoking cessation. She also takes blood, offers cervical screening, administers travel vaccinations, administers adult vaccinations, runs the annual influenza programme for patients over 65 years and patients with a specific illness, syringes ears, dresses wounds, and removes stitches.

Marie has an open clinic (where no appointment is required) every morning between **9.00 and 11.30am**. Appointments are available in the afternoon and can be arranged by telephoning the practice on **0141 429 0913**.

Health Visitor

Our health visitor is **Jacqui Shaw**. She, and her team, are based at Elderpark Clinic and can be contacted on **0141 531 8429**.

District Nurses

Our district nurses provide an excellent service in the community, visiting and caring for our housebound patients. They are also based at Elderpark Clinic and can be contacted on **0141 355 2180**.



Hours of Opening

The surgery is open from **8.30am-6.00pm Monday to Friday, apart from Tuesday, when the surgery closes at noon.**

Every second week, the practice offers early morning appointments. This service is suitable for patients who have difficulty attending during normal working hours. Please let the receptionist know that it is an extended hours appointment that you require.



Appointments and Home Visits

Consultations are by appointment. Appointments can be made either by calling into the surgery or by telephoning **0141 429 0913**.

We provide same day appointments to deal with urgent problems.

To enable the receptionist to determine the most suitable appointment for you they will need a little bit of information to help them make this decision.

If you have more than one family member who needs to be seen, please tell the receptionist so that an appointment for each person can be made.

If your condition is not urgent and you wish to see a particular doctor, or need a particular time, you may have to wait a few days for an appointment depending on how busy we are. Our appointments are 10 minutes long. We want to deal with your health concerns thoroughly, carefully and competently. Therefore, please do not expect to present a list of several issues in a single consultation. In such circumstances you will be asked to prioritise one or two problems and make a further appointment to address the others.

Although the doctors endeavour to keep surgeries running to time, some consultations will inevitably take longer than others. We would therefore ask you to please be patient if you are kept a little beyond your appointment time.

We also offer telephone consultations for situations where they are appropriate. 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 phone you back to discuss your request further.

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. We can attend several patients in the surgery in the time it takes to do one house call and it is almost always the best place to be seen, where all means of examination, diagnosis and treatment are at hand.

Repeat Prescriptions

You can order your repeat prescription by using your repeat prescription slip or by telephoning the surgery. If using the slip, tick the items required and post it to us or hand it into reception. If you enclose an SAE we will post it back to you.

If using the telephone line, please speak clearly and give your name, address, date of birth and details of the items you require.

We now also offer the facility to order your repeat prescriptions online. To use this method we must first issue you with a password. Please call the surgery or enquire at the reception desk for details.

Your prescription will be ready for collection within 24 hours.

When the Surgery Is Closed

Emergency cover in Glasgow is provided by the GPOOH Service (Greater Glasgow & Clyde GP Out of Hours Service).

In an emergency outside surgery hours, please telephone **0141 429 0913**. An answering machine will tell you how to contact the out-of-hours service. This will normally be the **NHS 24 number - 111**. The website of NHS 24 is **www.nhs24.com** and this can be accessed for more information.

Our local GPOOH centres are in the New Victoria Hospital, through an entrance from the main car park at the rear of the building or in the foyer of the new Royal Hospital for Children next to the Queen Elizabeth University Hospital. If you require medical attention, you will usually be asked to attend the centre. Free transport will be arranged if necessary. House calls will still be available for the housebound or seriously ill..

Please bear in mind that all emergency cover is designed to deal with medical conditions that are too serious to wait until the next working day. We offer urgent appointments every day at the surgery, and would much rather see you ourselves, during the working day, where possible.

New Patient Registration

The practice is happy to register anyone who lives in the **G41, G51, G52** postcode areas.

All new patients will be required to complete a registration form and a medical questionnaire prior to being registered. We also require information regarding eligibility to register as a NHS patient.

Please bring along two forms of identification - for adults this must include one form of photographic ID (passport, driving licence) and proof of current address such as a utility bill dated within the last three months.

New patients are invited to attend for a free health check with the practice nurse. Details are available from reception.

Zero Tolerance

We will not tolerate either physical or verbal aggression towards administration or clinical staff. Such behaviour will result in the patient being removed from our list.

Guide to GP Services

The Royal College of General Practitioners has produced a useful guide for patients about the services on offer at GP Surgeries and how to access them. You can download the guide below.

http://www.rcgp.org.uk/~/_/media/Files/Misc/rcgp_iyp_full_booklet_web_version.ashx

Safeguarding Your Health Information

All staff working within the NHS have a professional and legal duty to maintain confidentiality and safeguard your personal health information.

Our use of your personal health information is regulated by the Data Protection Act 1998. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you. To ensure that you receive the best possible care, there may be occasions where it is important to share this information with other professionals.

Non-NHS Services

Patients should be aware that fees may be charged for services not covered by the NHS contract. These include private certificates, reports supporting private health insurance claims and other non-NHS medical reports.

