

Gillian J. McGeoch, DRCOG, MRCGP  
Scott P. Queen, AFRCS (Ed), MRCP (UK),  
MRCGP, DRCOG  
Deborah Stenhouse, MRCP (UK), MRCGP,  
DRCOG  
Lyndsey A Borland, MRCGP, DCH, DFFP  
Sophie Hepburn, MBChB, MRCGP (2019)  
Andrew Davis, MBChB, MRCP (UK) MRCGP  
(2020)  
Practice Manager:  
Karen McElwee



The Red Wing  
Clydebank Health & Care Centre  
Queens Quay Main Avenue  
CLYDEBANK G81 1BS

Tel: 0141 531 6475/6477

ggc.gp40046@nhs.scot

8<sup>th</sup> April 2020

Dear Patients

We wanted to take this opportunity to update you on some of the changes which are happening within the Red Wing as we settle in to our new premises.

As many of you know we said goodbye to Dr Potter and Dr Wilding at the end of March. Whilst we are sad to see them go, we wish them both a very well deserved long and healthy retirement. We thank them for their combined 63 years of service, commitment and dedication to the practice, and for training a new generation of GPs throughout the years.

We are delighted to welcome Dr Hepburn from maternity leave as a new Partner. We are also delighted to welcome back Dr Davis, who also trained with us, returning to join as a Partner also.

Unfortunately though this still leaves us under doctored for the patient population that we serve (just over 9000). We have been trying to recruit over the last 6 months but have unfortunately, like many practices, been unsuccessful so far. We have withdrawn our methadone clinic and coil service from the practice to help us focus on providing good general medical care and a safe service.

Not all problems need to be dealt with by a GP, and our reception staff will signpost you to the correct service to get your problem dealt with in an appropriate and timely manner.

As part of our wider practice team, we have

a very experienced Advanced Nurse Practitioner who is able to advise, examine and prescribe for a wide range of minor illnesses

a Well Being Nurse from the mental health team who can give advice regarding anxiety and depression, refer on to services where appropriate and recommend treatment when needed

a Link Worker (who can help with benefits, housing, loneliness and many other social issues)

a Pharmacy Team supporting us who are able to deal with medication queries and problems.

Please do not forget

the free minor ailments service at local pharmacies which provides treatment for a wide range of minor illnesses

opticians should be the first contact for any eye issues

dentists should be the first contact for any mouth or dental issues

We know many of you are frustrated by the telephone system. We also share this frustration with you. We thank those of you who have written in to share your concerns which we, along with the other practices within the Health Centre, have passed on to the Health Board. We, along with the other practices in the Health Centre remain in negotiation with the health Board regarding this. Please be assured that this is a priority for us. Our phones are always staffed. We apologise also to those of you who have also expressed disappointment that our email service was withdrawn. We realise that this provided an accessible and convenient service for many of you. Unfortunately we were unable to meet the overwhelming demand, which raised patient safety concerns for us.

Gillian J. McGeoch, DRCOG, MRCGP  
Scott P. Queen, AFRCS (Ed), MRCP (UK),  
MRCGP, DRCOG  
Deborah Stenhouse, MRCP (UK), MRCGP,  
DRCOG  
Lyndsey A Borland, MRCGP, DCH, DFFP  
Sophie Hepburn, MBChB, MRCGP (2019)  
Andrew Davis, MBChb, MRCP (UK) MRCGP  
(2020)  
Practice Manager:  
Karen McElwee



**RED WING**

The Red Wing  
Clydebank Health & Care Centre  
Queens Quay Main Avenue  
CLYDEBANK G81 1BS

Tel: 0141 531 6475/6477

[ggc.gp40046@nhs.scot](mailto:ggc.gp40046@nhs.scot)

It may take longer than you are used to to be able to access GP appointments for routine health problems. We ask that you bear with us in these difficult times and show patience to our reception staff.

With best wishes,

Drs McGeoch, Queen, Stenhouse, Borland, Hepburn & Davis