

# The O'Connell Street Medical Practice

Partners: Dr Linda Bruce Dr K Buchan Dr R Michie Dr Lynn Buchan Dr R Johnstone  
Salaried GP: Dr E Head

Practice Manager: Mr Cameron Scott

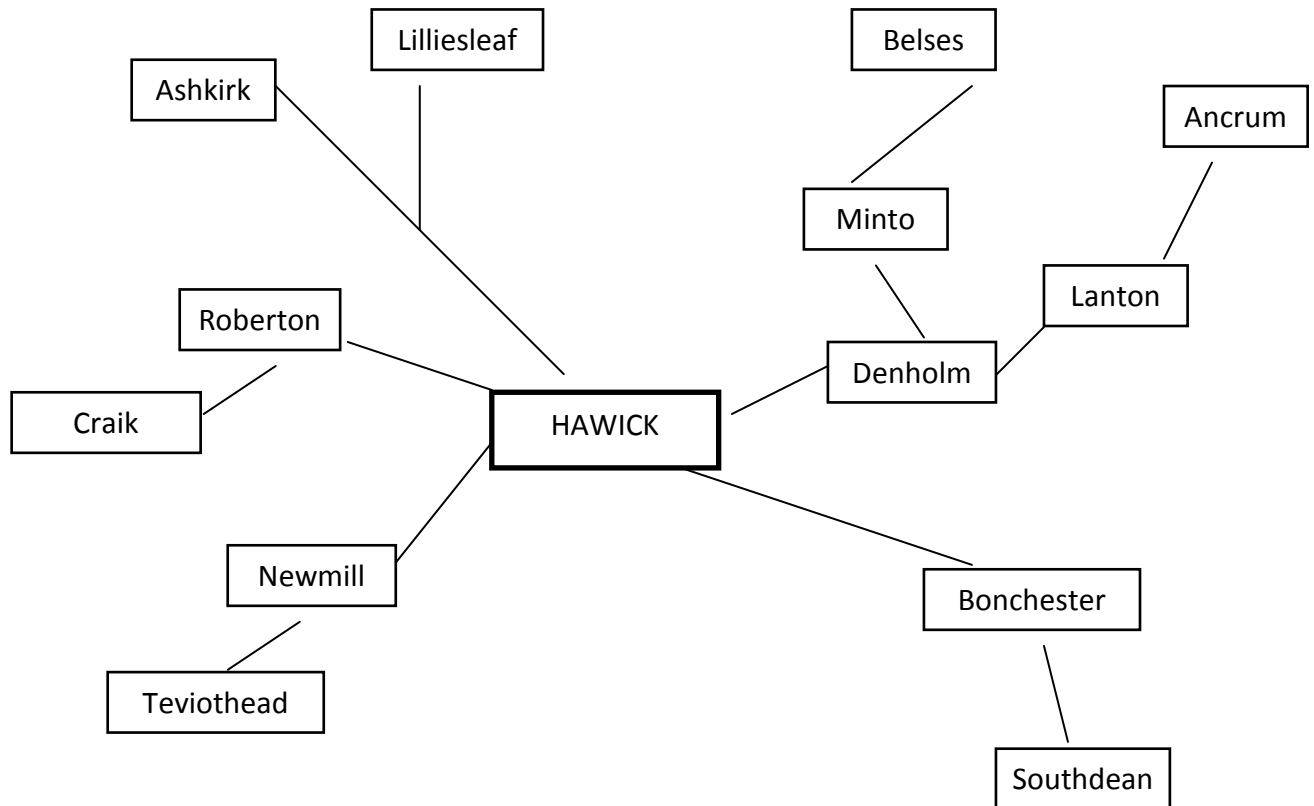
O'Connell Street  
HAWICK  
TD9 9HU  
Tele: 01450 372276  
Fax: 01450 371564  
[www.oconnellstmedprac.info](http://www.oconnellstmedprac.info)

## The Practice

- list size of approx. 6500
- landward area of 420 sq miles
- premises are privately owned
- Street level lift available for disabled patients use

## Practice Area

(patients residing within the defined boundary may register with the practice)



## The Doctors

The O'Connell Street Medical Practice is a partnership of four doctors

**Dr Linda Bruce** M.B.Ch.B., D.R.C.O.G., M.R.C.G.P.

Registered 1982 (Glasgow)

