

WELCOME TO HAWKHILL MEDICAL CENTRE

The Partners and Staff would like to welcome you to Hawkhill Medical Centre. The present Practice was established in 1993 when GPs from three well established Practices in the West End of Dundee combined together to form a new partnership consulting from a modern purpose built medical centre.

Hawkhill Medical Centre was designed with the patients in mind to provide a wide range of services and the best possible facilities, yet still retaining a firm commitment to provide a traditional family doctor approach. As one of the Practices close to the University Campus we are used to providing services for Students and understand the pressures University life can bring. We are always striving to improve our knowledge and the quality of our services and we have successfully achieved Practice Accreditation Status and are an Approved GP Training Practice. Our aim is to provide all patients seen and treated by the GPs and Staff at Hawkhill with the highest standard of medical care and efficient behind the scenes administration services.

We would find it extremely helpful if you would spend a little time reading this booklet. It has been put together to HELP US to HELP YOU.

Hawkhill Medical Centre personnel follow these guidelines when dealing with children and young people:

All health professionals should ensure that young people are aware of their rights to confidentiality and consent and must assess the individual's maturity and ability to reason when giving consent.

The Practice is aware that a person of any age has the right to determine their own health care treatment without recourse to the views and wishes of their parents.

We are committed to helping children and young people who present with difficulties or problems by speaking to them, getting to know them, listening and taking their concerns seriously.

Involving them with any decisions regarding their health and any treatment and respecting their privacy.

If a child is felt to be legally capable then their consent should be sought before giving information from or allowing access to the child's health records to a parent.

Administration Staff are aware that they must not divulge any information to anyone other than the patient unless there is the proper authorisation to do so.

If, in the opinion of the Medical Practitioner, the child is not capable of understanding the nature and possible consequences of any procedure or treatment, the Medical Practitioner should seek the consent of the child's parent or guardian.

Where children give their consent, parents or carers should also be consulted as a matter of practice.

21 Policy for Consent to the Treatment of Children

All Clinical and Administration Staff at Hawkhill Medical Centre are aware of their responsibilities in protecting the rights and confidentiality of children and young people.

As stated in Section 2(4) of the Age of Legal Capacity (Scotland) Act 1991 provides that “A person under the age of 16 years shall have legal capacity to consent on his or her own behalf to any surgical, medical or dental procedure or treatment, including psychological or psychiatric examination, where, in the opinion of an attending qualified medical practitioner, he or she is capable of understanding the nature and possible consequences of the procedure or treatment.”

The Practice acknowledges that the following are generally regarded as children’s basic health rights:

Children have rights:

- To child-centred health care
- To be looked after appropriately, without discrimination of any kind, to be encouraged in every possible way to develop their full potential
- To take opportunities to be involved, from the beginning, and to choose not to be involved in decision-making
- To receive clear information about matters closely affecting themselves and the right to decline detailed information at a particular time
- To have opportunities to express opinions without pressure or criticism
- To ask someone else to decide a particular issue
- To receive an explanation of the reasons when their preference cannot be met
- To confidentiality – subject to certain constraints; and to redress – where appropriate – through a fast, accessible complaints procedure

HEALTH CENTRE TEAM

The Doctors

Dr John P. Vernon *Graduated 1977 (Dundee), entered General Practice in 1982. Qualifications: MBChB, MRCP.*

Dr Margaret M Vernon *Graduated 1978 (Dundee), entered General Practice in 1982. Qualifications: MBChB, MRCP, Dip. Family Planning, Cert. of Comp. Implanon Insertion and on Child Health Surveillance List.*

Dr Alan J. Dawson *Graduated 1978 (Dundee), entered General Practice in 1983. Qualifications: MBChB, MRCP, MFSEM, MSc and Dip.Sport & Exercise Medicine.*

Dr Jane T. Bruce *Graduated 1981 (Dundee), entered General Practice in 1986. Qualifications: MBChB, FRCGP, DRCOG, Dip.Family Planning, Cert. of Comp. IUD Insertion and on Child Health Surveillance List.*

