

# Jedburgh Medical Practice

Doctors Mitchell, Dorward, Savory and Robertson  
The Health Centre, Queen Street,  
Jedburgh, Roxburghshire, TD8 6EN  
Practice Manager: Mrs Marie Mercer  
Tel 01835-863361; Fax 01835-864273

Welcome to Jedburgh Medical Practice! We aim to provide our patients with the highest possible quality of medical care, and we value your help in making the best use of our time and resources.

- ✓ Please attend in good time for your GP, Practice Nurse, or Phlebotomist **appointments**. If you can't keep your appointment, please let us know as soon as possible so it can be given to another patient.
- ✓ Use the **open GP morning surgeries** if you need to see a doctor within 48 hours. There are normally 18 open GP surgeries each week and waiting times are shorter from Tuesday to Thursday.
- ✓ Allow 48 hours for your **repeat prescription requests**. Use the order form provided. You can bring, send, or post it to us. Do not wait until you run out of your medication. We do not provide a telephone order service for repeat prescriptions.
- ✓ Remember that **GP home visits** are for patients who are too ill or infirm to attend at the Health Centre. If possible your request should be telephoned before 10.00am, giving the receptionist an indication of the problem and the urgency. This allows your doctor to act appropriately.
- ✓ **Telephone advice** is available from NHS24 at any time on 08454-24-24-24. If you need to speak to your doctor, please phone and pass your message to a medical receptionist.
- ✓ **For NHS Services** (see page 4) please phone 01835-865200.

## Jedburgh Medical Practice

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# Jedburgh Medical Practice

## Introduction

Welcome to our Practice! We aim to provide all of our patients with the highest possible quality of personal medical care, and to work with other professional carers to enhance the health of our local community. We were awarded the Practice Accreditation mark by the RCGP in October 2001 and again in April 2005.

We accept patients within an area covering 140 square miles of Roxburghshire — from the Carter Bar in the south to Lilliardsedge Park and Kalemouth Bridge in the north; and from Denholm, Bedrule, and Bonchester Bridge in the west to Hownam in the east. Patients who reside outwith our Practice area will require to register with another Practice, as we cannot undertake to provide medical care to patients beyond our geographical boundaries.

Redevelopment of the Health Centre was completed in May 2012.

### Parking

The Health Centre car park is restricted to essential staff users i.e. doctors and other clinicians who need access to their car during the day for their clinical duties. The Health Centre car park includes a marked space for disabled staff. The main town car park is a few minutes walk away, and is free.

### Disabled Parking and Access

There are two disabled parking spaces on Queen Street, and there are special toilet facilities for disabled persons. Hearing loops are installed at the Practice and NHS Borders reception points, while portable loops including neck loops are available on request.

### Baby Changing and Feeding

We have nappy changing facilities. If you would prefer a private area to feed your baby, our staff will do their best to assist.

## **Jedburgh Medical Practice**

### **Our New Building**

Our new building was completed at the end of May 2012. It is much larger and accommodates more services on the same site. Here is a brief guide to the new arrangements

#### **Jedburgh Medical Practice (JMP)**

**Tel. 01835-863361**

- Entrance on Queen Street nearest Queen Mary's House
- Reception for Jedburgh Medical Practice services i.e. GPs, Practice Nurses, Phlebotomist, Prescriptions
- Jedburgh Medical Practice waiting room

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#### **NHS Borders (NHSB)**

**Tel. 01835-865200**

#### **General Dental Practitioner (Crown Lane)**

**Tel. 01835-863247**

- Entrance on Queen Street nearest the Canongate
- Reception for NHSB and dental services
- NHSB waiting room
- Clinical Psychology
- Community Nursing
- Dentists (NHSB and General Dental Practitioner)
- Health Visiting
- Hearing Aid Battery Service
- Home Aid Equipment Returns
- Lifestyle Advice and Smoking Cessation
- Midwifery
- Minor Injuries Service (Casualties)
- Nutrition and Dietetics
- Occupational Therapy
- Physio
- Podiatry
- School Nursing
- Smoking Cessation
- Speech and Language Therapy
- Treatment Room Nursing