Full-time partner

**Dr Kevin Buchan** M.B..Ch.B., M.R.C.G.P.

Registered 1995 (Aberdeen)

Full-time partner

**Dr Robin Michie** Bsc, M.B. Ch. B, M.R.C.G.P.

Registered 1992 (Manchester)

Full-time partner

**Dr Lynn Buchan** M.B.Ch.B, M.R.C.G.P

Registered 2003 (Dundee)

Part-time partner

**Dr Ross Johnstone** Bsc, M.B.Ch.B, M.R.C.G.P.

Registered 2008 (Glasgow)

Part-time partner

**Dr Elizabeth Head** Bsc (Med Sci), M.B.Ch.B, M.R.C.S , D.O.H.N.S , D.R.C.O.G , M.R.C.G.P.

Registered 2009 (Edinburgh)

GP employed – 8 sessions per week

### **Care Advice and Consulting**

The O'Connell Street Medical Practice strives to provide all our patients with the best clinical advice and care in the most appropriate and timely manner. This leaflet explains how we can deliver this to all our 6500 patients.

Please remember your local pharmacy is part of the NHS team and can provide advice and treatment for Minor Ailments as well as offering other clinical services.

### **Surgery Opening Hours**

Reception is open: Monday to Friday between 8.00am-6.00pm

### **Contacting the Surgery via telephone**

The switchboard is busiest between 8.00am and 11.00am. ***Please ring out with these hours if your call can wait.*** Emergency calls will be dealt with ***immediately.*** Please inform the receptionist if your call is urgent.

To protect staff and patients, telephone voice recording equipment has been installed on the practice telephone lines. This will be used to record both incoming and outgoing telephone calls. The information held on the tapes may be used from time to time for training purposes.

### **Consultations**

Monday – Friday 8.10am – 5.30pm Times may be subject to variation

Routine appointments can be booked in advance.

Extended Hours Service – We are now able to offer this service to those patients who, due to work commitments, may find it difficult to attend during normal Practice opening hours. This service is for routine pre-booked appointments only and not for emergencies.

### **Requests for Urgent Consultations**

If you feel that your condition is such that you are unable to wait for a suggested routine appointment and need more urgent attention you will be offered a same day appointment to come and sit and wait to be seen by a GP.

### **Home visits**

For housebound patients, if possible, please contact the surgery before 10.30am. A GP will telephone you back at a given time to offer advice and assess the requirements of the visit.

## Minor Injuries

Cuts, scalds, etc., can be dealt with when we have appropriate treatment room staff available. Patients can self refer to the senior nurse at the Minor Injuries Unit at Hawick Health Centre, Teviot Road, or the Hawick Community Hospital. The Nurse will contact the duty doctor if required.

## Out of Hours Emergencies

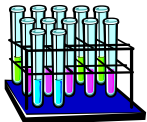
Midweek: Monday to Friday from 6pm until 8.00am the following morning.

Weekend: Friday evening from 6pm until 8.00am on the Monday morning.

The out-of-hours services are not provided by the Practice. NHS Borders is responsible for commissioning the services.

The Out of Hours Medical Service will be provided by Borders Emergency Care Service through NHS24. When the practice is closed and you need urgent medical advice, please telephone NHS24 on 111. An experienced nurse will then help decide the most appropriate course of action to deal with your **URGENT** medical problems. Alternatively access [www.nhs24.co.uk](http://www.nhs24.co.uk)

## Test Results



### I've had tests so what happens now?

Most tests have to be sent away to a hospital laboratory for analysis. An NHS courier service collects the Samples daily.

**How long will I have to wait for results?** Most samples are analysed within 24 hours and then results sent to the Practice, however, there are certain tests which require several weeks to be analysed. The person who took the test sample will be able to advise you approximately when the result will have been reviewed.

**You can help by ensuring we have correct contact details for you in case we need to get in touch. Please inform Reception of any changes that may have occurred.**

If your Result is normal and there are no concerns for follow-up the GP/Nurse will not contact you. However all X-Ray and other Scans will be reviewed by the GP and patients can phone the surgery after 2pm daily to enquire about results.

### What if I have an infection or an abnormal result that needs immediate action?

If the result indicates the need for urgent attention, the Doctor or Nurse will, of course, contact you to discuss the results.

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person whom they relate to until that person has given prior permission for the release of the results or they are not capable of understanding the results.

