

PATIENT INFORMATION



Aberfoyle Medical Centre
01877 382 421



Buchlyvie Medical Centre
01360 850 237

**ABERFOYLE & BUCHLYVIE
MEDICAL PRACTICE**

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Doctors

DR. WILLIAM M. POLLOK

(MB, ChBD (Obst) RCOG) Registered 1971

DR. ANNE LINDSAY

(MB, ChB, DFFP) Registered 1975

DR. HAMISH MACLAREN

(MB, ChB, MRCGP (FACEM) Registered 1982

Retainee

DR. JULIE BURTON

(MB, ChB) Registered 1993

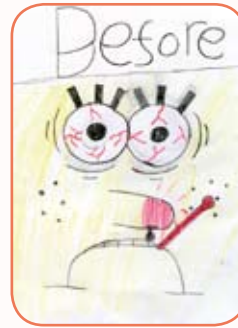
Junior Doctors

Aberfoyle and Buchlyvie Medical Centres have junior doctors coming to work at the practices. They are qualified doctors who join the practice for four months to gain experience in general practice.

Practice Manager

Rowena Boome

Responsible for all aspects of the smooth running of the practice including finances, personnel and IT.



Andrew Phillips
Age 11



Practice Nurses

Allison Stewart

Linda Wilson

Community Nurse / Midwife

Kate Alcock

Health Visitor / Public Health Nurse

Marion MacIntyre

Health Care Assistant

Our Health Care Assistant, undertakes routine duties such as taking blood, blood pressure monitoring, new patient health checks and health education.

Administrative / Dispensing Staff

Practice Secretary

Is responsible for typing and sending letters and liaising with patients and hospital specialists regarding appointments.

Receptionists / Dispensers

The Receptionists / Dispensers are here to help you and they do a very difficult job well. They all multi-task, working both in reception and in the dispensary. This entails vigorous and ongoing training.

Aberfoyle and Buchlyvie Medical Centres have two Practice Nurses.

They organise clinics at both centres,

Buchlyvie	Tuesday and Wednesday
Aberfoyle	Monday to Friday.

They are involved in many different aspects of patient care including:

- Asthma
- Chronic Lung Disease
- Diabetes
- Well Woman – cervical smears, coil checks, HRT reviews
- Well Man
- New Patient checks
- Blood pressure checks
- Healthy heart checks
- Blood tests
- ECGs
- Travel advice
- Smoking cessation advice
- Weight loss advice

Appointments can be made by contacting the appropriate surgery.

Kate Alcock, Community Nursing Sister/Midwife covers our practice area.

She cares for the population of Aberfoyle, Buchlyvie and surrounding areas.

She holds antenatal clinics for pregnant mums, parent craft classes, attend home births if so wished and visit mum and baby postnatally.

“ As Community Nurses we nurse those patients who are house bound and this includes the chronically sick and the terminally ill. We liaise very closely with the Social Work Department to ensure patients receive Carers and the appropriate equipment to make life easier and to prevent hospital admission.

We also have treatment room sessions at both Aberfoyle and Buchlyvie where we do the following procedures:

- Blood tests
- Blood Pressure checks
- Ear syringing
- Wound dressings

Appointments can be made by contacting the appropriate surgery.”



Picture by Karyn McArthur Age 13

The Health Visitor's role is to promote physical, emotional and social health. She is able to offer advice and support to mothers with young children and can give health advice to all age groups, on a wide range of issues. She can visit patients in their own home or arrange an appointment at the surgery.

The Health Visitor can be contacted

Monday-Friday 8.30 am - 4.30 pm
Tel: 01877 389 359

Out Of Hours Emergency Calls

Between 6.00 pm and 8.00 am, out of normal working hours and public holidays, patients should call NHS 24 directly.

Tel: 08454 24 24 24

NHS 24 is integrated with

- NHS Forth Valley's Out of Hours Services,
- the Scottish Ambulance Service and
- Accident and Emergency Departments in Stirling and Falkirk

NHS 24 passes patient information directly to these services.

The practice will receive next day information about patient contact during the Out-of-Hours period, from NHS Forth Valley's Out-of-Hours Services.

Patients are able to access NHS 24's Nurse Consultation and Health Information services 24 hours a day, 365 days of the year.

Emergency Care Summary

This is a summary of basic information about your health, which might be important if you need urgent medical care when the surgery is closed, or when you go to an accident and emergency department.

This means that all NHS staff looking after you can get important information about your health even if they cannot contact the surgery.

Your Emergency Care Summary contains the following:

- Your Name and Date of Birth.
- The Name of your Doctor's Surgery.
- An Identifying Number called a CHI number.
- Information about any medicines prescribed by your GP.
- Any bad reactions you've had to medicines that your GP knows about.

