

HELENSBURGH MEDICAL CENTRE

Dr Catherine Macleod
Dr Kim Stark
Dr Nicholas Dunn

Dr Brian McLachlan
Dr Alison Ram
Dr Pauline Ferns



2015

WELCOME TO THE PRACTICE

INTRODUCTION

Dr Macleod, our Senior Partner, joined the practice in 1984, Dr McLachlan in 1988, Dr Ram in 1992, Dr Stark in 2001, Dr Dunn in 2007 and most recently Dr Ferns in 2014.

All partners have successfully passed the Examination for Membership of the Royal College of General Practitioners - the MRCGP.

The doctors work together with a highly trained multi-disciplinary team to provide a comprehensive range of services to all our patients. Our purpose built premises have served us well since 1996. Plans for refurbishment are under way.

Our aim is to provide a quality service.

We hope this booklet will give you the information you require about the facilities available from our practice.

SURGERY OPENING TIMES

Monday to Friday 8.00am-6.00pm

We offer early morning and early evening surgeries. These times vary through the week to suit the needs of our patients. Please contact reception for further details.

The surgery is closed Saturday and Sunday.

OUT-OF-HOURS EMERGENCY CALLS

Out-of-hours emergency calls telephone number - "NHS 24" - 111.

On weekdays between 6.00pm-8.00am, and at weekends, an emergency service is provided. This is accessed via a system called NHS 24. On calling the above number, you will be put through to a Nurse Advisor who will ask you about your symptoms. She/he will assess them and then tell you what you should do next. Should you need to see or speak to a doctor, then you will be put through to the Primary Care Centre based at the Vale of Leven Hospital and appropriate arrangements will be made for you. This is staffed by many local General Practitioners who have a high level of commitment to patient care and the provision of a high quality service.

You can also visit the NHS 24 website at www.nhs24.com

It is essential to telephone NHS 24 prior to attending the Primary Care Centre.

Patients who are too ill or are unable to come to the Primary Care Centre will be visited at home in the usual way.

STAFF TRAINING

The practice telephone lines will be closed between 12.15-1.15pm on Fridays to allow for staff training. If you are telephoning the surgery during this time, you will hear a recorded message which will give you an alternative number to contact in case of emergency.

HOW TO REGISTER

In order to register with the practice, you will need to fill in a registration form. Please ask for one of these at reception or alternatively download a form from our website, helensburghmedicalcentre.com. You can either fill this in at the time or, if you require to check your details, you can take it away with you. If you require some help to fill in the form, then please ask a member of staff. It is important to register, as we will be unable to obtain your full medical records until you have done so.

At the time of registering, you may be offered an appointment with one of our practice nurses to come in for a health check. (For more details, see **Newly Registered Patients** later in this booklet.)

MAKING AN APPOINTMENT

Consultations are by appointment only. Appointments can be made either by telephoning 01436 672277 or by calling into the surgery.

We offer appointments which can be booked in advance over a period of up to six working weeks, together with a number which are bookable only on the day. In this way we hope to meet the needs of most of our patients. The details of your call will be taken by one of our receptionists, who will ensure you are offered the most appropriate appointment. This may not always be with a doctor: it may be that your request would be best met by seeing one of our practice nurses or perhaps by a visit from the district nurses. Our aim is to ensure patients can access the most appropriate member of the health care team.

Every effort will be made to ensure that you see the doctor or nurse of your choice. However, on occasion, this may not be possible. We will endeavour to offer an explanation should this be the case.

Urgent cases will be seen the same day. Please make a separate appointment for each person; two people attending together means you each get less of the doctor's time.

HOUSE CALLS

If you are unable to attend the surgery, please telephone between 8.00-10.00am to arrange a home visit. Early requests help your doctor to plan their working day.

CHANGE OF NAME, ADDRESS AND TELEPHONE/MOBILE NUMBER

If you change any of the above, please can you let us know. In an emergency this saves time.

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REPEAT PRESCRIPTIONS - PHONE 674967

Each time you collect your prescription or your medication, you will be issued with a computer-generated counterfoil, which will itemise all your current medication.