## **Repeat Prescriptions**

The administrative staff process approximately 100,000 repeat prescription items annually. As you can imagine, this is a huge task.

### **FOR SAFETY REASONS, WE ARE NO LONGER ABLE TO OFFER A TELEPHONE PRESCRIPTION SERVICE**

#### ***Please help us by:***

- Handing your repeat prescriptions list into the surgery by placing it in the box provided making sure you have ticked appropriate boxes. A repeat prescription list may be given to you on collection from the pharmacy or a tear off slip may be attached to your prescription.
- Please allow the surgery 48 hours to process your request for a repeat prescription.
- By arrangement, your repeat prescription can be forwarded direct to a chemist of your choice
- If the prescription is to be posted please provide a stamped, addressed envelope.
- In line with NHS recommendations most prescriptions will bear the generic (scientific) name rather than the brand name. The effectiveness and safety of the generic preparation is identical to that of the brand name. If you are at all uncertain please check with your pharmacist or doctor.

## **Minor Surgery**

Removal by excision of lumps, cysts, etc  
Injection of joints

**All partners** are approved to carry out the above procedures.

## **Health Promotion**

The practice encourages a healthy lifestyle and can offer advice and regular surveillance of common chronic illnesses by appointment:

- Healthy Heart
- Advice about weight reduction and maintenance of an “ideal weight”

### **Cytology(Well Woman) Appointments**

Nurse led and overseen by Dr Linda Bruce

#### **Results of cervical smear test – recall arrangements**

This information will be sent to the patient from the Health Board.

The Practice is a part of a fully computerised National recall system which as from 1 April 2016 would aim to re-test every female between age 25-50 every three years and age 50-64 every 5 years.

### **Family Planning**

Chiefly the remit of Dr Linda Bruce and/or the nurse who has received specialised training. All partners are able to give advice. A standard 10 minute appointment at a time of the patient’s choice is normally sufficient.

**Practice Nurse (PN), Health Care Assistant (HCA) and Phlebotomy Team include: Nicola Sutherland (PN), Nicola Lang (PN), Louise Wood(HCA) and Lyndsey Armstrong (Phlebotomy) .**

- New patient Examinations
- Blood Tests
- Health Promotion including Cardiovascular reviews
- Management of Long Term Conditions e.g Diabetes; Asthma; etc
- Smoking Cessation advice
- Cervical Cytology
- Family Planning Advice
- Infant Immunisations
- Adult Immunisations and Foreign Travel Information
- **Hormone Replacement Therapy**

### **Treatment Room Nurse (RGN)**

By appointment

- Blood tests
- Wound care/dressings
- Minor Injuries
- Suture Removal
- Ear syringing
- Injections
- Assist with minor surgical procedures
- ECG

## **Community Staff**

Two community nurses – full- time

Two community nurses – part-time

One community nursing auxiliary – part-time

This domiciliary service is intended to cater for those patients who are unable to attend the surgery. An assessment of need is completed initially by a community nurse and subsequent care provided by a designated member of staff.

Telephone number – 8.30am-16.30pm – **01450 371763**

After hours and in an emergency, the community nurse/midwife on call can be contacted via **NHS24 on 111**

As part of UKCC requirements, nursing personnel are obliged to undertake ongoing professional development.

## **Child Health Surveillance**

Children's health and development are monitored through the Child Health Surveillance programme according to local and national recommendations.

## **Public Health Nursing Team Tel: 01450 376845**

Health Visitors, School Nurses, Staff Nurses, Nursing Auxiliary & Secretarial Support

Public Health Nurses are qualified nurses with further specialised training in child and family health education at individual, group and community levels. We work with people of all ages and can offer advice and support on a great variety of issues including:

- Lifestyle change towards better health e.g. smoking cessation.
- Health eating, exercise, safer drinking and stress reduction
- Prevention of illness
- Mental health
- Health information
- Local and national support services

Every family with a child under 5 years has a named Health Visitor who can offer advice and support on all aspects of parenting including:

- Preparation for, and adjusting to parenthood
- FEEDING
- Growth and development
- Immunisation programmes
- Accident prevention
- Everyday difficulties, e.g. teething, sleeping, bedwetting, Behavioural problems
- Child care and schooling
- Minor ailments – both Health Visitors are registered Nurse Prescribers

- Where to get additional help

### **Maternity Care**

This service has a major and independent midwifery input. It is co-ordinated by a practice midwife supported by the GP's and Borders General Hospital. The same community team supervises additional postnatal care of various types when possible.