Dr Shaun J. Scahill *Graduated 1988 (Glasgow), entered General Practice in 1995. Qualifications: MBChB and on Child Health Surveillance List.*

Dr Andrew J. H. Cowie *Graduated 1992 (Edinburgh), entered General Practice in 1998. Qualifications: MBChB, MRCP (Ed) 1995, MRCP 1997, Dip. Occ. Health 2001.*

Senior Nurse & Nurse Practitioner

Gladys McMurtrie

RGN, RM, BSc MidwiferyBA(GPN), PG Dip. Health Studies, Nurse Prescriber/Practitioner.

Nurse Practitioner

Joanne Collins

RGN, Emergency Nurse Practitioner, Independent/Extended Nurse Prescriber.

Practice Nurses

Christine Petrie	<i>RGN, Asthma and COPD Dip.</i>
Sonia Forrester	<i>Bsc Nursing, RGN.</i>
Claire Barnett	<i>RGN</i>
Lesley Bell	<i>RGN</i>

Practice Manager

Neil A. McFarlane	<i>M.A.(Hons) M.I.H.M.</i>
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Assistant Practice Manager/IT Manager

Susan S. Stewart

Secretarial, Clerical & Administration Staff

Jacqueline Bowes	Elaine Bertie	Mary Cheape
Gaynor Caswell	Gillian Coyne	Ann Downie
Kirsteen Low	Alison Scott	May Spankie
Jennifer Watson	Ann Walker	Kathryn Waring
Lil Reid		

District Nursing Team

Senior Charge Nurse Jane Campbell	<i>RGN Dip.D/N</i>
Senior Charge Nurse Lucy Riley	<i>RGN</i>
Senior Charge Nurse Jan Pringle	<i>RGN</i>
Staff Nurse Carol Simmons	<i>RGN</i>
Staff Nurse Pamela Urquhart	<i>RGN</i>
Staff Nurse Wendy Adams	<i>RGN</i>

Health Visitor Team

Mrs Margaret Fulke	<i>RGN Midwif BA (HV/PHN) Family Planning</i>
	<i>Cert.</i>
Mr Jan Coggins	<i>RMN RN Adult BSc</i>

detailed medical knowledge. Do not blame the Receptionist's if the Doctor is delayed or not available. They are trying to do their best to help you.

ACCESS TO YOUR MEDICAL RECORDS

The Data Protection Act 1998 gives you the right to see health information about yourself. If you feel you require to look at your records ask at Reception for a leaflet on how to apply.

The Freedom of Information (Scotland) Act 2002 provides individuals with a right of access to recorded information held by Scottish Public Authorities. Under the act General Practitces are considered to be holders of such information. A large proportion of recorded information held by GP's is personal information that can be withheld under the act. Details of how to access information under the Freedom of Information Act 2002 can be found in the Practice's Publication Scheme. If you require a copy please ask at Reception.

CONFIDENTIALITY OF MEDICAL RECORDS

As a patient of this Practice, your medical records are confidential, and are accessible only to members of the Primary Health Care Team involoved in your care. This includes not only the GPs but also, Practice and District Nurses, Health Visitors, Clerical Staff and Practice Pharmacist. As a Teaching/Training Practice other professionals such as Medical Students and Audit and Research Assistants may require access as part of approved training and projects. All persons who have access to your records are bound by the same rules of confidentiality as members of the Primary Health Care Team. Please ask at Reception for the leaflet "Your Medical Records and Confidentiality" for full information.