## Jedburgh Medical Practice

### Hours of Opening and GP Surgeries from 9<sup>th</sup> April 2014

**Monday to Wednesday**      8.30am - 6.40pm  
**Thursday**                      8.30am - 6.00pm  
**Friday**                          8.30am - 5.30pm

	Open Surgery 8.30-9.30am	Afternoons 1.30-3.40pm	Extended Hours 5.30-6.40pm
Monday	Dr Mitchell Dr Dorward Dr Robertson	Dr Mitchell Dr Dorward Dr Robertson	Dr Dorward
Tuesday	Dr Dorward Dr Robertson Dr Fowler	Dr Dorward Dr Robertson Dr Fowler	
Wednesday	Dr Mitchell Dr Dorward Dr Fowler	Dr Mitchell Dr Dorward Dr Fowler	Dr Mitchell
Thursday	Dr Mitchell Dr Dorward Dr Savory Dr Robertson	Dr Mitchell ----- Dr Savory Dr Robertson	
Friday	Dr Mitchell Dr Savory	Dr Mitchell Dr Savory	No Evening Surgery

- a) **Open Surgeries** – are limited to 15 patients per GP, and patients will be asked to see another doctor when any GP is at or close to this limit. After limits have been reached, patients will be offered an appointment. Time does not allow for multiple medical conditions to be discussed, nor for long consultations.
- b) **Afternoon Surgeries** – ten minute appointments are offered
- c) **Extended Hours** – these surgeries are provided to ease access for patients who have difficulty in attending at other times. Ten minute appointments are offered. Urgent care will also be available within these times. From time to time Extended Hours Surgeries may be moved to another day and be covered by another GP.

## **Jedburgh Medical Practice**

### **Holidays and Days of Closing**

The Health Centre closes for the following holidays:

- ❖ Christmas (two days)
- ❖ New Year (two days)
- ❖ First Monday of Easter School Holidays
- ❖ Spring Local Holiday Monday (May)
- ❖ Jedburgh Festival Friday (early July)
- ❖ Summer Holiday Monday (late July)
- ❖ Autumn Local Holiday Monday (October)

Actual dates are available from reception and will be publicised by notices in the Health Centre.

### **Borders Time Education Sessions**

Borders Time Education Sessions provide an important opportunity for clinicians and support staff working in Primary Care to meet to discuss e.g. clinical practice, service developments, IM&T projects.

Jedburgh Medical Practice participates in these regular forums, which usually occur on the last Wednesday of most months. We will close on these dates from 12.30pm until the start of the extended hours surgery at 5.30pm

Calls to Jedburgh Medical Practice on these afternoons are handled by NHS24. Patients requiring general medical services should contact NHS 24 and may be invited to attend at the Borders Emergency Care Centre Cover at the BGH.

NHS Borders services will remain open as normal

Actual dates will be publicised by notices in the Health Centre.

## Jedburgh Medical Practice

### The Doctors

Doctors Mitchell, Dorward, Savory and Robertson work in partnership using the business name of “Jedburgh Medical Practice”. We engage salaried and locum doctors to help maintain our service to patients. We are not a GP Training Practice.

The Practice has had a General Medical Services (GMS) Contract with Borders Health Board since 1<sup>st</sup> April 2004. Their contact details are: NHS Borders, Newstead, Melrose, Roxburghshire, TD6 9DB, ☎ 01896-825500. [www.nhsborders.org.uk](http://www.nhsborders.org.uk)

Under the new national GMS contract your registration is now with the Jedburgh Medical Practice rather than an individual GP. This does not prevent you requesting to see a doctor of your choice. When your usual doctor is absent for any reason, we encourage you to consult another doctor in the Practice, since all of our doctors have full access to your medical history, and this helps us to manage the clinical workload of each of our doctors.

