

VIOLENCE POLICY

The NHS operates 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.

Teviot Medical Practice strives to provide first class healthcare to all of our patients at all times, without prejudice. To assist us in realising this objective, we ask you to use our services responsibly:

- Be courteous and considerate to other patients, practice staff and Doctors.
- Check in punctually for appointments at reception.
- Always cancel appointments in advance if you cannot attend or no longer require them.
- Keep us informed of address changes and phone number changes especially mobile numbers.

PRACTICE AREA

Patients residing within Hawick & the defined boundary may register with the Practice

- Ancrum
- Ashkirk
- Belses
- Bonchester
- Craik
- Denholm
- Lanton
- Lilliesleaf
- Minto
- Newmill
- Robertson
- Southdean



Newstead
Melrose TD6 6DB
01896 828282
www.nhsborders.scot.nhs.uk

WELCOME TO



Teviot Medical Practice

Hawick Health Centre, Teviot Road, Hawick TD9 9DT

Phone : 01450 370999

NHS 24 (Out of hours emergencies): 111

Website: <http://teviotmedicalpractice.co.uk>

Dr Douglas M Rolland	MBChB MRCP DCH 1989 Aberdeen
Dr Paul Lockie	MBChB MRCP DRCOG 1990 Dundee
Dr Rachel L Boon	MBChB MRCP 1991 Birmingham
Dr Robin Kerr	BMS(Hons) MBChB(Hons) MRCP DRGOG 2007 Dundee
Dr Rachel A Seville	BScPh DMBChB MRCP 2007 Leicester
Dr Anurag Yadav	MBBS MRCS (Edinburgh) MRCP 1999 New Delhi
Dr Vicki Hankinson	MBChB MRCP DRCOG 2001 Dundee
Dr Neil McPhee	MBChB MRCP Dip Derm (Glasgow) 2007 Edinburgh
Dr Jamie Stevenson	BMS(Hons) MBChB MRCP DRCOG 2010 Manchester
Dr June Bell	MBChB MRCP DPD 1984 Edinburgh
Practice Manager	Mrs Carol Messer

HAWICK HEALTH CENTRE is a purpose-built facility with fully equipped consulting rooms for Healthcare Professionals, including Pharmacy, Physiotherapy, Podiatry, Clinical Psychology, Speech Therapy and Treatment Rooms. Braille signs and hearing loop available. There is a car park adjacent to the building with disabled spaces available.

ONLINE ACCESS

A wealth of information can be found regarding Teviot Medical Practice on our website: <http://teviotmedicalpractice.co.uk>. **Forms to register for patient online access are available from reception.** As well as information on services available there is a facility to book appointments online as well as order repeat prescriptions. An information section provides general advice on health matters for you and your family, from pregnancy and childhood through to chronic health conditions. A news section provides regular updates on any matters arising.

HEALTH CENTRE OPENING TIMES

Teviot Medical Practice is open between the hours of 8am and 6pm Monday – Friday excluding Public Holidays. Additionally we offer Wednesday **OR** Thursday evening appointments for routine matters. We ask that the Wednesday/Thursday Evening Service is used only by people unable to access daytime appointments. The Practice occasionally closes on a Wednesday afternoon for medical education and staff training.

APPOINTMENTS

Appointments can be booked online, through our reception staff at the reception desk or by telephone. Forms to register for patient online access are available from reception.

Our fully trained receptionists may need to ask you personal details when you phone or present at the reception. This is to ensure that we assist you appropriately. They are bound by the same rules of confidentiality as doctors and nurses.

SEEING YOUR DOCTOR

We recommend that you see your registered doctor where possible as this continuity will lead to a better level of care.

NURSE PRACTITIONER

Our experienced Nurse Practitioner can consult for the following: Ear, Nose and Throat problems, Coughs and Chest Infections, Urinary Problems, Skin Problems, Allergies, Childhood Illnesses, Sexually Transmitted Infections, Back Pain, Eye Problems, Contraceptive Pill Review & Emergency Contraception.

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 genuine case for complaint. If this is so, we would wish for the matter to be settled quickly, and as amicably, as possible. To pursue a complaint please contact the Practice Manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure.

CONFIDENTIALITY AND MEDICAL RECORDS

The Practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you access 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 the Practice 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.

FREEDOM OF INFORMATION ACT

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 Manager.

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 Manager and may be subject to an administration charge. No information will be released without the patient's consent unless we are legally obliged to do so.

TEVIOT MEDICAL PRACTICE CLINICAL TEAM

Nurse Practitioner—Lynn Morrison—RGN BSc (Hons) Nurse Prescriber
Practice Nurse—Elaine Rutter—RGN RM BSc MID
Practice Nurse—Nicola Lang —RGN
Health Care Assistant—Andrew Johnstone
Phlebotomist

ALLIED HEALTH TEAM

Telephone 361000 for: -

Health Visitors—advise on health care, particularly for expectant mothers, preschool children and the elderly.

Community Nurses—provide assessment, treatment and nursing assistance for those confined to their homes and in the treatment room.

