

Practice Leaflet



The most up to date practice information will always be found at our website – www.ailsa-surgery.co.uk.

Contact Details

Ailsa Surgery
Kinning Park Medical Centre
42 Admiral Street
Glasgow
G41 1HU
Telephone: 0141 429 0913 Fax: 0141 429 8491 Out of Hours (NHS 24):
111



The Practice Team

Dr George McKeeve MBChB (Glasgow 1982) MRCP (male) works full-time at the practice, which he joined in 1986. He is assisted by regular long-term locums. Dr McKeeve holds a General Medical Services (GMS) contract with Greater Glasgow and Clyde NHS Board (NHS GG&C), who are headquartered at Gartnavel Royal Hospital, 1055 Great Western Rd, Glasgow G12 0XH. Telephone: 0141 201 4444.

We have a full complement of supporting staff – Practice Administrator, Practice Secretary, Reception Staff and Practice Nurse.

The Practice Nurse is responsible for asthma clinics, blood pressure clinics, diabetes and heart disease clinics. Irene 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 55 years and patients with a specific illness, syringes ears, dresses wounds, and removes stitches.

She works in the practice on Monday, Wednesday and Thursday. Appointments are available in the mornings and afternoons and can be arranged by telephoning the practice on 0141 429 0913

The district nurses linked with the practice are based at Elderpark Clinic and can be contacted on 0141 355 2180. The practice's Health Visitor is also based at Elderpark Clinic and can be contacted on 0141 531 8429.

Opening Times

Monday	08:30 - 18:00
Tuesday	08:30 - 12:00
Wednesday	08:30 - 18:00
Thursday	08:30 - 18:00
Friday	08:30 - 18:00
Weekend	closed

Every second Tuesday, the practice offers early morning appointments from 7:10 am to 8:30 am. 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.

When We Are Closed

Emergency cover in Glasgow is provided by GPOOH Service (Greater Glasgow & Clyde 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. An extremely useful source for NHS medical information is

www.nhsinform.scot.

Premises & Access

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.

For infection control purposes, we ask all patients and visitors to use the hand sanitiser units provided.

Please note that, for health and safety reasons, eating and drinking is not permitted in the waiting room. The toilets in the surgery are regularly inspected, but please



notify reception if you notice any problem with them. Please note that for security and Health and Safety reasons, the toilets are for patient and staff use only.

There is a large car park to use while you attend the surgery. The Ailsa Surgery car park is located to the side and rear of the premises. Parking is limited to one hour. If you are delayed, please speak to the reception staff at least 10 minutes before the hour is up. They can arrange for you to have your parking extended by one more hour. Please note this also applies to Blue Badge holders.

The car park is managed for us by ParkingEye. Ailsa Surgery cannot request the cancellation of any Parking Charge Notices issued. You must appeal directly to ParkingEye, following the steps set out on the Parking Charge Notice.

You can also park at the front of the surgery on Admiral Street.

Appointments

Ailsa Surgery operates an appointment system for patients to consult with a GP or Nurse. Each appointment with a GP is for 10 minutes which is usually sufficient for the doctor to deal with one medical problem. If you have multiple medical problems that you wish to discuss, the doctor may ask you to make a further appointment.

An appointment is for one person only. If there are other members of the family who need to be seen by a doctor, they must make a separate appointment.

Early morning surgeries will be available on Tuesdays from 7:10 am to 8:30 am every second week for those who are unable to get to the surgery during normal working hours.

Patients may make an appointment to see any doctors. Although we will do our best to offer appointments with the doctor of choice, this may not always be possible.

The receptionist may ask the reason for an appointment. This is at the doctor's request in order to give an indication of the medical problem and in case it is best dealt with by another member of the team e.g. practice nurse. It is not obligatory for a reason to be given.

PATIENTS MAY BOOK AN APPOINTMENT BY:

- Phoning the practice on 0141 429 0913
- In person at the front desk
- By logging on to EMIS Access website (pre-bookable appointments only and password required)
- The majority of our appointments are pre-bookable. However, we do withhold a small number of appointments which are only bookable on the same day - these are designed for urgent problems which cannot wait.
- Telephone consultations are available each day. A call back request should be requested by a telephone call to the reception staff.
- In certain circumstances, the practice may *only* be able to offer telephone or video consultations.
- If all the appointments for the day have been filled, and a GP appointment is urgently needed, an extra appointment may be added after the morning surgery. This will only happen after all the appointments have been filled, and after the Doctor has been consulted.
- If a patient is too ill to attend the surgery, but wishes to see a doctor, a request for a **HOME VISIT** should be made to the surgery by 10am. A doctor will call the patient to arrange a visit if this is appropriate or make alternative arrangements. Home visits are generally made after morning surgery.
- Appointments for each doctor vary so that appointments are available throughout the morning and afternoon as far as possible. However some doctors work on specific days either morning or afternoon.
- There may be times when the doctor has to deal with complex or emergency situations and the clinic subsequently runs late. Whilst we make every effort to run on time, we cannot always achieve this.
- Patients who arrive late for their appointment with the doctor may be asked to re-book.
- Patients do not always have to see the doctor for blood pressure checks, blood tests, ear syringing, or chronic disease management reviews. The receptionist may direct the patient to the appropriate nurse appointment.
- Appointments for patients to see the Nurse are of varying length according to the type of appointment required. The receptionist will book the appropriate required slot for the different problem or procedure.
- Nurse appointments are available on Monday, Wednesday and Thursday.

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 phone, 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

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.

Clinics & Services

All GP practices are contracted to provide "essential services", that is, basic treatment of ill people. We also provide the following "additional services":

- Child health surveillance, together with the health visiting team.
- Contraceptive services (specialist services such as IUCD insertion are available at any Family Planning Clinic).
- Maternity services, in the antenatal and postnatal period, together with the midwives from the Southern General Hospital.
- Routine immunisation of children, together with the health visiting team. However, the pre-school immunisations are no longer performed in the surgery. From July 2018, they are administered at the Shields Centre Community Immunisation Clinic, 80 McCulloch Street, Glasgow G41 1NX.

We also hold contracts with GG+C NHS for the following "enhanced services":

- An annual flu immunisation programme to protect the elderly and at risk.
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems.
- Annual comprehensive reviews for patients with heart disease.
- Annual comprehensive review for patients with diabetes; this includes appointments with the dietician and podiatrist.
- A methadone substitution programme for patients with drug abuse problems.

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information 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.

When we have a duty to others e.g. in child protection cases 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.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Ailsa Surgery Participation in Research

As a practice, we feel that research is essential for progress in healthcare and is of considerable benefit to individual patients and the public as a whole. We sometimes take part in research studies with the help of experienced NHS staff who search medical records for people who might be suitable so that we can write to them asking if they are interested in taking part.

No personal identifiable data is removed from the NHS or provided to any researchers without specific consent from patients.

Patients have the right to opt out of being contacted about research studies. Please let the reception staff or your GP know if you wish to opt out.

have any questions, please speak to the Practice Administrator).

To access the full NHS Greater Glasgow & Clyde Privacy statement please go to https://www.nhsggc.org.uk/media/248110/nhsggc_gdpr_data_protection_noticedocx.pdf

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice administrator.

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 administrator 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.

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, and as amicably, as possible. To pursue a complaint please contact the practice administrator who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

CCTV

CCTV surveillance is operated by Ailsa Surgery for the purposes of crime prevention and public safety. We have a strict policy on how images recorded would be used. If you have any enquiries about the CCTV, please contact the Practice Administrator on 0141 429 0913.

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 the practice booklet and accessing our services appropriately.

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