Medical reports and examinations for insurance companies are usually paid for by the insurance company concerned. Fees may be charged for examinations for other special purposes such as, for example, HGV and PSV licences, elderly drivers, fitness to drive, fitness to travel, fitness to undertake certain sports and pre-employment medicals. The fee scale is recommended by the BMA and details are available from reception.

Travel Clinic

Ailsa Travel Clinic was opened in 1998. We use the most accurate on-line travel medicine databases and offer up-to-date advice and all the necessary immunisations for both business and leisure travellers. We have been approved to immunise travellers against yellow fever and to supply an International Certificate of Vaccination. We are well aware of the budget pressures on most travellers and have kept our prices as low as possible. Details of prices are available from reception. Please remember to organise your immunisations well in advance of your trip - preferably no later than six weeks before departure.

Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel this has not happened. We are always pleased to receive feedback from our patients, whether positive or negative. If you have a complaint, please follow the protocol laid down by the NHS in Scotland.

Your complaint should be made in writing to our practice manager Sandra Grant.

You will receive an acknowledgement within two working days, and a full reply as soon as the complaint has been investigated.

We will address your concerns, provide you with an explanation and inform you of any action that may be needed. For further information, including what action you can take if you feel your complaint has not been satisfactorily dealt with, please speak to Sandra.

Practice Pledge - rights and responsibilities

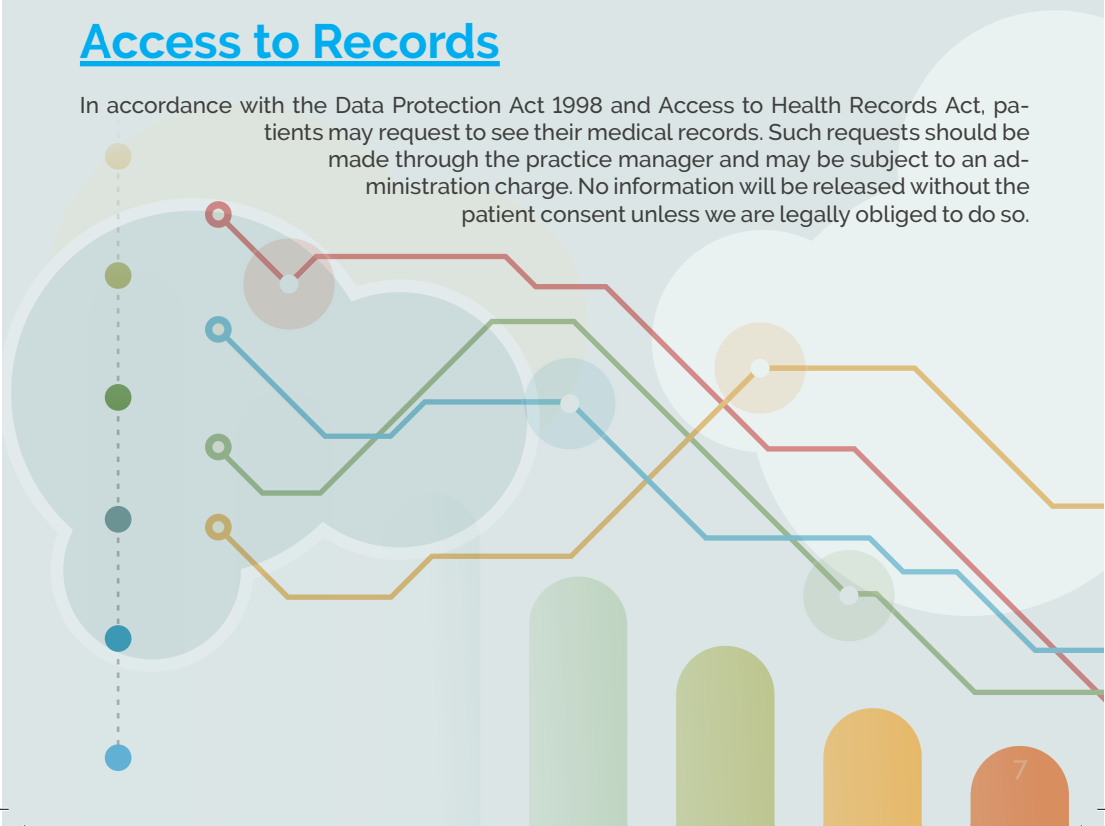
- You have the right to be treated with courtesy, dignity and respect.
- It is your responsibility to extend the same courtesy and politeness to the practice team.
- You have the right to be seen urgently if your condition necessitates this.
- It is your responsibility not to mis-use urgent appointments that may be required for other patients.
- You have the right to be informed if you will be kept waiting for more than 30 minutes past your appointment.
- It is your responsibility to inform us in advance if you are unable to keep your appointment.
- You have the right to collect your repeat prescription within 24 hours of making your request.
- It is your responsibility to ensure that you order your repeat prescription in good time, before you run out of medication.
- It is your right to expect a high standard of efficient and up-to-date healthcare.
- It is your responsibility to aid us in providing this, by being aware of the information in this booklet and accessing our services appropriately.

CCTV

For both staff and patients' safety and security, the surgery is monitored 24/7 by CCTV surveillance.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.





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