Community Midwives—provide antenatal clinics and classes and visit new mothers and babies at home.

LEAFLETS

Information on a full range of health promotion topics and medical conditions are available on request or displayed in public areas.

TRAINING PRACTICE

GP Registrars—are fully qualified doctors, with several years of hospital experience, preparing for a career in General Practice who are spending a year working under supervision in our Accredited Training Practice. Video recordings of consultations, with patient's permission, are used for teaching and assessment purposes.

Medical Students—final year medical students from Edinburgh University come to the Health Centre as part of their training and spend time with all members of the Teviot team.

Student Nurses—from Napier University come to the Health Centre as part of their training and may accompany members of the nursing team.

URGENT APPOINTMENTS

Patients who feel they have a medically urgent problem should contact reception. Receptionists are authorised by the Doctors to obtain basic information about the reason for the request in order to allow them to prioritise care appropriately.

TEXT MESSAGE REMINDERS

You can now register to receive information by text message on your mobile phone regarding appointments. If you wish to register for this messaging service please contact Reception.

CANCELLATIONS

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else. If you do not inform reception and do not attend, you will receive a letter informing you that this has occurred. If you do not attend 4 appointments in a 12 month period you may be removed from the Practice list.

HOME VISITS

Home Visits are at the discretion of the Doctor and are usually restricted to patients who are genuinely housebound or unable to come to the Health Centre due to illness. If you feel you require a home visit please phone the surgery before 10.30am. The receptionist requires some indication of the problems so that the doctor will know how urgent the visit is. A contact phone number is essential as the doctor may ring you to assess the situation further.

TELEPHONE ADVICE

If you wish to speak to a Doctor, Nurse Practitioner or a Practice Nurse please contact reception and leave your telephone number. Your telephone call will be returned but depending on urgency this may not be the same day. If you request a same day call back please ensure that you are available to receive the call as the doctor will only try a limited number of times. Please be aware that messages which could potentially breach patient confidentiality will not be left on answer phone machines/voicemail.

INTERPRETING SERVICES

Interpreters can be arranged via reception. Please ask in advance of your appointment.

RESULTS OF TESTS

Our receptionists are authorised to pass on test results to you alone. Due to the rules governing confidentiality, this must be directly to you and not to a third party. Please phone reception between 11.00 – 12.30 to make use of this service. Alternatively, if you would prefer to discuss these directly with your Doctor, Nurse or Nurse Practitioner, please make an appointment to do so.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be obtained without an appointment when your Doctor has chosen to provide a drug reorder form attached to your prescription. Please note only medications printed on your current reorder form can be requested.

Please keep the reorder form in a safe place (e.g. with your medication) but if lost, repeat medication may still be requested on handwritten notes without the need for an appointment. Repeat prescriptions can also be renewed online after registering for the patient online access service or by bringing the reorder form to reception, before 11 am if possible. We do not accept requests over the phone for safety reasons and to improve telephone access to the practice. Repeat prescriptions can be sent to the local Pharmacy of your choice. Please allow three full working days for the request to be processed.

LABORATORY SPECIMENS

These are collected by the lab transport van from the Health Centre at 11.25am Monday to Friday.

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-medication form (SC2) which is available from your employer or on the HMRC website.

You do not need a sickness certificate to say you are fit to return to work. If you are in employment and off for over 4 weeks your employer might refer you to "Fit for Work Scotland."

YOUR HEALTH

The Teviot Medical Practice website <http://teviotmedicalpractice.co.uk/> is a great resource to inform you with regards to your health. Further information can be found on the NHS Choices www.nhs.uk and the NHS Inform www.nhsinform.scot websites.

NHS INFORM MUSCULOSKELETAL HELPLINE

The Musculoskeletal (MSK) Helpline is a phone service for people experiencing symptoms of MSK disorders— such as back, knee or hip pain. Phone 0800 917 9390 (9.00am to 5.00pm, Monday to Friday). Calls are free from landlines and mobiles.

The helpline is operated by the Musculoskeletal Advice and Triage Service (MATS) and is provided by fully trained call operators, nurses and physiotherapists.

This service can help by:

- Finding out if you need to see a doctor
- Providing key information and advice to help with your problem
- Referring you to a healthcare professional if you need it—this could be a physiotherapist, podiatrist or other MSK specialist

DOING WELL CLINIC

The Doing Well Clinic is a confidential service in the health centre that offer support and advice on how to deal with your problems. You can receive one to one advice on a range of problems including anxiety, work, better sleep, low mood, stress, bereavement, relationships, housing, disability, benefits, hobbies and activities and education. You can self refer for this service. Please enquire at reception.

SERVICES PROVIDED

Teviot Medical Practice provides a comprehensive range of health care services, including:

Antenatal Clinics

Children's Clinics

Children's Immunisations

Cervical Smear/Well Person

Chronic Disease Clinics in the areas of COPD/Asthma/Diabetes/Hypertension/Vascular (stroke, heart disease & peripheral vascular disease)/chronic kidney disease

Lifestyle Advisor Support Service

Doing Well" Advisory Service