With these rights come responsibilities and as patients we would respectfully ask you to be aware of the following:

1. Patients should attend their appointment at the arranged time. Please let us know as soon as possible if you intend to cancel your appointment. Consistent failure to attend appointments may result in your removal from the Practice List.
2. Delays can be reduced by remembering that an appointment is for one person only. We expect you will understand that when another member of the family needs to be seen, a separate appointment should be made.
3. Patients are responsible for their own health, and the health of their children and should cooperate with the Practice in endeavouring to keep themselves healthy.
4. Requests for help and advice for non-urgent matters should be made during surgery hours only.
5. Home visits should only be requested for patients who are seriously ill or housebound. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well equipped surgery or hospital. Patients should realise that home visits are made at the Doctor's discretion.
6. Many problems can be solved by advice alone, therefore patients should not always expect a prescription.
7. Please inform the surgery of any alterations in your circumstances, such as change of surname, address, telephone number, even if it is ex-directory.
8. As the Receptionists should treat patients with courtesy and friendliness, so the patients should treat the Staff and Doctors with courtesy and respect. The Reception Staff have a very difficult job to do, juggling with limited resources and without

SURGERY HOURS

The Surgery is open from 8.00 a.m. to 6.00 p.m. Monday to Friday. The Surgery is closed on Saturdays and Sundays and most Bank Holidays.

There is a late evening surgery between 6.00 p.m. and 8.15 p.m. on a Tuesday evening and an early morning surgery between 7.00 a.m. and 8.00 a.m. on a Friday morning.

Please note that the extended hours surgeries are strictly by appointment only.

OUT OF HOURS & EMERGENCIES

If you require medical care when the Surgery is closed call NHS 24 on 08454 24 24 24.

An experienced NHS 24 Nurse will assess your symptoms and provide advice to help you look after yourself at home. If you need further treatment by a GP or by a local hospital the NHS 24 Nurse will arrange this for you.

In serious emergencies dial 999 and ask for an ambulance at anytime of the day.

MAIN SURGERY TELEPHONE - (01382) 669589

A member of Staff will ask the nature of your call e.g. Appointments, Home Visits, Test Results or General Enquiries, then you will be transferred to the appropriate department. Please tell the operator the reason for your call first before giving any personal details, this will help us to make sure your enquiry is dealt with appropriately and speedily.

MAKING APPOINTMENTS

Appointments can be made by telephoning (01382) 669589 or by calling in person at the Reception Desk. Our telephone lines are open between 8 a.m. and 6 p.m. Monday to Friday.

We offer three types of appointments:

Emergency/Same Day

These appointments are for very urgent and emergency situations that require attention immediately. If you feel your condition is an emergency you may be asked to speak to our Triage Nurse before an appointment is made. Our Triage Nurse is a Specialist who will discuss your situation with you and agree an appropriate course of action with you.

Advance

Advance appointments are for non-urgent matters and reviews. They can be booked up to 28 days in advance.

Routine

These appointments are only bookable up to 3 days in advance. Every Doctor has between four and eight of these appointments each day.

Please note that these appointments are very popular and are taken very quickly. You should telephone the surgery from 8 a.m. onwards if you would like one of these appointments.

PATIENTS RIGHTS AND RESPONSIBILITIES

Our Practice Team will at all times endeavour to deliver a courteous, informed and clinically correct service to our patients. We care for you and your family.

1. Patients have the right to be greeted in a welcoming manner.
2. The Admin Staff will endeavour to meet your requests for an appointment at your convenience. If you have an urgent medical problem our Triage Nurse will assess the urgency and give you an appropriate appointment or advice.
3. If you require to speak confidentially to a Receptionist please indicate this on your arrival and a room will be made available.
4. We endeavour to keep to the designated appointment times as far as possible. If you are kept waiting longer than 20minutes, you should enquire at Reception as to the nature of the delay.
5. The Staff will ensure that the telephone is answered as promptly as possible but please remember that at certain times of the day the telephone can be very busy.
6. Information regarding developments in the Practice will be provided in newsletters or leaflets available at Reception.
7. Suggestions and complaints from patients will be dealt with seriously and promptly.