In order to request your medication, you may do one of the following:

- Telephone your request to the dedicated repeat prescription telephone number. The answerphone will request the following information: your name, your date of birth, the name and dosage of medication. **Please also state the pharmacy to be used.**
- Complete online prescription request form via our website: helensburghmedicalcentre.com
- In order to request a repeat medication, please place a tick next to the medication required on your computer counterfoil. Please then call into the surgery or send your counterfoil by post (if you enclose an SAE, we will return your prescription by post).

Your dispensed medication may be collected from the pharmacist of your choice at your request. Please allow 48 hours for your prescription request to be completed.

TELEPHONE SERVICES

Please try to call after 11.00am unless you are making an appointment or requesting a house call. The telephone is particularly busy before this time.

The receptionist may make some simple enquiries as to the nature of your call. This is especially helpful if the doctor/nurse is unavailable when you telephone and has to return your call. Calls will be returned within 24 hours.

FACILITIES FOR DISABLED PERSONS

Access and toilet facilities for disabled patients in our premises meet the requirements of current statute.

SICKNESS CERTIFICATES

You are responsible for self-certification for the first seven days of any illness (including Sundays).

Form SC2 can be obtained from your employer.

Self-employed or unemployed patients should complete form SC1 in the same circumstances. Form SC1 can be obtained from your post office or DSS office.

CONSULTING TIMES

The following consulting times act as a template for the week. Clinical availability is flexible. It will vary on a week-to-week basis to accommodate tutorials, study, annual leave, meetings and outside commitments such as out-of-hours work.

✓ **DR CATHERINE MACLEOD** Partner

MB ChB (1979 Glasgow) DRCOG (1983) MRCGP (1985) Family Planning Certificate (1985) Diploma in Practical Dermatology (1997).



Consulting Times

Monday	8.30-11.00am	
Tuesday	9.00-10.50am	1.30-4.00pm
Wednesday		
Thursday	8.30-11.00am	
Friday	8.30-11.00am	

✓ **DR BRIAN MCLACHLAN** Partner

MB ChB (1983 Glasgow) MRCGP (1988) ALS Provider 2010.

Dr McLachlan is a trainer in the practice for GP registrars.

Dr. McLachlan is Locality Clinical Director for Lomond. He has an appointment with NHS Education for Scotland as an Associate Adviser for Continuing Professional Development. He is also the Quality and Safety Clinical Lead for Lomond and Argyll.



Consulting Times

Monday	8.30-10.40am	3.00-5.10pm
Tuesday	9.00-10.30am	1.30-3.40pm
Wednesday	8.30-10.40am	1.30-3.40pm
Thursday	8.30-10.40am	
Friday	8.30-10.40am	1.30-3.40pm

✓ **DR ALISON RAM** Partner

MB ChB (1986 Glasgow) MRCGP (1990) DRCOG (1990) Family Planning Certificate (1991).



Consulting Times

Monday	8.20-10.50am	1.30-2.00pm	2.20-3.00pm
Tuesday	9.00-10.50am		
Wednesday	8.20-10.50am		
Thursday	8.20-10.50am	1.20-4.00pm (alternate weeks)	
Friday	8.20-10.50am		

✓ **DR KIM STARK** Partner

MB ChB (1993 Glasgow) MRCP (1997 UK) DRCOG (1999) MRCGP (2000) Diploma in Primary Diabetic Care Management 2005.

Dr Stark is a trainer in the practice for GP Registrars.



Consulting Times

Monday	9.20-11.00am	1.00-1.40pm
Tuesday	9.00-10.50am	1.30-4.00pm
Wednesday	8.30-11.00am	1.30-4.00pm
Thursday		
Friday	9.20-11.00am	1.00-1.40pm

(one week in four)

✓ **DR NICHOLAS DUNN** Partner

MB ChB (1994 Glasgow) FRCA (2000) FRCGP (2014) ALS Instructor (2007).

Dr Dunn is a trainer in the practice and Training Programme Director for GP Specialist Training for NHS Education Scotland in Dumbarton and Argyll. He is the Lead Clinician for Integrated Care at the Vale of Leven Hospital.



