

 **Dr. BARBARA STEWART**

 **Dr. RICHARD A. COCKBURN**

 **Dr. ALASDAIR FORD
 Dr. HOLLY CAKEBREAD**

 **Dr. SUSAN PEDDIE**

ALLERMUIR HEALTH CENTRE

165 COLINTON MAINS DRIVE EDINBURGH EH13 9AF

Telephone: 0131 441 3119
www.firrhillmedicalcentre.com

 **WELCOME TO THE FIRRHILL MEDICAL CENTRE**

**Hours: Mon-Fri 8.00 am - 6 pm Telephone 0131 441 3119**

[www.firrhillmedicalcentre.com](http://www.firrhillmedicalcentre.com)
This leaflet will give you information about the services we offer and you are welcome to keep it for
future reference. There is additional information on our website.

The five partners in the practice are:

**Dr. Barbara Stewart**, M.B., Ch.B., M.S.C., M.R.C.G.P., D.R.C.O.G., D.C.H., D.F.F.P. Edinburgh 1992.

**Dr. Richard A. Cockburn**, M.B., Ch.B., D.R.C.O.G., M.R.C.G.P. Edinburgh 1997.

**Dr.** **Holly Cakebread,** M.B., Ch.B., M.R.C.P., M.R.C.G.P.

**Dr. Alasdair Ford** M.B., Ch.B., BSC(hons), M.R.C.G.P. D.O.H.N.S, D.T.M.&H
**Dr. Susan Peddie** MBChB, MRCGP **Ms Karen Ritchie (Practice Manager**

 All the partners work on a part-time basis. In addition we are involved in training doctors to become

GPs. We also have a part-time retainer doctor. All consultations are by appointment.

**THE PRACTICE AREA**

We are happy to register patients within our practice area which extends to the City Bypass and Slateford Road. Reception staff will be happy to tell you if your address falls within our practice area and a map is available at reception.

**Contractual Arrangements**

The Firrhill Medical Centre provides NHS medical services under a contractual agreement with NHS

**USEFUL CONTACTS**

Lothian, Pentland House, Ground Floor, 47 Robb’s Loan, Edinburgh EH14 1TY. Tel: 0131 537 8423.

**OTHER MEMBERS OF THE PRACTICE TEAM**

**PRACTICE NURSES Telephone 441 3119**

Our Practice Nurses work from our treatment room. They can help you with:

*Blood Tests (before 3.00 pm) • Injections • Dressings • General Health Advice*

*Minor Injuries • Ear Syringing • Cervical Smears*

*Removal of Sutures*

*Asthma, Diabetes and Circulatory Disease Management including Blood Pressure Reviews.*

*Please ask Reception to make an appointment for you.*

A practice nurse is available from 9 am to 1 pm and 2 pm to 5 pm, most weekdays. If you would like to see one please contact Reception.

**COMMUNITY NURSING CARE Telephone 441 9128**

A comprehensive home nursing service is available where required.

Home nursing care, support to carers, care of the elderly and advice on continence problems are

examples of this service.

Contact can usually be made between 8.00 am - 4.30 pm Monday to Friday. A message may be left

on the answering machine outwith these times.

ROYAL INFIRMARY .....................................536 1000

WESTERN GENERAL..................................537 1000

ROYAL HOSPITAL FOR SICK CHILDREN .......536 0000

ASTLEY AINSLIE........................................537 9000

TOLLCROSS PHYSIO .................................536 9730

SOCIAL WORK DEPARTMENT - OXGANGS ...445 4451

CITIZENS’ ADVICE BUREAU .....474 8080 [www.cas.org.uk](http://www.cas.org.uk)

SAMARITANS ..................................08457 90 90 90

PARENTLINE SCOTLAND...................0800 028 2233

AL-ANON SCOTLAND........................0141 339 8884

ALCOHOLICS ANONYMOUS...............0845 769 7555

EDINBURGH WOMEN’S AID ........................315 8110

1st Maternity ……………………………………..……536 2009

COMMUNITY MIDWIVES .............................536 9847

SOCIAL CARE DIRECT ......................0131 200 2324

RELATIONSHIPS SCOTLAND .............0845 119 2020

Chalmers Centre (Sexual Health) .........................536 1070

STOP SMOKING SERVICES ........................537 7447

NHS 24 .............................111and [www.nhs24.com](http://www.nhs24.com) [www.patient.co.uk](http://www.patient.co.uk)

**HEALTH VISITING TEAM / PUBLIC HEALTH VISITING TEAM Telephone 312 2164**

Health Visitors are qualified nurses with additional training in community healthcare. They are

supported by Community Staff Nurses and Nursery Nurses and work with families with pre-school

children. They work closely with all GP colleagues, community groups, the voluntary sector and public

health. They are involved with the antenatal programme, child health development, childhood immuni-

sations, maternal health, breastfeeding support and Community Patchwork Clinic.

Contact can be made Monday to Friday 8.30-10.00 am. Outwith these times there is an answerphone.

**THE PRACTICE MANAGER Telephone 441 3119**

 The practice manager is responsible for the overall smooth running and organisation of the medical centre and would welcome any constructive comments from patients.