This Practice operates a Zero Tolerance Policy

1. The Practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures. We reserve the right to remove any patient from our list who is aggressive towards doctors or staff.
2. No abuse of staff is acceptable whether verbal or physical. All abuse will be reported to the Practice Manager and a log of all incidents kept.
3. All incidents of verbal abuse will be considered by the Partners and appropriate action taken, which may include the removal of the patient from the Practice list.
4. Any physical abuse of our staff by patients will be reported to the Police. The patient will then be removed immediately from our list. In these circumstances the patient will have seven days in which to find a new doctor. If you are unable to do so, a new Doctor will be allocated to you by Practitioner Services.

Our Nursing Team also have an appointment system. Depending on the nature of your illness you may be asked to see a nurse in the first instance. If there are no advance/same day GP appointments available on the day of your call you may be given an appointment with one of our Nurse Practitioners.

NURSE PRACTITIONERS

This Practice has two Nurse Practitioners who are registered Nurses who have completed advanced education and training in the diagnosis and management of common medical conditions including chronic illness. Our Nurse Practitioners can prescribe medications, diagnose and treat acute illness, infections and injuries. They work closely with our team of Doctors and should you require further treatment from a Doctor our Nurse Practitioners will arrange this at an appropriate time.

If there were no available Nurse Practitioner appointments on the day of your call and you still feel that you need to be seen, you will be referred to our Triage Nurse. The Triage Nurse will return your call that morning and ask for further details regarding your condition. He or she will then agree the way forward with you by phone.

If you come late for an appointment you may be asked to wait for the next available slot. If you arrive more than 10 minutes late you may be asked to make a new appointment.

We will always try to provide an appointment with your Doctor of choice, however, if your chosen Doctor is unavailable for the next two or three days you may wish to consider an appointment with an alternative Doctor.

TELEPHONE CONSULTATIONS

If you need to speak to a Doctor by telephone but the Doctor is not immediately available the Administration Staff will take a message and advise you when the Doctor may be able to take your call. Please give the Administration Staff as much information as you can regarding your enquiry and they may be able to have an answer for you when you call back. The Doctor may ask the Triage Nurse to phone in the first instance.

REQUESTS FOR HOME VISITS

Home Visits should only be requested for those patients who are too ill or infirm to attend the Surgery. If a Home Visit is required please contact the Surgery **before 10.00 a.m.** The Triage Nurse may assess the urgency and nature of your problem and whether a visit is necessary or if some other form of treatment would be more appropriate. You will **ONLY** be visited by a Doctor if the Doctor agrees that it is necessary. Doctors do not have to visit at home unless there is a medical need. If you cannot phone yourself, the person phoning for you must know the details of your symptoms. Lack of transport is not a reason for a Home Visit.

CLINICS & HEALTH PROMOTION

A full health promotion service is offered by the Nurses and Doctors at Hawkhill. Clinics for Asthma, Diabetes, COPD, CHD and Heart Disease are run by the Nurses. Advice and information can also be obtained on a wide variety of topics including: Migraine, alcohol reduction, weight control, heart disease prevention and smoking cessation. Please advise the Admin Staff when booking your appointment to ensure the correct appointment type is booked.

COMPLAINTS PROCEDURE

If you have any complaints regarding the services provided at Hawkhill Medical Centre, please contact:

Neil McFarlane
Practice Manager
Hawkhill Medical Centre
215 Hawkhill
Dundee
DD1 5LA
Tel: (01382) 669589
Email: neil.mcfarlane@nhs.net

Complaints can be made in person, by letter, by telephone and by email.

Any complaint will be acknowledged within two working days and we will respond in full within twenty working days.

A copy of the Practice's Complaints Procedure is available from Reception.

PRIVATE PRESCRIPTIONS/MEDICAL CERTIFICATES

These services are not covered by the NHS and the Doctors reserve the right to charge patients if a private certificate, report or medical examination is required. Advance payment will be required for these services. Medical examinations require a specific private appointment which has to be prearranged by contacting the

Practice Secretary. Forms or questionnaires which have to be completed by a Doctor should be left with the Receptionist who will advise you when to come back for them.

FITNESS FOR WORK NOTES

On 6 April 2010 the sick note changed and became the fit note.