### Personal And Professional Details

Dr Ross J Mitchell:	(Male) MB, ChB (Edinburgh 1987), DRCOG (UK 1992), MRCGP (UK 1992)
Dr C Ruth Dorward:	(Female) MB, ChB (Edinburgh 1982), DRCOG (UK 1985)
Dr Jane C Savory:	(Female) MBBS (London 1997), MRCGP (UK 2001), DRCOG (UK 2000) DFFP (UK 2001)
Dr Morag B Robertson:	(Female) MB, ChB (Aberdeen 1988), MRCGP (UK 1992), DCH (Glasgow 1990) ACFP (UK 1992)

## Jedburgh Medical Practice

### Access Arrangements

#### **GP Open Morning Surgeries:**

We offer open access to GPs for patients presenting from 8.30am to 9.30am. An open surgery limit of 15 patients per GP is applied. Patients will be asked to see another doctor when any GP is at or close to this limit. Time does not allow for multiple medical conditions to be discussed, nor for long consultations. After limits have been reached, patients will be offered an appointment.

**GP Afternoon & Late Afternoon Surgeries:** by appointment.

**Practice Nurse (PN) Surgeries:** by appointment.

**Phlebotomist (Bloods Clinic) 8.30-10.30am:** by appointment.

Appointments can be made at Jedburgh Medical Practice reception or by phoning 01835-863361 during hours. If you are unable to keep an appointment, please let us know as soon as possible.

**Immediately Necessary Treatment:** persons requiring immediately necessary medical treatment will be seen as soon as possible.

**Home Visits:** Home visits are for patients who are too ill or infirm to attend the Health Centre. If possible your request should be telephoned before 10.00am, giving the receptionist an indication of the problem and the urgency. This allows your doctor to act appropriately. We ask patients to remember that we can see four people in the surgery in the time that a home visit normally takes.

**Out-Of-Hours:** Borders Health Board is responsible for Out-of-Hours services. Out-Of-Hours care is provided via NHS24 from the Borders Emergency Care Centre based at Borders General Hospital. This service operates from 6.00pm to 8.00am Monday to Friday, all weekend, and on local and public holidays. The service can be accessed by phoning NHS24 on 08454-24-24-24. Their website is <http://www.nhs24.com>

**A&E at BGH:** Patients needing urgent casualty treatment when the Health Centre is closed should attend the BGH A&E Department.



## Jedburgh Medical Practice

### **The Services Available from the Practice**

We provide a wide range of general medical services under the New GMS Contract which came into effect on 1<sup>st</sup> April 2004. These include Essential Services, as defined by the New GMS Contract, and Additional Services and Enhanced Services which the Practice has opted to provide.

#### Services which we will provide include:

- a) care of registered patients and temporary residents
- b) care of terminally ill patients
- c) care of patients suffering from chronic disease
- d) treatments and investigations as necessary and appropriate
- e) referral to other services and liaison with other health care professionals involved in treatment and care.
- f) advice in connection with the patient's health, including relevant health promotion advice.
- g) immediately necessary treatment of any person owing to an accident or emergency in our practice area.
- h) appointments on request for patients aged 16-74 who have not attended at the Practice for three years.
- i) appointments on request for patients 75 and over who have not attended at the Practice for a year.

#### Services which we do not provide include:

- x Out of Hours Care between 6.00pm and 8.00am Monday to Friday, all weekends, and on local and public holidays. Out of Hours Care is provided by NHS24 and the Borders Emergency Care Centre at the BGH.
- x an Occupational Health Service. Non-emergency casualties at work should be referred to the workplace First-Aider.
- x Substitute prescribing for patients misusing drugs.
- x A travel advisory service.

## Jedburgh Medical Practice

### Practice Nursing

#### **Mrs Allison Mabon RGN and Mrs Lynne Redhead RN(G)**

Practice Nurses are employed by Jedburgh Medical Practice and provide services for:

Asthma, Blood Pressures, Casualties (when Treatment Room Nurse and Community Nurses are not available), Cervical Smears, Child Immunisations, Cholesterol Checks, Contraceptive Injections, Coil Fittings (with GP), COPD, Cryosurgery (Warts), Diabetes, Flu, Health Promotion, Healthy Heart Advice, Hypertension, Lung Function Tests, New Patient Assessments, Well Man Advice, Well Woman Advice.

When asking for an appointment to see a Practice Nurse, please provide your medical receptionist with brief information about the reason for your appointment so that you are given an appointment in the appropriate clinic.

Our Practice Nurses wear uniforms and name badges while on duty.

