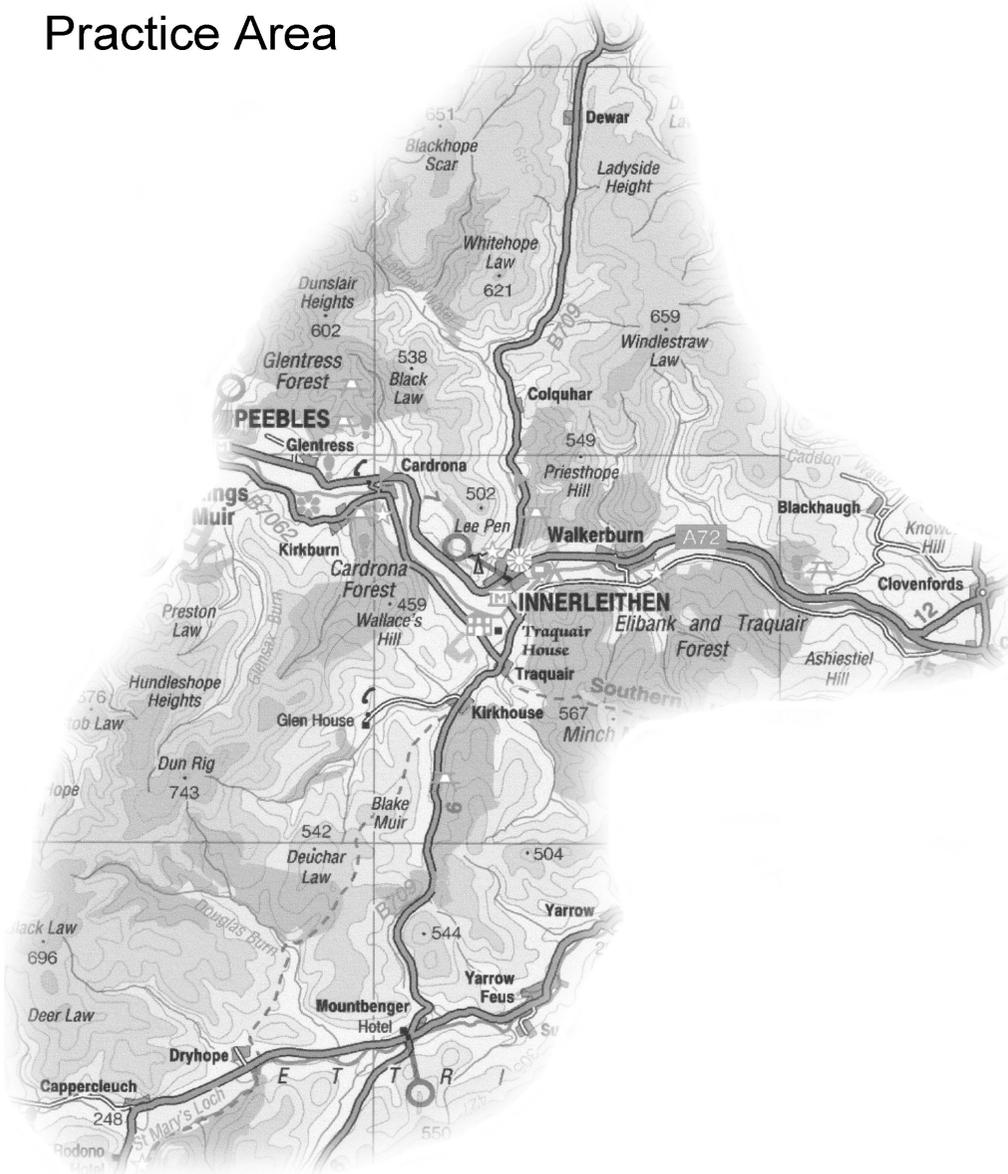


Practice Area



[www.stronanspractice.co.uk](http://www.stronanspractice.co.uk)

# St Ronans Medical Practice



## St Ronan's Medical Practice

Buchan Place  
Innerleithen  
Peeblesshire  
EH44 6QE  
Tel 01896 830203  
Fax 01896 831202

## Who we are

We are a Health Centre located in the Borders town of Innerleithen. Our practice population encompasses the towns of Innerleithen, Walkerburn and Traquair. We also welcome patients from Cardrona and extend to the Yarrow valley and Clovenfords.