Consulting Times

Monday	8.30-10.40am	2.00-4.10pm
Tuesday	9.00-10.30am	3.00-5.10pm
Wednesday	8.30-10.40am	
Thursday	8.30-10.40am	1.30-3.40pm
Friday	8.30-10.40am	1.30-3.40pm

✓ **DR PAULINE FERNS** Partner

BSc (Hons 2002) MB ChB (2007 Glasgow) DRCOG (2012) MRCGP (2013)



Consulting Times

Monday	8.30-10.40am	2.00-4.10pm
Tuesday	9.00-10.30am	
Wednesday	8.30-10.40am	3.00-5.10pm
Thursday		1.30-3.40pm
Friday		

REGISTRAR IN GENERAL PRACTICE

We are pleased to be recognised as a training practice for General Practitioners. As such, we welcome fully qualified doctors in their first and final years of speciality training for general practice to work with us. As a practice we enjoy this role and benefit from the views and experiences of these doctors.

On occasions, the Registrar will sit in on consultations. This can provide a valuable learning opportunity. You will be advised when booking in at reception that the Registrar will be sitting in with your chosen GP. Should you not wish him/her to be present, then please advise the member of staff at reception accordingly and they will make arrangements for the Registrar to step out. Please be assured that this will in no way affect your consultation. We may have up to three Registrars at any time. Occasionally their consultations will be videoed with your express written consent. This is for educational purposes within the practice.

Consulting Times (variable dependant on number of Registrars and tutorials)

Monday	8.30-10.40am	2.00-4.10pm
Tuesday	9.00-10.30am	3.00-5.10pm
Wednesday	8.30-10.40am	1.30-3.40pm
Thursday	8.30-10.40am	1.30-3.40pm (alternate weeks)
Friday	Tutorial	1.30-3.40pm

MARGARET HALL

Practice Manager



The administration team is led by our Practice Manager, Mrs Margaret Hall, who joined the practice in 1993. Mrs Hall is responsible for the overall day-to-day management of the practice and welcomes any comments and suggestions on the efficiency of the practice.

The administration team is made up of full-time and part-time members of staff. They are a dedicated team who work closely with all practice team members. They provide invaluable administrative assistance to the clinical team and are here to provide an efficient and helpful service to our patients. All staff members are bound by a strict code of confidentiality.

PRACTICE NURSES

SISTER MOIRA MCLACHLAN

BA Community Health Nursing (General Practice Nursing) with Specialist Practice, RGN, RM, RCGP Dip. Asthma Care, FP Cert, Dip. Diabetes Care Management, Extended Independent & Supplementary Nurse Prescriber.



Monday	8.30am-12.30pm	1.00-4.00pm
Tuesday	8.30-11.00am	1.30-6.00pm
Wednesday		
Thursday	8.30am-12.30pm	1.00-6.00pm
Friday		

SISTER JANE SCHMIDT

BSc (Hons) Nursing Studies, RGN, RM, Asthma Dip FP Cert, Dip of Advanced Nurse Practice, Extended Independent & Supplementary Nurse Prescriber.



Monday		
Tuesday	8.30-11.00am	2.00-6.00pm
Wednesday	8.30am-1.00pm	2.00-6.00pm
Thursday	8.30am-1.00pm	2.00-6.00pm
Friday		1.00-6.00pm

SISTER TRACEY CORBETT

BSc Health Studies RGN

Sister Corbett is currently undertaking a Practice Nurse course. She is developing her new role as a Practice Nurse whilst still covering the treatment room and works closely alongside the Practice Nurses.



Monday	8.30am-1.00pm	1.30-4.30pm
Tuesday	8.30am-10.50am	1.30-4.30pm
Wednesday	8.30am-1.00pm	1.30-4.30pm
Thursday	8.30am-1.00pm	1.30-4.30pm
Friday	8.30am-1.00pm	1.30-4.30pm

Our Practice Nurses offer a wide range of services. They assess, diagnose and treat a variety of minor illnesses such as respiratory infections, urinary infections and many skin conditions. They also monitor, inform and support patients with Diabetes, COPD, Heart Disease, Hypertension, Chronic Kidney Disease, Strokes and Asthma.