### **Antenatal Clinics are held weekly**

Care is shared with the specialist obstetric unit at Borders General Hospital. A domiciliary confinement is not available.

### **New Patient Registration**

Reception staff can provide you with the necessary forms to fill in. Please bring some form of identification i.e., passport, driving licence etc. We will need you to provide full details of the GP Practice you were previously registered with together with your current and previous addresses. If we cannot register you, the reason will be given to you.

Patients are registered with the practice, not an individual GP. For administration reasons your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor and this will be recorded in your medical notes. Not all doctors in the practice provide all services and specific doctors may not be immediately available.

### **Emergency Care Summary - Important Information for all Patients**

***Since October 2005 some of the information in your GP patient record is made available to improve your 'out-of-hours' care***

If you become ill when your GP surgery is closed, you or the person phoning on your behalf may be asked by the 'out-of-hours' doctor whether they can look up some of the information in your patient record.

This information will cover:

- Any known allergies you may have
- The medication you are currently taking

This will help the nurse or doctor treating you to provide the best care possible, even if you are too ill to remember this important information.



The extract from your patient record is called the Emergency Care Summary. 'Out-of-hours' staff will not be able to see your full patient record.

If you do not want any of the nurses or doctors looking after you 'out-of-hours' to see your Emergency Care Summary, please let the Receptionist at your GP Practice know. Please note that withholding this information may mean you are denied an improvement in your care 'out-of-hours'.

For more information contact 01896 826996 or visit [www.nhsborders.org.uk](http://www.nhsborders.org.uk)

### **Information Sharing and Confidentiality**

The practice complies with Data Protection and Access to Medical Records legislation.

Identifiable information about you will be shared with others involved in your medical care i.e., Community Nurses and hospital services; or when we have a duty of care to others i.e., in child protection cases.

### **Patients Rights and Responsibilities / How to give feedback or raise a complaint.**

The O'Connell Street Medical practice believes in patients rights and responsibilities and we conform to the principles of the Patient Rights (Scotland) Act 2011 and The Charter of Patient Rights and Responsibilities as developed by the Scottish Executive. This can be obtained by visiting [www.hris.org.uk](http://www.hris.org.uk) or [www.nhsinform.com](http://www.nhsinform.com) it is also possible to obtain information by telephoning the NHS helpline on 0800 22 44 88.

In summary, patients have the right to confidentiality, respect, good service, and competent and attentive care in accordance with evidence-based practice.

The Practice welcomes feedback and should it be a complaint or a concern about the attention you have received from a doctor or any of the practice staff please do let us know by contacting either Dr Bruce or one of the other partners. Clearly it is in everyone's interest to air a problem and to resolve it as quickly as possible. You may prefer to discuss your concerns informally and in private with the practice manager Cameron Scott. We will do our best to resolve any problems, and if required a practice complaints leaflet and complaint form is available from reception.

As patients, we ask you to co-operate in your treatment; try to adopt a healthy lifestyle which we are willing to assist with information, encouragement and practical advice; show patience at busy times, treat our staff well, keep your appointments, and help preserve a quiet and friendly environment in the waiting room.

We are required to advise that unacceptable behaviour from patients may result in their removal from our list. We will normally discuss this problem with the patient, and if removal from the list is appropriate, we will provide a written reason. The patient will then be expected to register with another Practice.

## **Postgraduate**

Each doctor spends a minimum of five days per annum following a course of study. All nursing and secretarial staff are positively encouraged to develop their skills by attending conferences, workshops and specific training courses.

Occasionally the practice will be closed to enable ongoing Staff training to be carried out and generally occurs on the last Wednesday afternoon of most months. Actual dates will be publicised by notices in the Practice. Emergency cover is provided via NHS 24.

## **Useful Telephone Numbers**

Community Staff	371763
Health Visitors	376845
Midwives	361000
Hawick Community Hospital	372162
Borders General Hospital	01896 826000
Hawick Health Centre & Clinics	361000
Police	101
Social Work Department	374545
R.I.E.	0131 536 1000
W.G.H.	0131 537 1000
R.H.S.C.	0131 536 0000
NHS24	111

Further details of primary medical services in the Scottish Borders area can be obtained from NHS Borders, Newstead, Melrose TD6 9BD Tel: 01896 828282

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