### Phlebotomy

Our Practice Phlebotomist is **Miss Kerry Woolfenden**.

The morning Bloods Clinic involves the taking of blood specimens and runs from 8.30am to 10.30am. Blood pressures are not done during these clinics. Absence cover is provided by Practice Nurses.

The role also includes call and recall of patients who require periodic reviews for e.g. chronic medical conditions.

Our Phlebotomist wears a uniform and name badge while on duty.

## Jedburgh Medical Practice

<b>Practice Administration Staff</b>
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**Practice Manager:** Mrs Marie Mercer

**Office Manager:** Mrs Nicola Barrie

**Medical Receptionists:**

Mrs Susan Roughead

Mrs Faye Stewart

Mrs Di Callander

Mrs Jean Kinghorn

Mrs Sheelagh Law

Mrs Marie Domingo

**Patient Data Assistant:** Mrs Rita Purves

**General Assistant:** Mrs Irene Watters

**Feedback and Complaints Officer:** Mrs Marie Mercer

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Our office staff undertake a wide range of reception and admin tasks. Full job rotation is practised and staff rotas are designed to maximise service.

Our Medical Receptionists are trained to ask relevant questions so that the appropriate medical response can be provided.

Our reception staff wear uniforms and name badges while on duty.

## Jedburgh Medical Practice

### Repeat Prescriptions

Your doctor will arrange for you to receive Repeat Prescription Order Forms when your medication is going to be required on a regular basis.

**We operate a 48 hour service\* for repeat prescriptions.**

**We do not provide a telephone order service, as this can result in error, and engages busy lines and staff.**

Requests for acute prescriptions (those not prescribed on a repeat basis) will be reviewed by GPs, and be available within 72 hours\*.

\*excludes Saturday and Sunday.

### Guidelines for Repeat Prescriptions

- ◆ Use your repeat prescription order form
- ◆ Request your prescriptions in good time especially prior to holiday periods. Do not wait until you run out of your medication.
- ◆ Take it with you for information when you are attending hospital.
- ◆ Bring, send, or post it to Jedburgh Medical Practice for your repeat prescriptions.
- ◆ Please mark the medications which you are requesting. If you wish your prescription to be posted to you, please provide a stamped self-addressed envelope.
- ◆ Your repeat prescription(s) and new reorder form will be available after 12.00pm (noon) on second working day after your request is received e.g. requests on Friday will be available on Tuesday after 12.00pm (noon).
- ◆ We encourage patients to make use of the daily prescription collection services provided by the Jedburgh chemists.
- ◆ We do not provide a telephone order service for repeat prescriptions.

### **Obtaining Lab Test Results**

Your lab test and radiology results can be obtained by telephoning reception. Receptionists will ask you to identify yourself and will give results where this has been authorised by the doctor. Where you or your GP prefer to discuss your result, this can be done on the telephone or in surgery.

We have a strict policy regarding confidentiality and data protection and, unless you request otherwise, we will only release your test results to you.

If you would like us to report the results of tests to another person, please complete a Lab Results Mandate from reception. We will then be able to report your lab results to the person(s) whom you name on your mandate. You may revoke your mandate at any time.

Where a patient is not capable of understanding the results, the GP may give that result to the person or persons concerned with the care of that patient.

### **Access to Lab Test Results by Health Care Professionals**

Many of our patients receive care from other health care professionals for acute or chronic medical problems, and test results may need to be accessed in order to ensure appropriate treatment.

Health care professionals in Jedburgh involved in your treatment or care have direct access to your computerised lab test results.

Health care professionals outside of Jedburgh Health Centre (e.g. NHS24, Borders Emergency Care Centre, and hospital doctors) do not currently have direct access to your computerised lab test results. NHS Scotland is developing information systems which will enable this in future when relevant to your care and treatment.

<b>Patient Transport and Ambulances</b>
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## **Patient Transport**

Patients requiring non-emergency ambulance transport for first hospital appointments should contact the Ambulance Service up to 60 days prior to their first appointment. The booking line is open from 9.00am to 4.30pm, Monday to Friday on 0300-123-1236.

Any ambulance transport for follow-up appointments will be booked by the hospital.