NHS staff can look at your Emergency Care Summary on computer if they need to treat you when your GP surgery is closed. They must ask you if you agree to this before they look at your information.

If you don't want an Emergency Care Summary to be made for you, please speak to the Practice Manager.

Contact Details

Main Street, Aberfoyle, Stirling, FK8 3UX

Tel: 01877 382 421

Fax: 01877 382 718

Dispensary — Tel: 01877 382 990 (24 hrs)

www.aberfoyle-buchlyviesurgeries.co.uk

Opening Hours

Mondays and Wednesdays: 8.00 am -12.30 pm
1.30 pm - 6.00 pm

Tuesdays and Fridays: 8.00 am - 12.30 pm

pm - 5.00 pm

1.30

Thursdays: 8.00 am -12.30 pm

In exceptional circumstances, such as severe weather conditions, the above hours may be changed at short notice. If you are unsure, please telephone to check.

Consulting Hours

Leaflet available from Reception

Evening Surgery Appointments

These are intended primarily for people working during the day or for urgent cases. Routine and non urgent matters should be dealt with in the open-access surgeries.

Repeat Prescriptions

All medicines are dispensed on the premises and we require at least two working day to make up your repeat prescription. If we have to order any of your medication it may take longer.

You can make your request by **telephoning** or **emailing** the dispensary or **leave your repeat prescription slip** in the mail box provided outside the surgery.

Phone: 01877 382 990 (24 hr)

If you call outside office hours, your order can be left on the answering machine.

email: FV-UHB.aberfoyle-repeats@nhs.net

Home Visits

Home visits can be requested if you are too ill to attend surgery. Except in an emergency all home visits should be requested before 10.30 am.

Telephone Consultations

Some questions can be dealt with by telephone and may not require face-to-face consultations with a doctor or nurse. If you

would like a telephone consultation please ask the receptionist to arrange this.

Treatment Room

Nursing staff are available, by appointment, for blood tests, suture removals, dressings, ear syringing, etc., at the following times:

Monday, Wednesday, Thursday	9.00 am -10.00 am
Tuesday	11.00 am – 12.00 noon
Friday	2.00 pm – 3.00 pm

Aberfoyle patients are welcome to attend the Treatment Room at Buchlyvie if it is more convenient.

If you are telephoning for the results of blood tests, etc., please phone after 3.00 pm in Aberfoyle.

Physiotherapy And Podiatry

NHS podiatry care for those eligible is provided by appointment.
Physiotherapy is also available by appointment.

Disabled Access

The Surgery has wheelchair access and specially designed toilet facilities.

There is a hearing loop system at Reception, and staff are always pleased to help in any way possible.

Patient Transport

If you need transport for your journey to hospital it can be

In Aberfoyle we are fortunate to have a community garden which we like to use as an outdoor waiting area. Patients and staff take pride in this garden which they have created together

Friends Of Aberfoyle & Buchlyvie Medical Centres

As **Patient Participation** is becoming an increasingly important part of local health care the “Friends of Aberfoyle and Buchlyvie Medical Centres” was founded and recognised as a Scottish Charity in November 2003.

The group supports the work of the practice in ways over and above what is the responsibility of the Medical Centre.

A Patient Participation Group has been formed for both Aberfoyle and Buchlyvie and meet on a regular basis.

The role of this group is to be a useful channel for patients and medical staff to communicate and to explore realistic ways of improving the service for the benefit of the health of all in the area.

Membership is open to anyone over the age of 18 and leaflets and membership forms are available at both surgeries.

Contact Details

Station Road, Buchlyvie, Stirling, FK8 3NB

Tel: 01360 850 237

Fax: 01360 850 530

Dispensary — Tel: 01360 850 238 (24 hrs)

www.aberfoyle-buchlyviesurgeries.co.uk

Opening Hours

Monday and Wednesday: 8.00 am - 12.30 pm
1.30 pm - 5.00 pm

Tuesday and Friday: 8.00 am - 12.30 pm
1.30 pm - 6.00 pm

Thursday: 8.00 am - 12.30 pm

In exceptional circumstances, such as severe weather conditions, the above hours may be changed at short notice. If you are unsure, please telephone to check.

Consulting Hours

Leaflet available from Reception

Evening Surgery Appointments

These are intended primarily for people working during the day or for urgent cases. Routine and non urgent matters should be dealt with in the open-access surgeries.

Repeat Prescriptions

All medicines are dispensed on the premises and we require at least two working day to make up your repeat prescription. If we have to order any of your medication it may take longer.

You can make your request by telephoning or emailing the dispensary or leave your repeat prescription slip in the mail box provided outside the surgery.

Phone: 01360 850238 (24 hr)

If you call outside office hours, your order can be left on the answering machine.