So now, when you fall ill or are injured, your Doctor can advise you whether, with some extra support, you could make an earlier return to work. This is because, in many cases, going back to work can actually help your recovery.

For more information please go to **www.dwp.gov.uk/fitnote**.

FACILITIES FOR THE DISABLED

Hawkhill Medical Centre does not discriminate against patients with any kind of disability. The building, corridors, waiting area and consulting rooms have all been designed with the welfare of disabled people in mind. There are no steps for wheelchair users to negotiate either inside or outside the building, ramps lead up from the street and toilet facilities for disabled patients are provided. If any patient feels there are difficulties in accessing any part of our services please inform the Receptionist who will either be able to assist you or ask to speak to the Practice Manager who will be happy to discuss any problems with you.

ARE YOU A CARER OR BEING CARED FOR

If you are a patient who is being cared for or you are caring for a patient please let the Practice know as soon as possible. This allows us to update our records and ensure that we can discuss a patient's details with the authorised person.

FAMILY PLANNING & CONTRACEPTION

The Practice Provides a Specialist Clinic on Friday morning and Friday afternoon to meet all family planning and contraception needs. This service includes the fitting of IUD (Coils), Caps and Implanon insertion and removal.

CERVICAL SMEARS

Cervical smear tests are carried out by our Practice Nurses. As a general policy, with the exception of those who have had a total hysterectomy, patients are recalled for routine repeat smear tests once every 3 years. If you have any queries or worries regarding this test please contact the Practice Nurse to discuss them. Please advise the Reception Staff that your appointment is for a smear test. This will ensure the correct appointment type is booked.

TEST RESULTS

Please wait 5 working days after your test and phone after 2.00 p.m. for results as our Nursing Staff are more readily available to answer any queries you may have and to give advice if necessary.

To maintain patient confidentiality please note that results will only be given out to the patient themselves or parent/guardian of a young child.

MINOR SURGERY

Certain minor surgery procedures are performed (under local anaesthetic) at a weekly Friday Clinic. Appointments are arranged by your normal Doctor.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered in the following ways:

1. In person by calling in at the Practice and handing in the completed prescription request form to a member of Staff.
2. By posting a completed prescription request form to the Practice. If you require the completed prescription to be returned by post, please include a stamped addressed envelope with your request.
3. On-line by requesting your repeat medication via our website www.hawkhillmedicalcentre.co.uk. Enter the website and proceed to the section marked 'Online Prescriptions', and follow the instructions provided.

Please allow **two full working days** following receipt of your request, for your prescription to be processed. For example, a repeat prescription request received on Monday will be available for collection **after 4 p.m.** on the Wednesday.

Patients may also wish to make use of the Repeat Prescription Service offered by their local Pharmacy.

When calling in at your local Pharmacy patients can request that the Pharmacy manage their repeat prescriptions. This allows the Pharmacy to order and collect repeat prescriptions on behalf of patients. Patients can then call at their chosen Pharmacy and collect their medication without having to call at the Surgery. Repeat prescriptions can also be ordered by telephoning your chosen pharmacy.

BABY CLINIC

Health Visitors run a Baby Clinic every Wednesday. The timings of these clinics are:

From 1.30 p.m - 3.30 p.m. - Immunisations by appointment only.
From 3.30 p.m - 4.30 p.m. - Drop In Well Baby Clinic, no appointment is necessary.

The schedule for childhood immunisations is as follows:

2 Months and	Diphtheria/Tetanus/Pertussis, Polio, HIB Pneumococcal
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3 Months and	Diphtheria/Tetanus/Pertussis, Polio, HIB Men C
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4 Months HIB,	Diphtheria/Tetanus/Pertussis, Polio, Men C and Pneumococcal
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Around 12 Months HIB/Men C

Around 13 Months Measles/Mumps/Rubella and Pneumococcal

4-5 Years Polio	Booster Diphtheria/Tetanus/Pertussis, and MMR
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ANTE-NATAL AND POST-NATAL CARE

Ante-Natal Care is provided in conjunction with Ninewells Hospital. Those patients receiving Ante-Natal Care at Hawkhill will normally be seen at the Midwife Run Ante-Natal Clinic on Tuesdays from 2.00 - 4.00 p.m. or by the Doctor during normal surgery times.