Ambulance transport is only provided to patients who have a medical or mobility need. It is important that patients only use this service if they have no other means of getting to hospital, or if their medical condition determines it. You will be asked a few questions to determine your eligibility, and ensure the correct transport according to your needs is booked. You can request your patient transport up to 60 days prior to your hospital appointment.

Please refer any queries to:  
Scottish Ambulance Service Area Service Office  
Room 1ME2  
Borders General Hospital  
Melrose  
TD6 9BS  
Tel. 01896-826062

## **Emergency Ambulances**

Anyone who requires an ambulance for a life-threatening situation should phone the emergency services on 999.

## **Urgent Ambulance Requests by GPs**

GPs requiring urgent admission of patients can make ambulance requests under agreed protocols via a dedicated line.

## **Jedburgh Medical Practice**

### **New Patients**

If you are going to be resident in our area for three months or more, you may register with the Practice. Please bring your medical card with you. If we cannot register you, the reason will be given to you.

Your registration will be with the Practice. You are however free to indicate a preference for the doctor whom you would normally like to consult and we will record such a preference. You may also at any time request to receive certain services from e.g. a male or female doctor. Please understand however that we may not be able to accommodate your requests due to e.g. part-time working, clinical rotas, workloads, absence, professional competencies, or where the preferred practitioner does not provide the service.

### **New Patient Assessments**

All newly registered patients (over the age of 5 years) will be given a New Patient Health Questionnaire to complete at home, and will be invited to make a Practice Nurse appointment for a New Patient Assessment. We will also provide a small bottle so that you can give us a urine specimen for testing. When you attend for your assessment, a Practice Nurse will review your questionnaire with you. This lets us get to know you and your medical needs.

### **Visitors and Temporary Residents**

If you are visiting, or are temporarily resident in our area for between one day and three months, you will not be able to register, but consultations and treatment will be available to you.

### **Non-English Speakers**

Interpreter services for NHS consultations can be provided to non-English speakers. Notice is required and information is available on request. Information about health services in Scotland is available from: <http://www.healthinmylanguage.com/home.aspx>

## Jedburgh Medical Practice

### GP Referrals

NHS Boards have the responsibility to plan and provide health services for their resident population. The Scottish Government has reinforced to Boards that whenever possible treatment should be provided within the patient's own Health Board area.

The aim is to provide value for money from limited NHS resources, since it costs more to buy a service from another NHS Board than to provide it within a service already existing in the Borders.

GPs are expected therefore to limit the number of external referrals. NHS Borders recognises that in some few cases there may be valid reasons for exceptions. The following five reasons for departure from this "Borders Referral Policy" have been agreed with GPs:

#### Clinical Reasons:

- 1) Treatment is only available in another Health Board or Trust.
- 2) A second consultant opinion is sought that is not available within NHS Borders.
- 3) A patient requests continuity of care being provided by another Health Board or Trust.

#### Non Clinical Reasons:

- 4) Impact on ability to work / job security.
- 5) Travel e.g. the patient is unable to reach the BGH by private, public or patient transport, but would be able to reach another Board's service provider

Queries about this policy may be addressed to:

General Manager  
Primary and Community Services  
Newstead  
MELROSE  
TD6 9DB



### **Visitors to the UK**

#### **Visitors from the EEA (European Economic Area) -**

In general, visitors from EEA countries can receive the same free services as any local resident subject to the following:

- a) Visitors must be resident in our Practice area for at least 24 hours, unless urgent or immediately necessary care is required. We may ask for evidence of your temporary local residence.
- b) Evidence of entitlement is required through a European Health Insurance Card (EHIC) or equivalent, or a passport issued by the EEA country.
- c) If these conditions are not satisfied, visitors from EEA countries may be seen privately on a fee-paying basis.
- d) EEA Countries are - Austria, Belgium, Cyprus (except northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain (includes Balearic and Canary Islands, Ceuta and Melilla), Sweden, UK (including Gibraltar). Switzerland is included by agreement with the EU.

#### **Visitors from All Other Countries**

We may agree to see visitors from non-EEA countries privately on a fee-paying basis. Such visitors may be entitled to free NHS care if in the opinion of a Practice clinician they require urgent or immediately necessary care.