There are also a wide range of contraceptive services available including emergency contraception, nexplanon insertion and removal and advice on sexual health. Additionally they also provide travel health advice and immunisations. as well as smoking cessation advice. Our Practice Nurses are particularly committed to preventing disease and promoting good health.

✓ TREATMENT ROOM

The treatment room is staffed at all times by a qualified, registered nurse and is open Monday to Friday 8.30am-4.30pm.

A wide range of matters are dealt with in the treatment room including blood tests, dressings, injections, suturing, ear syringing and leg ulcer assessments. Minor casualties will be seen in the treatment room as soon as possible.

✓ PHLEBOTOMIST/HCA

Leeanne Devenny



Our Phlebotomist/Health Care Assistant carries out blood tests, vitamin B12 injections and some vaccinations and works closely with our Practice Nurses. Leeanne is available Monday to Friday 9.30am-2.30pm.

✓ DISTRICT NURSES



The district nurses are core members of the primary health care team and liaise directly with all community care agencies. Health care assessment, health advice, diabetic care, terminal care, bereavement visiting and incontinence promotion, together with wound care, are just a few of the wide range of services provided.

District nurses are available from 8.30am-10.00pm seven days a week and are based in the Jeanie Deans Centre at the Victoria Integrated Care Centre. They can be contacted on 01436 655026.

The evening nursing service works from 10.00pm-8.00am and provides care as directed by the day service, when it is required (tel: 01389 828307).

✓ HEALTH VISITORS

The health visitors are registered nurses with a special interest in family health, public health and health promotion. They offer support with any issues which may affect the physical or emotional wellbeing of individuals or families at any age.

Their work with the under fives and families includes all aspects of child health and development: parenting, including management of feeding, sleep or behaviour problems; management and support of lifestyle stresses including depression.

Health visitors carry out health needs assessments for the elderly, offering advice and ongoing support as required.

They work closely with the social work department and other statutory and voluntary organisations. In addition, they collaborate with local nurseries, schools and youth groups and attend many public functions where they promote the benefits of a healthy lifestyle.

The health visitors also run a variety of clinics and support groups including smoking cessation, weight management, continence promotion and enuresis (bedwetting).

Should you wish to speak to a health visitor, they can be contacted in the Community Building at the Victoria Integrated Care Centre. Tel: 01436 655145 - 24 hour answering machine.

✓ COMMUNITY MIDWIVES

The community midwives provide individualised care to women during pregnancy and childbirth. They will liaise between the primary health care team and the hospital obstetric team, in planning and implementing care.

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Opening Hours:

**Mon to Fri 9.00am - 1.00pm
2.00pm - 6.00pm
Sat 9.00am - 1.00pm**



**32a Brucehill Road,
Dumbarton G82 4EW**

Tel: 01389 742384

Make the most of your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. All the more reason to make the most of your local pharmacist!

ADVERTISING FEATURE

WOMEN'S HEALTH

Antenatal Clinic

The practice holds a weekly antenatal clinic on a Thursday afternoon from 1.30pm onwards. This is run by a team of community midwives based at the Community Midwife Unit (CMU) at the Vale of Leven Hospital.

GPs are available during the course of these clinics to discuss any ongoing medical needs.

Choices are available locally for the delivery of your baby. Depending on the needs of you yourself, together with your unborn baby, this may be at the CMU at the Vale of Leven, The Royal Alexandra Hospital in Paisley or the Southern General Hospital in Glasgow. These options will be discussed with you at your visit to the clinic and arrangements made for your referral to the most appropriate venue.

Postnatal checks are offered to all patients. This gives an opportunity to discuss any ongoing concerns and also to update your cervical smear if this is necessary.

Cervical Smear Tests

These are carried out by one of the doctors or the practice nurses and you will be invited by letter when your smear test is due. Cervical smears should be carried out every three years. Currently we have carried out smears for over 80% of women in the practice for whom a smear is necessary. Is your smear due? Appointments are available; please make one now.

Family Planning Services

We provide a comprehensive family planning service. All our practice nurses are trained to fit and remove implants, prescribe the Pill or injection or emergency contraception if required. Please make an appointment with one of the practice nurses at any routine appointment, to discuss your ongoing contraceptive needs. Your blood pressure and weight are closely monitored and cervical smears are performed if required.