## The Health Centre

The health centre is located in a modern purpose built single storey building.



It is light and spacious, with easy access for wheelchair users and children in prams or pushchairs.

## Our aim

At St Ronans Health Centre we aim to provide you with the very best care in a professional and friendly environment. We work towards maintaining and improving your health.

## Violent Patients

The practice reserves the right to take appropriate action which may involve the decision to remove the patient from the practice list if he or she

- Is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises
- Causes physical damage to the practice premises or other patient's property
- Gives verbal abuse, or makes threats towards doctors, practice staff or other patients
- Is violent or uses or condones threatening behaviour to doctors (or other members of the primary health care team) while visiting the patient's home

## Disabled Access

The practice has automatic doors to allow wheelchair access and includes toilet facilities for people with disabilities. Disabled parking is available outside the main entrance.

## Evenings and Weekends

When the surgery is closed, a recorded message will inform the caller of the NHS 24 service. Between 6pm and 8am, at weekends and public holidays, GP services are delivered through NHS 24. They can be contacted by telephoning 111.



[www.nhs24.com](http://www.nhs24.com)

## **Non NHS Services**

Some services provided by the practice are not part of the NHS service commitment. We therefore have to charge patients for these services. If you require any of the following, please contact the surgery for up to date arrangements and fees. Please allow up to 7 days for certificates. If you are travelling abroad, please see us at least six weeks before leaving.

Examples:

Heavy goods vehicle medical

Public service vehicle medical

Private insurance forms and sick lines

Travel Vaccinations

## **Complaints**

In relation to complaints, we follow the NHS guidelines and offer a practice complaints system. The Practice Manager is responsible for handling comments, suggestions and complaints about any service provided by the practice. If you have a complaint or concern about the practice service you have received from the doctors, or any member of the team, please ask for or write to the Practice Manager at the Health Centre. She will see you immediately if available that day or contact you by telephone to discuss the matter. We shall acknowledge your complaint in writing within 3 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. In some circumstances, it may be appropriate to invite you to the surgery to meet the Practice Manager to resolve the situation. We hope that, if you have a problem, you will make use of the practice complaints procedure. However, this does not affect your right to approach the Health Board if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. You should contact the Health Board Complaints Officer, NHS Borders, Borders General Hospital, Melrose, TD6 9BS, Tel: 01896 826719.

## **Practice Opening**

The Health Centre is open from 8.30am to 1pm and from 2pm until 6pm Monday to Friday.

Between 8am and 6pm Monday to Friday there will always be someone available to speak to in an emergency. Please refer to our 'Out Of Hours' section for services out with these times.

## **Doctors Surgeries**

Monday to Friday: Mornings 9am to 11am  
Afternoons 2:30pm to 4:30pm and 4pm to 5:40pm

## **Practice Nurse clinics**

Monday to Thursday: Mornings 9am to 1pm  
Thursday: Afternoons 4:30pm to 6pm

## **Treatment room clinics**

Monday to Friday: Afternoons 2pm to 3:30pm  
(Available until 4:30pm)

## **Phlebotomy clinics**

Monday to Friday: Mornings 9am to 10am

## **Health visitor clinics**

Last Monday in month: 9:15am to 11:15am  
Immunisations arranged through the nurse.

## Practice Staff

### The Doctors

**Dr Gregor Watt** (male)  
BSc(hons) MB ChB MRCP  
DCCCH (Edinburgh 1992)

**Dr Pamela Ward** (female)  
MB ChB DRCOG DFFP  
MRCP (Edinburgh 1996)

**Dr Robert Duncan** (male)  
BSc MB ChB DCH DRCOG  
MRCP (Manchester 2002)



**Registrar**—As a training practice, we usually have a registrar who remains with us for 6 to 12 months. Registrars have a minimum of 2-4 years experience as a doctor.

As part of their training GP registrars have to video some of their surgeries. They will not video record any physical examinations and your permission will be sought in writing prior to any video consultation.