#### **Bilateral Health Care Agreements**

Some non-EEA countries have health care agreements with the UK. These apply to hospital services but not General Medical Practices, who are not funded by such arrangements. We can provide services on a private fee-paying basis to residents of such countries.

### Travel Advice and Vaccinations

We do not provide a travel advisory service. If you are going to travel and think you may require vaccinations, please

- 1) start to prepare two months ahead of your travel date.
- 2) review your immunisations history. If you do not have your own record, please obtain a Travel Enquiry Form from reception. We will need at least seven days notice. No fee is currently charged. A Practice Nurse will review your medical record and provide this information.
- 3) consult any of the following:
  - a) [www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)
  - b) a specialist travel clinic\* (appointment may be required)
  - c) an ABTA travel agent
  - d) the authorities in the country to be visited

\* The Specialist Travel Clinic - Yellow Fever Centre  
Ward 41, Regional Infectious Diseases Unit  
Western General Hospital  
Crewe Road South, Edinburgh EH4 2XU  
Tel. 0131 537 2822 Open 9am-12noon, Monday – Friday

\* The Edinburgh Travel Health Clinic  
Newington Surgery  
14 East Preston Street, Edinburgh EH8 9QA  
Tel. 0131 667 1030 Open 8.30am-6pm, Monday – Friday  
[www.edinburghtravelhealthclinic.co.uk](http://www.edinburghtravelhealthclinic.co.uk)

### NHS Travel Vaccinations for Public Health Reasons

If you are advised to have a vaccination for Typhoid/Paratyphoid, or Infectious Hepatitis (Hepatitis A), or Diphtheria, Tetanus or Poliomyelitis, you may request an NHS prescription for the vaccine(s). A GP appointment is not necessary. When you obtain your vaccine, please make a Practice Nurse appointment to have your vaccination administered without charge.

There is no requirement for Cholera vaccination for entry into any country but good food hygiene is important where sanitation is poor.

## **Wart Clinic and Cryotherapy**

We provide cryotherapy treatment for warts (verrucae) i.e. freezing with a spray of liquid nitrogen causes. This causes mild discomfort but it is an effective way of dealing with many minor skin lesions.

Before making an appointment for the wart clinic, please see your doctor who will assess whether cryotherapy treatment is appropriate. Our Wart Clinic usually runs each Thursday from 3.00pm to 4.40pm.

Because warts are caused by viruses, if they do not disappear with a single freezing, further cryotherapy is often advised. If any virus is left, the lesion will otherwise simply re-grow. It can occasionally, take a number of sessions to remove the lesion.

No creams or dressings are recommended after a freezing, but patients are warned that a blister may appear. It is best to keep the area dry for a day or two.

Apart from cryotherapy, there are other treatments available, and your doctor or nurse will advise you appropriately.

### **How to Avoid Warts**

- Avoid direct contact with warts, which are spread by touching, scratching, bleeding and skin shedding from the wart.
- Avoid walking barefoot, especially on warm wet surfaces, where the virus tends to spread
- Change socks and shoes daily
- Keep your feet clean and dry
- Warts occur and recur easily especially in children, whose immune systems are not fully developed. It is a good idea to check your children's feet regularly.

### **Warfarin Monitoring**

Warfarin (INR) monitoring is now done in-house at Jedburgh Medical Practice, following the purchase of a “point of care” INR blood testing system. Our investment in new equipment and staff training is providing Warfarin patients with a quicker and more convenient service, while ensuring safe monitoring of Warfarin dosage.

#### **How the New System Works for Warfarin Patients**

- Our Phlebotomist or Practice Nurse will collect your blood sample and insert it into a meter for immediate testing.
- Your Warfarin result (INR) will then be entered into an electronic reporting programme.
- Within a few minutes we will be able to advise you about your next dose and your repeat test date. (It is no longer necessary for you to call us later in the day for this information)
- Abnormal results outwith agreed parameters will still be referred to your GP for action.
- Appointments for Warfarin testing are available throughout the week with our Phlebotomist or Practice Nurses, and now include a late morning Warfarin testing clinic on most Fridays, and afternoon appointments during the week.
- As the test involves a fingertip prick, please try to keep your hands warm as it may be difficult to get a blood specimen if they are cold

#### **Warfarin Patients being Monitored at Home by District Nurses**

As these patients cannot attend at the Health Centre, District Nurses will continue to take blood samples and send them the BGH Laboratory via courier. Results will be reviewed by Jedburgh Medical Practice clinical staff and conveyed by us to patients.