After a baby is born it can sometimes take a number of days for hospital correspondence to reach the Practice, it is helpful if you can contact the Practice to advise us of your situation as soon as you have been discharged home. In the first few weeks following a baby's birth, care is given at home by the Midwife and the Health Visitor and all mothers are offered a 6 week Post-Natal check-up and family planning advice from their Doctor. Please register baby with the Practice as soon as possible.

HEALTH VISITORS AND DISTRICT NURSES

The Health Visitors at Hawkhill are available to see and advise patients in relation to Ante-Natal and Post-Natal Care and Child Development, Care of the Elderly and patients with Learning Disabilities.

The best time to contact the Health Visitors by telephone (01382 641647) is between 8.30 - 10.00 a.m. and between 4.00 - 5.00 p.m.

The District Nurses are available to provide nursing care for patients who are housebound. Care for these patients is generally arranged by the Doctor, nevertheless should you wish to contact the District Nurses by telephone (01382 740188) where messages may be left on the answering machine between 8.00 a.m. - 4 p.m.

Please note that urgent requests for 'on the day' prescriptions will be considered on a case by case basis. The Practice cannot guarantee that all such requests will be met.

VACCINATIONS AND IMMUNISATIONS

Childhood immunisations are given by the Health Visitors. Other routine vaccinations and immunisations are carried out by appointment with the Practice Nurses (Including seasonal flu, etc).

Further information on immunisations can be found on **WWW.immunisationscotland.org.uk.**

TRAVEL ADVICE

An appointment must be made with the Practice Nurse to obtain travel advice.

Certain travel vaccines are **NOT** available on the NHS and a private prescription is necessary. There is a charge for these prescriptions and a charge for administering the injections. Please check with the Admin Staff for appropriate fees.

GP TRAINING AND MEDICAL STUDENTS

Hawkhill is a training Practice and as such we have both a GP Registrar and Medical Students working with us. Please inform the Receptionist or the GP if you don't wish a Medical Student present during your consultation.

CHILD HEALTH SURVEILLANCE CLINIC

As part of the routine care of children under five developmental assessments are conducted at 8 weeks. Child Health Clinic are by appointment every Tuesday from 11.00 a.m. - 1.00 p.m.