### Practice Manager

Mrs Elaine Meikle

### Receptionists

Mrs Lorraine Tait	Mrs Karen Simpson
Mrs Alison Caine	Mrs Jennifer Welsh
Mrs Carrie MacFarlane	Mrs Kelly Glendinning

## Antenatal

This clinic is run by the midwives. If you become pregnant, contact the health centre and ask to see the midwife. You will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.



## Child health and immunisation

Your child's development will be supported by reviews from 6 weeks of age. The Health Visitor will be able to offer guidance and support in order to help you achieve your child's optimum development. Referrals can be made to other health professionals if felt of benefit to your child. The Health Visitor holds drop in clinics on the last Monday of each month from 9:15-11:15am at the Health Centre. The national immunisation programme is offered to every child from the age of 8 weeks. Booklets are available from the Health Centre detailing the schedule.

## Hospital/Laboratory Results

If phoning for results, please do so after 2pm, when the reception staff are available to deal with your call.

## Medical Certificates

We are unable to issue medical certificates until a patient has been off work for 6 working days. You will be able to get a self certificate from your employer. Should you require a repeat sick line for a chronic condition, the doctor may be happy to issue one without seeing you.

## Repeat prescriptions

To avoid potentially dangerous mistakes, all prescription requests are only accepted if written down.

Patients issued with a repeat prescription can obtain their prescription by ordering your prescription at least 48 hours before you run out. Please ensure the slip indicating which medicines are required reaches the surgery before 11am.

Your prescription can be forwarded to the chemist or alternatively can be picked up from the health centre.

If you require us to post it back to you, please provide a stamped addressed envelope.



If you are interested in repeat prescribing online then please ask for details at reception.

From time to time, patients will be asked to make an appointment with the doctor for a regular review of the medicines.

## Special Requests

If a drug is not on repeat prescription, but you have had it before and feel you need it again, you can leave a written note for the receptionist to request this from the doctor. The receptionist should inform you that the doctor may wish to discuss this with you, or ask you to make an appointment.

## Disease Management Clinics

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with:

Diabetes

Asthma

Blood pressure

Heart disease

Chronic obstructive pulmonary disease.

## Practice Nurse

Mrs Winnie Steventon, RGN ScM

## Community Nurses

Mrs Kerry McPherson RN, Bsc, SPCN

Mrs Jan Thomson RGN

## Nursing Auxiliary

Mrs Carmen Smith

## Health Visiting Team

Mrs Laura Logue RNLD, RGN, SCPN(Health Visiting)

Mrs Eileen Nichol, Nursery Nurse

## Community Midwife

Mrs Alison Cleland, RM

## Speech and Language Therapists

Mrs Ruth Isherwood BSc, RCSL, thpc

Mrs Fiona McFarlane BSc, RCSL, thpc

## Podiatrist

Tracey Ball

## Appointments

To book an appointment please telephone:  
(01896) 830203

**Urgent cases** are seen on the day. Patients wishing to be seen for an urgent condition must telephone the health centre before 11am and indicate that they require to be seen the same day. If a patient requires immediate attention, patients should telephone the health centre and state the nature of the problem.

**Non-urgent** appointments are for **10 minutes**, but if you have more than one problem please book a double appointment.

Nurses based in our practice treat patients for a wide range of common conditions.

Say immediately if your call is an emergency.

Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

Please tell us if you would like someone to accompany you during an examination or you wish a private room to discuss any matters. Remember that the results of tests can only be given to the patient.



## Telephone Advice



Not all problems require a face-to face consultation. If you think your problem can be dealt with over the phone, please give the receptionist a number where you can be contacted and the doctor will call you back when he or she is free. All advice given will be fully recorded in your patient record.

## Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if you are housebound. Please ring before 10am to arrange a visit. Urgent requests for a visit will be accepted at any time. If you are unsure, we will be happy to discuss the problem by telephone.



## You can help us by:

Being on time for your appointment.  
Letting us know if you need to cancel.  
Letting us know before 11am if you need to be seen that day.  
Calling for a home visit or urgent appointment before 10am.  
Ringing for the results of tests after 2pm.  
If you are more than 10 minutes late for your appointment you will be asked to rebook.