### **Carers and Cared For Persons**

#### **Are You a Jedburgh Carer?**

Many Jedburgh people rely on carers who make a significant regular commitment of their time and energies. Their work is of great value, providing care and support additional to publicly-funded services.

#### **Do You Rely on a Carer?**

Many Jedburgh people rely on “carers”. Carers can include spouses, partners, children, friends, and neighbours.

#### **Definition of a Carer:**

A person of any age who provides unpaid help and support to a relative, friend, or neighbour who cannot manage independently without the carer’s help, due to frailty, disability, or addiction.

#### **Let Your GP or Nurse Know**

If you are a carer or rely on a carer, please let your doctor or nurse know at your next consultation.

With your consent, we can add this to your record. We can also provide carers with a booklet “Information for Carers”, and if appropriate a Carers Self Assessment Pack.

#### **Borders Carers Centre Address:**

Borders Carers Centre  
Brewerybrig  
Low Buckholmside  
Galashiels  
TD1 1RT

Tel: 01896-752431; Fax: 01896-756526

Email: [fiona@borderscarers.co.uk](mailto:fiona@borderscarers.co.uk)

Website: [www.carers.org/local-centre/galashiels](http://www.carers.org/local-centre/galashiels)

## **Jedburgh Medical Practice**

### **Data Protection**

The Jedburgh Medical Practice is registered under the Data Protection Act 1998. The register entry describes the types of personal data being processed by us for three main purposes – health administration and services; accounts and records, staff administration. Jedburgh Medical Practice also processes data which is exempt from notification.

### **Access to Medical Records**

The Data Protection Act 1998 governs access to the health records of living people. It became effective from 1st March 2000, and superseded the Data Protection Act 1984 and the Access to Health Records Act 1990, though the Access to Health Records Act 1990 still governs access to the health records of deceased people. The Data Protection Act 1998 gives you rights to apply for access to your health records. Application forms are available from reception and administration charges apply.

### **Access to Information**

Under Section 23 of the Freedom of Information (Scotland) Act 2002 a 'public authority', which is deemed to include General Practices for the purposes of the Act, must prepare a publication scheme setting out the information it routinely makes publicly available. The British Medical Association Model Publication Scheme for General Practitioners in Scotland has been approved by the Scottish Information Commissioner who is responsible for enforcing the Act.

The Publication Scheme is a guide to the information routinely made available to the public by Jedburgh Medical Practice. It describes information about our GPs and Practice which we make publicly available. It is available in printed form only on written request to the Practice Manager. An administration charge of £5-00 is payable.

### Disclosure Of Patient Data

There may be circumstances in which your personal medical record or parts of it may be disclosed to people other than for the purposes of your care.

Usually, your data would be disclosed in an anonymised form. However, there are times when the data cannot be anonymised, either because it would be impractical to do so, or because the nature of the request means it is necessary for your name to be disclosed. Disclosure of patient information is conducted within the rules of the Data Protection Act when certain conditions are met i.e.

- 1) The purpose of the request is to improve, manage or promote the provision of healthcare. Examples of this may be
  - a) Where the relevant Health Board wishes to ensure that the GP Practice is meeting its obligation to provide certain levels of care to patients or a particular group of patients under the terms of their contract.
  - b) Where a new treatment is available, and where the Health Board wishes to inform patients who would benefit from it, the Practice would provide name and contact information.
- 2) It is made in response to appropriate requests made by the relevant Health Board or people acting on their behalf, provided those people are themselves legally bound to keep confidential the information they receive.
- 3) A valid exemption under the Data Protection Act applies.

