

The Cairns Practice

Practice Information Leaflet



June

2017



This leaflet contains information about the services we offer, and how to use them.

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How to Get Help from Us

The practice works from Shettleston Health Centre and our branch at 1539 Shettleston Road. Opening times and contact numbers are on the back page. Your first contact with the practice will usually be with our receptionists. Their jobs can be difficult and busy but they will always try to help you to make the best use of the practice. They may ask you for some indication of the urgency of your problem to help prioritise your call. Our receptionists are fully trained to assess your initial requests and are able to help you access both our general practice and also other parts of the NHS. They are always discreet and will treat any information as confidential.

The Cairns Practice is on the Web. Find us at:-

www.thecairnspractice.co.uk

Health Centre

We are open on weekdays from 8.30am until 6.00 pm except Mondays when we close for staff training from 12.30pm to 1.30pm. Appointments are available for all clinical staff throughout the day by appointment. If you wish to consult a specific doctor or nurse you may not be able to be seen that day and you may have to book an appointment some days in advance. When you feel you need to be seen on the same day, you will be offered a choice of any appointment still available that day. If there are no available appointments you will be offered an appointment in our overflow surgery. This runs from 10.00am each morning. All of the doctors available see patients at this surgery and you will be seen in strict order of arrival. You may not be able to be seen by your usual doctor at this surgery. The Practice is closed at weekends and public holidays.

Branch Surgery

The branch surgery is open weekdays 9.30am until 11.30pm and from 2.00pm until 4.00pm (except Friday). The surgery will be closed on Friday afternoons. There is only one consulting room at the branch surgery and the doctors take turns to consult. Consultations are by appointment. The receptionist will advise you when your preferred doctor is due to consult. If you feel that you should be seen urgently, tell the receptionist who will be able to give you an appointment for whoever is consulting that day.

Extended Hours

If your work prevents you from attending during normal hours, tell our receptionist who will be able to offer you a Saturday morning extended hours appointment. These are strictly appointment only, and consultations take place in our branch surgery.

Services Available at the Cairns Practice

Cervical Smear

Make an appointment with the practice nurse for a smear test. Women are advised to have such a test every three years from the age of twenty five onwards.

Child Health Surveillance

Your child will be recalled at intervals for a check of growth and development from birth to school age.

Immunisation Clinic

The immunisation clinic runs each Wednesday in the Health Centre: if you are unsure about which jags your child needs, please ask your health visitor.

Chronic Disease Management Clinic

Our nurses provide clinics for: Chronic Heart Disease, COPD Diabetes, Stroke.

Family Planning

You can see any of the doctors, the practice nurses or a health visitor for advice on contraception.

Minor Surgery

We are able to undertake some minor procedures such as joint injections and skin lump removal. You will usually be referred to this service after seeing a doctor

New Patients

All new patients are offered a screening appointment with one of our healthcare assistants.

Travel Clinic

Our nurses will provide health advice and immunisations for travellers.

Other Services in Shettleston Health Centre

Treatment room

Ear syringing, dressings, injections and some therapy supervision and monitoring are among the services available here.

Physiotherapy.

You are able to refer yourself to this service. We suggest that you

attend the physiotherapy clinic upstairs in the Health Centre where you will be assessed for this service.

X-rays

Shettleston x-ray dept is open Monday-Friday 9-12.30 and 13.30-4pm. You will need a request from your doctor,

Podiatry Appointment

To make an appointment at your local Health Centre please call 0141 201 1270.

Pharmacy

A full range of pharmacy services is available at the pharmacy in the health centre.



Telephone Consultations

If you think that we could help you without you having to attend in person we are able to offer you a telephone consultation. If you think that your problem would be suitable for a telephone consultation please ask the receptionist who will be able to advise you.

The receptionist will probably have to ask you a few further questions and in most cases will take your telephone number so that she can get a doctor to phone you back. We would prefer to be able to phone you on a land line. Our phone system in the health

centre withholds its number and if your phone is set up not to accept this type of call we will not be able to phone you back. Let the receptionist know about this and she will make arrangements for us to overcome this problem.



Repeat Prescriptions

You can PHONE 531 6218: leave a message for your medication or order ONLINE at www.thecairnspractice.co.uk and follow the instructions.

We issue repeat prescriptions for medication that your GP has decided you need to be on continuously. If you are on repeat medication, your prescription will have a repeat slip attached. When you need to have the prescription renewed, this repeat slip can be handed into the reception

desk. Alternatively, phone 531 6218. This is an answering machine and you can leave a message for your medication. You will need to tell us your name, date of birth and the medication you require. You can also request repeat medication by going to our website and filling in the repeat prescription page.

In all cases your new prescription will be ready in 48 working hours. Occasionally, you may require medication which is not on your repeat slip. Please ask a receptionist and she may be able to make a special request without you seeing a GP.