 **Dr Stewart works**:

* Monday All day
* Alternate Wed Morning
* Thursday All day

 **Dr Cakebread works**:

* Alternate Wed Morning/Wednesday Afternoon
* Thursday Morning
* Friday All day

 **Dr Susan Peddie works**:

* Alternate Wed Afternoon
* Thursday all day
* Friday all day

 **Dr Cockburn works**:

* Monday All day
* Tuesday All day
* Wednesday All day

**Dr Alasdair Ford works:**

* Monday Afternoon
* Tuesday All day
* Alternate Wednesday morning
* Friday Morning/alternative Friday afternoon

 **Dr MacKay works**:

* Monday All day
* Tuesday All day

**RECEPTIONISTS –** Our Reception staff are experts in the appointment system and the workings of the Practice and they work under the same codes of confidentiality as the Doctors. Please discuss your needs when booking the appointment to make sure that you don’t have a wasted journey. Sometimes Reception Staff may need to ask you a few questions in order to book the best appointment for you.

The Practice has invested in an automated check-in-system to speed up the process of checking in on your arrival.

**HOW TO ACCESS HEALTHCARE AT THE PRACTICE**

**REGISTRATION -** Patients wishing to register with the practice should complete and return a New Patient Questionnaire and a Health Board New Patient Registration Form - both available from reception or from our website. Occasionally you may be asked to make an appointment to discuss registration with one of the GPs.

**APPOINTMENTS - Consultation is by appointment Telephone 441 3119**

The Practice offers routine morning and afternoon appointments each weekday. An appointment can

be made by contacting Reception during the times we are open.

Please advise Reception if the appointment is for post-natal examination, a blood test a cervical smear or if you think your problem will require a longer consultation.

If you are unable to keep your appointment please advise Reception, giving as much notice as possible, so that the time may be offered to another patient. If you repeatedly fail to attend appointments we may ask the Health Board to remove you from our list.

Please understand that while the doctors strive to see you punctually at your appointment time the unpredictable nature of demands placed on the service may result in delays occurring.

Do remember that the sooner you contact Reception after we open in the morning the sooner we will be able to offer an appointment.

**TELEPHONE ADVICE Telephone 441 3119**

The doctors are pleased to provide medical advice by telephone. To avoid disruption to surgery’s reception will take details of the nature of your call and telephone and a doctor will call you back when available.

**URGENT PROBLEMS Telephone 441 3119**

We have several appointments held back on a daily basis to see patients who have URGENT PROBLEMS. If you are uncertain as to whether a problem is URGENT please

consider checking on the NHS24 website or asking to discuss your problem with one of the Drs by

phone. Your local pharmacist may also be able to advise you about minor ailments. If you think you

have an URGENT problem please contact the reception before 9.30 am on that day. Please remember

that requests to be seen later in the day will result in delays for other patients. These requests will be

screened by the doctors and may be refused.

**EMERGENCIES Telephone 441 3119**

EMERGENCIES are problems which require immediate medical attention. They take priority at all times

and may cause considerable disruption to booked surgeries. If you are in doubt ask to discuss the

situation with one of the doctors.

**HOUSE CALLS Telephone 441 3119**

House calls will be made to patients who are housebound or who are too ill to come to the surgery.

The decision whether a home visit is necessary is made by the doctor and is based on the information

given to the receptionist. Please give as much information as you can and where possible **make your**

**request before 10 am**. This enables the doctors to plan the day’s rounds and the order of visiting.

Requests for house calls after 10 am, unless clearly urgent, may not be dealt with until the next day.

It is expected that patients who are medically able to attend the Medical Centre do so, particularly

infants and small children who can be carried. The Medical Centre is more appropriately equipped for

examination and investigation than your home.

**OUT OF HOURS ARRANGEMENTS -** We are open from 0800-1800 Monday to Friday. Out-of-hours care may be accessed by telephoning 111 direct. This is a contact number for NHS 24 who can advise regarding any health problem and put you in touch with an appropriate health care provider.- [www.nhs24.com](http://www.nhs24.com)

**MATERNITY & FAMILY HEALTH SERVICES**

**MATERNITY MEDICAL SERVICES -** The doctors work closely with the community midwifes to provide ante natal and post natal care. If you are pregnant you can register with the midwives direct by phoning. If you prefer you can make an appointment with one of the GPs who will be happy to arrange your antenatal care. Post natal checks are normally carried out by one of the doctors six weeks after delivery and are usually combined with a check on your baby. As this requires a longer appointment please advise reception this is why you are attending.

**CONTRACEPTIVE SERVICES -** All the doctors are happy to discuss your contraceptive needs and advise on suitable methods. Please make an appointment to discuss your requirements. Doctors in the surgery are trained to fit and remove Nexplanon, a long-acting contraceptive. If you are considering insertion, please make an appointment with one of the GPs or advise reception staff if you wish one of these devices removed.

**CHILD HEALTH SURVEILLANCE -** Regular checks on your child’s well-being and development will be offered. These are usually carried out by the health visitor. If you receive an invitation and cannot attend please advise the Health Visitor on 441 4704. The Health Visitor also supervises the adminis- tration of childhood immunisations. Please direct any enquiries to her.