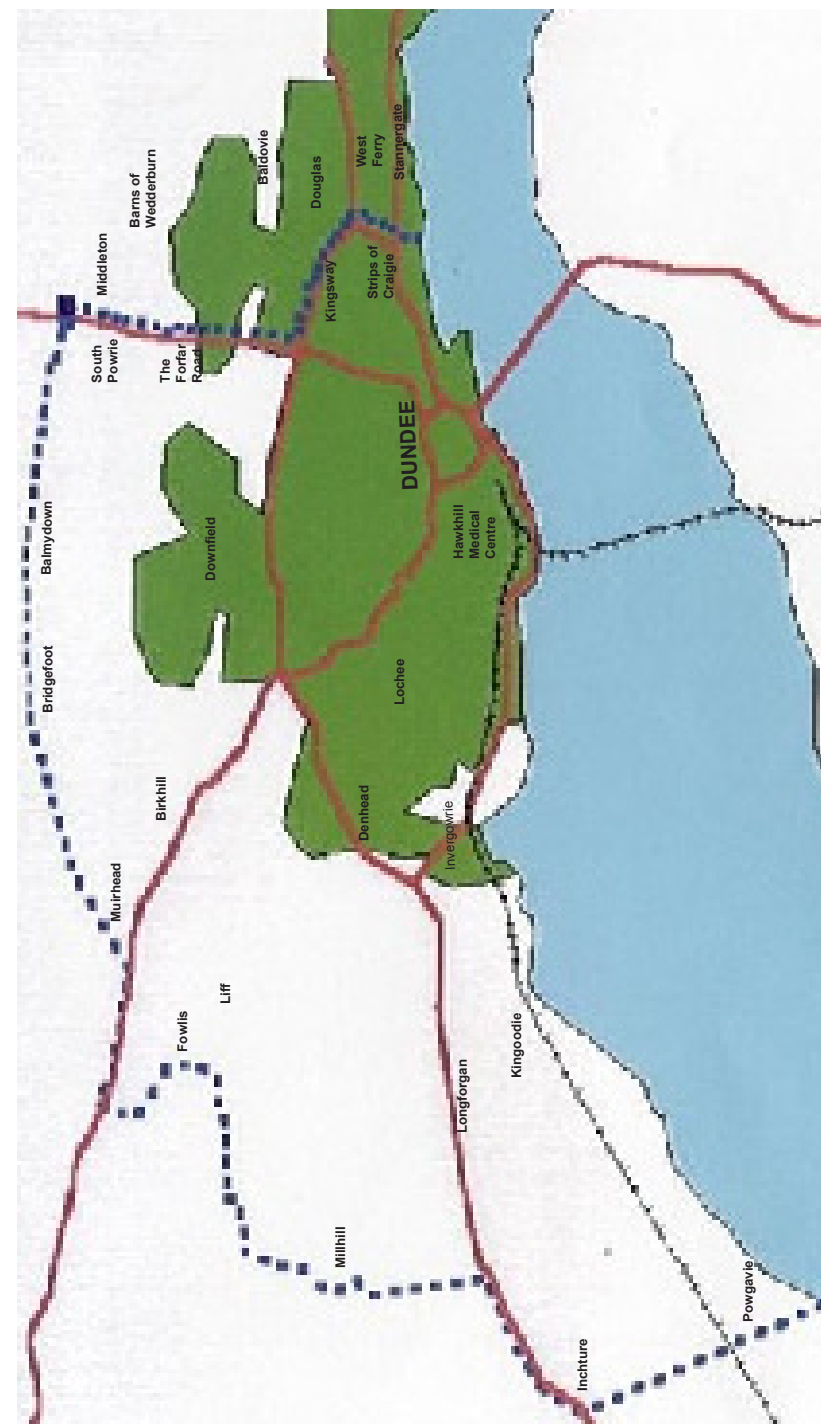
NEW PATIENT REGISTRATION

Patients wishing to register with Hawkhill must complete a registration form, a simple medical questionnaire and have a routine medical health check. This will assist your Doctor to care for you until your records are transferred from your previous Doctor.

Patients are registered with the Practice rather than an individual Doctor but retain the right to see the Doctor of their choice.

The Practice has an agreed Practice Area which is shown on the map opposite. We will only accept patients who live within this boundary. Existing patients who live outwith the Practice Area will NOT be asked to leave, but if existing patients move to an address outwith the boundary then they will be asked to find a surgery nearer their home. This policy applies to patients who live inside or outside the boundary at present.

THE PRACTICE MAP (The Dotted Line shows the practice area)



USEFUL TELEPHONE NUMBERS

Ninewells Hospital, Dundee	(01382)660111
Kings Cross Hospital, Dundee	(01382) 660111
Royal Dundee Liff Hospital, Dundee	(01382) 423000
NHS Tayside 523000	(01382)
Royal Victoria Hospital, Dundee.	(01382)423000
Samaritans	08457 90 90 90
Smokeline	0800 84 84 84
Tayside Police H.Q. 223200	(01382)
Practitioner Services Tayside	0845 300 1654
District Nurses Hawkhill	(01382)740188

HAWKHILL MEDICAL CENTRE

215 Hawkhill, Dundee DD1 5LA

Telephone: 01382 669589

Fax: 01382 645526

www.hawkhillmedicalcentre.co.uk