If you are planning a pregnancy, we can answer your questions and give advice.

In the event of a contraceptive accident, advice on emergency contraception should be sought as soon as possible, preferably within 72 hours of intercourse. In certain circumstances, contraceptive advice can be sought up to five days after intercourse. Should you fall into this timescale, please contact the surgery or your local Family Planning Clinic.

HEALTH PROMOTION SERVICES

We are committed to improving the quality of preventive services offered in general practice. Practising prevention offers the best impact in reducing stroke and heart disease and diabetes, all major epidemics of the 21st century.

We can advise on risk factors, eg smoking, blood pressure, weight, alcohol intake and family history of heart and stroke disease. The practice already offers health promotion opportunities. Come and have your risk factors checked. Come and chat about YOUR concerns.

NEWLY REGISTERED PATIENTS

Some newly registered patients will be invited to have a consultation with a practice nurse for a basic health check. This will depend on whether the patient is currently on any repeat medication or has any concerns they may wish to discuss with the nurse. This gives you the opportunity to provide us with some background medical information. It also provides us with an opportunity to welcome you to the practice, measure your blood pressure and carry out other basic health checks.

Please bring a urine sample with you to this clinic. Sample bottles are available from reception.

Health advice, specific to the needs of men and women, is available on request. Please make an appointment with the practice nurse to discuss your needs.

CHILDHOOD IMMUNISATIONS

Childhood immunisations are given at the surgery on Wednesday afternoons by appointment between 1.30-3.30pm.

The following schedule outlines the immunisation which every child should have.

Aged 2 months	1st triple - Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio, 1st Hib, Pneumococcal and Rotavirus
Aged 3 months	2nd triple - Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio, 2nd Hib, Men C and Rotavirus
Aged 4 months	3rd triple - Diphtheria, Tetanus, Pertussis (Whooping Cough) Polio, 3rd Hib and Pneumococcal
Around 12 months	Hib/Men C
Around 13 months	MMR (Measles, Mumps and Rubella) and Pneumococcal
Aged 2 to 11 years	Influenza (flu)
Aged 3 years and 4 months	Pre-school Booster - Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio and MMR
Girls aged 11 to 13 years	HPV types 16 and 18
Aged 14 years	Diphtheria, Tetanus and Polio Booster and Men C.

FLU IMMUNISATION

The practice offers flu vaccinations to all patients 65 years and over and those who are especially at risk, eg those with a respiratory disease, including asthma, heart disease, kidney disease, diabetes and those whose immune systems are suppressed due to disease or treatment. The flu clinic takes place annually around October in the surgery. The clinics will be advertised in the preceding weeks at the surgery, at key venues around the town and also in the local press.

PNEUMOCOCCAL IMMUNISATION

The practice also offers pneumococcal vaccinations to the same group of patients who may require flu vaccinations. This is an additional, one-off immunisation, which protects especially against pneumonia. It will be offered to you, if eligible, at the flu clinic.

✓ FOREIGN TRAVEL

Travelling abroad? You may require further immunisation. Please make an appointment with one of our practice nurses at least two months prior to departure to discuss this.

✓ TETANUS BOOSTERS

Five doses of vaccine (including those in infancy) give lifelong immunity. If travelling abroad however, further doses may be required.

✓ CHILD HEALTH SURVEILLANCE

Dr Ram, Dr Stark and Dr Dunn together with the health visitors are regularly involved in practice-based clinics where your child's development is closely monitored. Feel free to breast-feed your baby in the waiting room or, if you prefer privacy, please ask at the reception desk and we will do our best to help.

✓ MINOR SURGERY

All the partners are on the Health Board's Minor Surgery List and they are able to perform minor surgical procedures. However, please make an appointment with your chosen doctor to discuss your individual requirements.

✓ MEDICINES MONITORING

Some medicines require regular blood testing to ensure their safe use, eg Warfarin and some medicines for arthritis. Once the hospital is happy that you are stable on a particular medication, your blood testing can continue here at the surgery. The hospital will let you know when it is the right time to make this change.