Our Practice Area and How to Join the Practice

We are able to accept patient from G31 5, G32, G33 2, and G33 4 postcodes. If you would like to join our medical list ask the receptionist for a new patient questionnaire. You do not need an screening appointment to join our practice but we would be very happy to

see you at our normal appointment to discuss any health issues you may have. Please bring a urine specimen and a record of your medication when you attend for this appointment.

Home Visits

When one of our patients is housebound or too unwell to attend the surgery, we will visit at home. If you feel you need a home

visit, please call us on 531 6220 and tell the receptionist you think you need a house call. Usually, a doctor will return your call to find out if a home visit is

the best way to deal with your problem. We ask that all requests for house calls are made before 10am.

Out of Hours and Emergencies

In the case of an emergency outwith surgery hours, please telephone the usual surgery number (531 6220).

Your call will be transferred automatically to NHS 24, who will make arrangements for you to be seen or advise you by telephone. To contact NHS 24

during surgery hours the telephone number is: 111. Alternatively useful information is available via NHS 24. Their web site address is: www.nhs24.com

Doctors in Training, Junior Doctors and Medical Students

The practice has been involved in the training of young doctors who wish to be GPs since 1993. There are usually one or two GP trainees who start with the practice in August of each year. These doctors are fully registered and already have extensive medical experience from their earlier jobs in hospital. They are supervised by the practice at all times. From time to time their consultation

may be recorded on video. If this is to happen you will be fully consulted and your permission will be obtained before the appointment. It is your absolute right to decline to be videoed. The practice also provides training for more junior doctors who have already worked in hospitals for 1 year. They are usually attached to us for four months. They are also fully supervised by the practice and

will often ask their supervising doctor to come in at the end of their consultation to discuss your case. We also teach medical students who will on occasions be present when you consult with us. You will always be informed if a student will be present when you make your appointment. You can decline to have a student present if you wish.

Suggestions and Complaints

We do our best to ensure that the practice runs smoothly and that patients are happy with the services that we provide. We strive to provide a modern, quality practice and are proud of

our accessibility. We are very glad to hear of any suggestions you have that might improve our service. However, we recognise that sometimes things do go wrong, and should you have a

complaint to make, please ask to speak to the practice manager. Our system for dealing with complaints meets national criteria. The practice has a non-discriminatory policy.

Disabled Access

All areas in the health centre and at our branch surgery have level wheelchair access. Disabled toilets are available at both sites.

A lift allows access to services on the first floor of the Health Centre.

There are two disabled parking bays in the health centre car park.

Contact Details

Shettleston Health Centre
420 Old Shettleston Road
Glasgow G32 7JZ
Open 8.30am - 6.00pm
Closed 12.30 - 1.30pm on
Mondays

Phone: 0141 531 6220

Prescriptions: 0141 531 6218

Also at

1539 Shettleston Rd, Glasgow

G32 9AS

Open 9.30 – 11.30 and

2.00 – 4.00 but closed Fri pm

Phone: 0141 531 6235

Nursing Staff

Trish McGougan RGN DN
Marie Kirk RGN

Practice Manager

Mrs Elaine Deary

Healthcare Assistant

Clare Finbow
Debbi Spiers

Doctors in Training

Dr Fraser McNab
Dr Sara Myers

Our Team

Dr Stirling Bruce
Dr Katherine Grosset
Dr Paula Rogers
Dr Richard Parkins
Dr Kerry Walker
Dr Allan McNeill

MBChB 1984 DRCOG MRCGP M Phil
MBChB 1985 DRCOG MRCGP (1988) MD
MBChB 1992 BSc MRCGP DFP
MBChB 2007 MRCGP DRCOG
MBChB 2008 MRCGP
MBChB 2007 MRCGP

Other Permanent Doctors

Dr Susan Hand MBChB MRCP MRCGP
Dr Lauren Leishman

Reception and administration staff

Catherine Arbuckle
Jacqueline Boyce
Clare Finbow
Vikki Paul
Sally Railley
Sandra Spalding
Gail Savage
Frances Shankland
Debbi Spiers
Elizabeth Weir

Zero tolerance

We do not tolerate any form of intimidating or violent language or behaviour to our

staff or other patients. If this behaviour is encountered we will robustly take action to

remove the perpetrator from the practice premises and from our medical list.

Data protection: Your Records and their Security

The practice makes extensive use of a clinical computer system to help in its administration, record keeping and clinical decision making. Use of computer systems is governed by the Data Protection Act 1998 and we are confident that we adhere to the regulations and spirit of the act. Specifically, you can be assured that we protect your records from unauthorised access and from

circumstances which might cause data loss. We have systems in place to monitor its accuracy.

The practice contributes data to the General Practice research database. This is a database of over 5 million patients with over 18 years of data which has been added to by more than 250 practices in Britain. All the data when it leaves the practice is stripped of all identifying factors and is

completely anonymous. The system has been considered by ethics and data protection agencies and is considered legitimate and valuable. Should you require to examine your records we are able to give you a copy of our paper and printout of your computer records. There will be a charge for copying records. Ask to see the practice manager if you wish to see your records.