Please note that, by law, consent of the individual does not have to be obtained in a number of situations and further information is available from the Practice or the GMC web site [http://www.gmc-uk.org/guidance/ethical\\_guidance/consent\\_guidance\\_index.asp](http://www.gmc-uk.org/guidance/ethical_guidance/consent_guidance_index.asp)

Where such situations do not apply, you may inform the Practice that your patient information may not be disclosed to anybody other than for the purposes of your care, by writing to the Practice Manager or to your GP.

## **Jedburgh Medical Practice**

### **Patient Rights and Responsibilities**

Patients have the right to confidentiality, respect, good service, a friendly environment, and good quality care in accordance with evidence-based practice.

We undertake to seek appropriate consent for care including the care of children. We will do our best to resolve any problems. A Practice Complaints Leaflet is available.

Our Feedback and Complaints Officer is Mrs Marie Mercer, Practice Manager.

As patients, we ask you to co-operate in your treatment, show patience at busy times, treat our staff well, keep your appointments, help preserve a quiet and friendly environment in the waiting areas, and avoid using parking spaces which are reserved.

We are required to advise that unacceptable behaviour from patients may result in their removal from our list. We will normally discuss the 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.



## Jedburgh Medical Practice

### **NHS Borders Services – NHS Reception Tel. 01835-865200**

Information about NHS Borders services can be obtained from NHS Borders Reception. NHS Borders services include:

Clinical Psychology  
Community Nursing  
Dentistry  
Health Visiting  
Hearing Aid Battery Service  
Lifestyle Advice  
Mental Health Services  
Midwifery  
Minor Injury Service (Casualties)  
Nutrition and Dietetics  
Occupational Therapy for the Elderly  
Physiotherapy  
Podiatry  
School Nursing  
Smoking Cessation  
Speech and Language Therapy  
Treatment Room Nursing (details below)

### **Treatment Room Nursing – NHS Reception Tel. 01835-865200**

**Monday, Wednesday, Friday: 9.00am – 2.00pm**

**Tuesday, Thursday: 12.30pm – 5.30pm**

On 9<sup>th</sup> April 2007, NHS Borders took over direct responsibility for Treatment Room Nursing at Jedburgh for the following services: Casualties, Catheterisation, Compression Stockings, Dressings, Ear Syringing, ECG's, First Aid, Health Promotion, Hickman Line Procedures, Incontinence, Injections (Some), Minor Surgery, Removal of Stitches, Support of Consultant Clinics, Venepuncture (outwith Bloods Clinic), Vitamin B Injections, Zoladex Injections.

The Treatment Room Nurse employed by NHS Borders is Mrs Margaret Muir. Locum cover is provided by NHS Borders Nurses.

## Jedburgh Medical Practice

### Useful Telephone Numbers

**Jedburgh Medical Practice (GP Services Only) 863361**  
**NHS Borders Services at Jedburgh (All Other Services) 865200**

NHS Borders Out of Hours Service 08454-24-24-24  
(includes NHS24 / BECS / Borders Emergency Dental Services)

Borders Carers Centre 01896-752431  
Borders Council on Alcohol 01896-757657  
Borders General Hospital 01896-826000  
Borders Health Board 01896-825500  
Borders NHS Help and Information Line 0800-374277  
Childline Scotland 0800- 1111

**Crown Lane Dentist (Mr Hamilton) 863247**

Cruse (bereavement care) 01361-884646  
Dental Enquiry Line (for unregistered patients) 0845-300-0930  
Family Centre, Kelso 01573-224533

**Hawick Community Hospital 01450-372162**

Jedburgh Police Station 862264

Jedburgh Registrar 863670

Kelso Hospital: Main Switchboard 01573 - 223441

Poynder View 01573 - 226760

Kelso Day Centre 01573 - 225779

Parentline Scotland 0800-028-2233

**Patient Transport (Scottish Ambulance Service) 0300-123-1236**

Royal Association of Voluntary Services 863554

Scottish Borders Council 824000

Social Work Dept: office hours 01573 - 223501

out of hours 01896 - 758818

disabled badges 01835 - 826559

Bordercare 01896 - 758717

Samaritans - Border Branch 01750 - 20000

- 24 hour Linkline 0345 - 909090

South East Scotland Breast Screening Centre 0131 - 5377410

Own Numbers: \_\_\_\_\_

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