**ADDITIONAL INFORMATION**

**REPEAT PRESCRIPTIONS -** If you are on regular medication you may be able to obtain repeat prescriptions without seeing your doctor on each occasion. Once this arrangement has been agreed with your doctor your medication will be entered on our computerised system. Your prescription together with a computerised list you can use the next time or order through our website will be ready within two working days following your request. It can be posted back to you if you enclose a stamped addressed envelope although we would encourage you to make use of the delivery services offered by local pharmacies. If you lose the list or do not have one please forward a note with your name, date of birth and the name(s) of the medication you require to Reception. **Telephone requests for prescriptions are not generally accepted** because of the risk of mistakes being made in recording what you want. To avoid difficulties we recommend that you order your repeat prescription when you still have a week’s supply left. Because medications require regular review you may be asked to make an appointment to see the doctor or nurse from time to time.

The Medical Centre does not dispense prescriptions. You should take the prescription to the pharmacy of your choice. The local pharmacies will collect prescription requests from the surgery if asked.

**TEST RESULTS -** Enquiries to obtain results of tests should be made between 3-6pm.

**SICK NOTES -** Doctors are not obliged to issue sick notes for periods of absence from work of less than seven days including weekends. After three days absence you should obtain a self-certificate from your employer. A fee will be payable if you require a private certificate.

**TRAVEL IMMUNISATIONS –** We no longer offer travel vaccinations at the Practice. Please check NHS Inform for details.

**MINOR SURGERY -** Minor surgical procedures can be performed in the Medical Centre. Please make an appointment to discuss this with one of the doctors. In Lothian, minor cosmetic problems cannot be dealt with under NHS care.

**NON NHS WORK -** We can provide a range of non NHS services for which we charge the standard hourly BMA rate. These services include examinations for employers, solicitors, insurance companies, PSV, HGV and elderly driving licences. Please note a charge is usually made for completing holiday cancellation forms and insurance certificates. Enquire at Reception for further details.

**DISABLED FACILITIES -** The premises were designed to facilitate access by disabled patients.

**TRANSLATORS -** If you require a translator for an appointment please inform Reception in advance.

**DATA PROTECTION / CONFIDENTIALITY -** The Practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

• To provide further medical treatment for you e.g. from district nurses and hospital services

• To help you get 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 way, please let us know.

**COMPLAINTS -** Despite our best endeavours occasionally you may feel dissatisfied with the arrangements we have made for you or the treatment you have received. If this is the case then please notify the Practice Manager who will investigate and either you will be invited to discuss the complaint with one of the doctors or we will write to you. A copy of our complaints procedure is available from the Practice Manager.

**RIGHTS AND RESPONSIBILITIES -** Patients should note that while they have certain rights they also have responsibilities. They should ensure they treat members of the health care team with courtesy and respect. They should also ensure that they arrive in good time for appointments and do not fail to attend without adequate notification. Persistent failure to attend for appointments will result in removal from the practice list. The Firrhill Medical Centre operates a zero tolerance policy with regard to abuse or violence directed towards members of staff. Perpetrators will be notified to the police and removed from the practice list.

**EMERGENCIES & SELF TREATMENT OF MINOR ILLNESSES**

**EMERGENCIES -** include severe chest pain, difficulty breathing, and loss of consciousness, fits and sudden onset confusion. A child who is hot, confused and/or has an unusual rash may have meningitis. For these problems you should **dial 999 immediately**. If you are unsure ask to speak to a Doctor **urgently**.

However there are many illnesses which can be safely treated at home.

**Coughs, colds, flu symptoms, sore throats and sore ears are** usually caused by viruses which can’t be treated with antibiotics. You should rest, drink plenty of fluids and keep your temperature down with paracetamol. Your pharmacist can advice about additional treatments. These conditions usually settle themselves within 4-10 days. You should see a doctor if your temperature doesn’t settle with paracetamol, you have difficulty breathing or swallowing or you are concerned about dehydration or drowsiness. In addition you should see a doctor if your symptoms don’t settle within 10 days.

**Diarrhoea and vomiting** is also usually caused by viruses. Some people will also suffer tummy cramps and fever. Treatment is simply fluids, paracetamol and rest. Medication from the chemist may help, e.g. loperamide to slow down diarrhoea and dioralyte sachets for rehydration. Breast feeding should be continued. See a doctor if you are concerned about dehydration, confusion or unremitting fever or if your symptoms continue for more than a week.

**Low Back Pain** is very common and is usually caused by a sprain of the muscles and ligaments which support the spine. Severe pain usually settles slowly after 7-10 days. Treatment is time, simply painkillers and keeping mobile. Surprisingly bed rest is not beneficial. Physiotherapy may help and self referral forms are available at reception. If the pain is particularly severe or increasing despite painkillers you should consult your Doctor.

**Vaccination reactions**. These are normal reactions after immunisation injections. There are two types; pain, redness and swelling at the injection site or a cold like illness which can occur up to 10 days after the vaccination. Treatment as above.