✓ RESPIRATORY CLINIC

Our practice nurses are trained in caring for people with respiratory problems, both asthma and chronic chest problems. Your doctor will refer you to the clinic if you have breathing problems, to ensure that you are having treatment tailor-made for your condition. If you have been admitted to hospital, this clinic provides a venue for your follow-up.

✓ DIABETIC CLINIC

Our weekly diabetic clinic is run by the practice nurses, with the involvement of each of the GPs. We work closely with the local hospital specialist team and the district nursing team to offer a comprehensive service to our diabetic patients.

✓ SECONDARY CORONARY PREVENTION

For people with a history of heart disease, we have a clinic to monitor their condition by regularly checking blood pressure, blood tests, lifestyle and medication, to keep them as healthy as possible.

If you wish to know more about this, please make an appointment with one of the practice nurses.

✓ BLOOD PRESSURE CLINIC

This clinic is run jointly by the doctors and practice nurses. Your blood pressure will be monitored and advice given on the need for treatment should this be necessary.

✓ WEIGHT CONTROL

Our practice nurses will help you reduce your weight by giving advice on diet and exercise.

✓ DRUG ADDICTION CLINIC

We run a drug clinic for patients registered in the practice, providing treatment and support for those trying to give up their addiction.

✓ WART CLINIC

The practice runs a wart clinic periodically throughout the year. The clinic is operated on a waiting list basis.

✓ STOP SMOKING ADVICE

This is offered on an individual basis, giving advice and support to stop smoking.

✓ COUNSELLING

Counselling may be accessed in a variety of ways locally. Your doctor or nurse will be able to advise you in more detail.

✓ NON-NHS EXAMINATIONS

Medical examinations for special purposes, eg elderly drivers, pre-employment, fitness to undertake sports, fitness to travel etc are not undertaken during surgery times. As special appointments must be made, a fee will be payable.

Similarly a fee will be payable for the completion of many forms (eg holiday cancellation, sickness insurance claims etc.). Fees (as per BMA rates) are available at reception.

✓ SUGGESTIONS

Should you have any constructive suggestions, please put them in writing addressed to our practice manager. We will give them due consideration and reply to you.

Alternatively, you will find a book at reception in which you may note your comments or suggestions.

✓ DATA PROTECTION ACT 1998

The surgery fully complies with the Data Protection Act 1998. Patients should be aware that during their care and treatment, data will be shared with other health professionals such as specialists, records offices, laboratories, statutory disclosures to disease registries, clinical trials and clinical audit. This list is not exhaustive.

Patients have the right to access their health records if they wish to do so and booklets are available either in the waiting room or on request at reception which explain these processes.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Our patients can expect a professional, courteous and confidential service at all times. Please try to arrive punctually for your appointment. The doctors and nurses endeavour to run to time. However, unpredictably, some patients may require more than the allotted appointment time. We ask for your understanding should this situation arise. Should you be kept waiting more than 20 minutes for your appointment, please inform reception and they will give you an explanation for the delay.

Please ensure that you make a separate appointment for each patient. Two people attending together means less time can be apportioned by the doctors or nurses. Likewise, should you have several problems to discuss, it is not always possible to deal with all of these adequately in a single appointment. If this is the case, your doctor/nurse will help you prioritise your needs and arrange appropriate follow-up.

If you are more than five minutes late for your appointment, you may be asked to reschedule. If you are unable to keep your appointment, please let reception know. This allows release of your appointment to another patient.

ZERO TOLERANCE

The practice maintains a firm stance regarding any form of abusive behaviour directed toward any member of the practice team. It will not be tolerated under any circumstances.

COMPLAINTS

Any complaints from patients regarding the service provided by the practice should be addressed in the first instance, either verbally or in writing, to Mrs Margaret Hall, the Practice Manager.

Complaints will be acknowledged promptly within two working days and the practice will make every effort to answer each complaint within 10 working days of it being lodged.

PROGRESS

The practice remains committed to the NHS and to giving patients the best service possible. We offer a comfortable and attractive environment to patients and staff. Our notice boards keep patients up to date about health and practice matters. We remain committed to our policy of paying heed to our patients' viewpoints.

The practice is a member of Argyll & Bute Community Health Partnership (CHP). CHPs are the locality-based organisations responsible for the delivery of healthcare. CHP boundaries, in line with Government policy, must align with those of Social Work departments.

Our priority remains the maintenance of a courteous, efficient and traditional family doctor service to you, our patients.

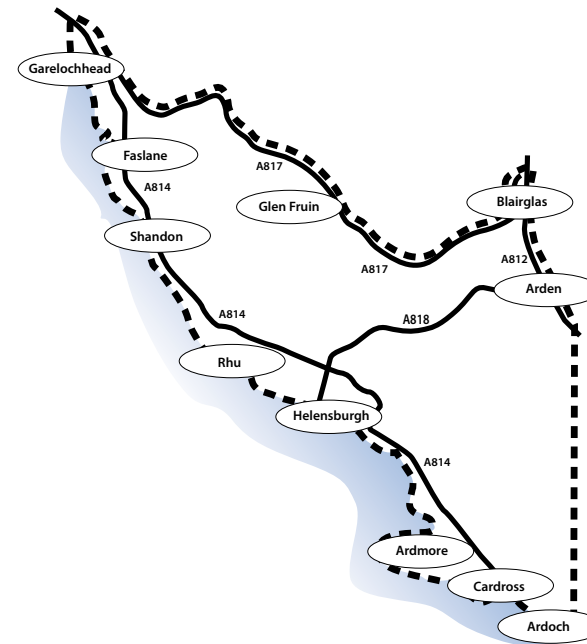
FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

USEFUL TELEPHONE NUMBERS

The Medical Centre	General Enquiries	01436 672277
	Repeat Prescriptions	01436 674967
	NHS 24	111
Victoria Infirmary		01436 655000
Vale of Leven Hospital		01389 754121
Helensburgh Police Station		01436 633600
Health Visitor		01436 655145
District Nurses		01436 655026
Community Midwives		01389 754121 Ext. 27275

THE PRACTICE AREA



MEDICAL CENTRE
12 EAST KING STREET
Tel: Helensburgh 672277
Fax: 01436 674526

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Welcome

This website contains information on Dr. Macleod & Partners.

Helensburgh Medical Centre
12 East King St
Helensburgh G84 7QL
Tel: 01436 672277

[BOWEL SCREENING](#)
[Register here for web updates](#)
[Register with the Practice](#)
[PRACTICE SPRING NEWSLETTER](#)



News

25/04/2014 - MAY BANK HOLIDAYS

Dr Macleod and Partners will be closed on **Monday 5th May** and will re-open on Tuesday 6th May at 8am.
We will also be closed on **Monday 26th May** and re-open on Tuesday 27th May at 8am.

If you require medical attention during these periods please contact NHS 24 on 111

08/04/2014 - SURGERY CLOSED

Dr Macleod and Partners will be CLOSED on Thursday 10th April from 1pm and will re-open on Friday 11th April at 8am.

We will also be CLOSED on Friday 18th April and Monday 21st April for the Easter Holidays and re-open again on Tuesday 22nd April at 8am.

If you require medical attention please contact NHS 24 on 08454 24 24 24

04/04/2014 - SPRING NEWS LETTER

Please take a look at our quarterly newsletter by clicking on the link above.

04/04/2014 - 111 - THE NEW 'FREE TO CALL' NUMBER FOR NHS 24

The NHS 24 telephone number will change from 08454 24 24 24 on the 29th April 2014. From that date onwards patients who previously would have used this number will be able to call NHS 24 free simply by dialling [111](#)

No other changes to the service provided will take place and NHS 24 will continue to deliver out of hours care to patients in the same way as before.

01/10/2013 - FLU VACCINE

Dr Macleod and Partners will be holding their annual flu clinic on

SATURDAY 19TH OCTOBER FROM 9AM-5PM

This will be a drop-in clinic and will be the only Saturday clinic held this year. We look forward to seeing you on the above date but if you have any questions regarding the vaccine please click on [Flu Vaccine - Frequently Asked Questions](#).