Email: FV-UHB.buchlyvie-repeats@nhs.net

Home Visits

Home visits can be requested if you are too ill to attend surgery. Except in an emergency all home visits should be requested before 10.30 am.

Telephone Consultations

Some questions can be dealt with by telephone and may not require face-to-face consultations with a doctor or nurse. If you would like a telephone consultation please ask the receptionist to arrange this.

Treatment Room

Nursing staff are available, by appointment, for blood tests, suture removal, dressings, ear syringing, etc., at the following times:

Monday 2.00 pm - 3.00 pm

Tuesday and Friday 9.00 am -10.00 am

Buchlyvie patients are welcome to attend the Treatment Room at Aberfoyle if it is more convenient.

If you are telephoning for the results of blood tests, etc., it would be helpful if you could phone after 3 pm in Buchlyvie.

Physiotherapy And Podiatry

NHS **podiatry** care for those eligible is provided by appointment.

Physiotherapy is available at Aberfoyle, by appointment.

Disabled Access

The Surgery has wheelchair access and specially designed toilet facilities.

There is a hearing loop system at Reception, and staff are always pleased to help in any way possible.

Patient Transport

If you need transport for your journey to hospital it can be arranged through the surgery but please give a minimum of 48 hours notice.

Miscellaneous

Change of Name, Address or Telephone Number

Please notify the surgery as soon as possible if your name changes, you move to a new address or change your phone no.

Private / Non NHS Services

Certain services such as private sick notes, insurance claim forms and some medical examinations are not covered by the NHS. Charges are made in line with BMA (British Medical Association) recommendations. Fees are displayed in the Waiting Room.

Hospital Consultants Letters

Letters sent by consultants to the surgery after your appointment with them can take several weeks to arrive. You may wish to check that we have received the appropriate letter before attending the surgery. Likewise, if a consultation is dependent on eg an X-ray result, please check that this is available first.

No Smoking

We support the Health Board NO SMOKING policy and would request that all our patients observe the No Smoking rule within the surgery premises and grounds.

Suggestions / Complaints

Our aim is to give you the best service possible and we welcome any suggestions or comments you may have. If you are unhappy about any aspect of our service please speak to the practice manager or one of the doctors. The practice has a formal in-house complaints procedure, further details of which can be obtained at reception. Finding out that something has gone well is also very important

If you are under 16 you may not want to come to the doctors in case somebody who works in the surgery will tell your parents.

We would like to reassure you that none of the staff would ever tell anybody that you have been to the doctors.

The doctors will only contact your parents if they are really worried that you may come to serious harm.

When you reach the age of 16 you are treated in the same way as an adult.



Picture by Finn Manders Age 7

Common Problems

If you have an illness or problem and you are unsure whether to attend the doctor or not you can obtain a leaflet about most illnesses from www.patient.co.uk

Emergency Contraception

If you require emergency contraception advice please contact any of our doctors or practice nurses in confidence.

Sex, Drugs, Abuse, Personal Problems

All of these things can be difficult to talk about but we are here to help in anyway we can.

Here is some information about problems that you might worry about also.

Acne

Acne is common and is usually treatable. You may need treatment for several months to clear spots. Inflamed acne needs to be treated early to prevent scarring. Once the spots are gone, you may need maintenance treatment for several years to keep the spots away.

Threadworms

Threadworms are common but not usually serious. They can infect the gut and lay eggs around your anus which causes itch. Medication kills the worms, but not their eggs, which can survive for two weeks. Hygiene measures for two weeks after taking medication prevents you from swallowing eggs to cause re-infection. All household members should be treated.

Useful Telephone Numbers And Web Sites

General Information		www.need2know.co.uk
Childline	0800 1111	www.childline.org.uk
Youth Access	020 8772 9900	www.YouthAccess.org.uk
Breathing Space (feeling depressed)	0800 838 587	www.BreathingSpaceScotland.co.uk
Smokeline	0800 848484	www.HealthScotland.com/tobacco/smokestop
Know the score (information on drugs)	0800 587 5879	www.KnowTheScore.info www.TalkToFrank.com
National Drugs Help line	0800 776600	
Eating Disorders	01603 621414	www.b-eat.co.uk/YoungPeople/Home
Lesbian and Gay switchboard	020 7837 7324	
National AIDS help line	0800 567 123	
Family Planning	01786 463448 or 01786 434000	
Sexwise	0800 282930	www.ruthinking.co.uk
Sexual Health Clinic (off the record)	0800 027 6001	www.condomessentialwear.co.uk
GUM Clinic (sexual infections)	01786 463448	
Brook Advisory Centre	(for nearest clinic) 0800 0185 023	www.brook.org.uk
Stirling Woman's Aid	01786 470897	www.scottishwomensaid.co.uk/stirling.html

The world is becoming a smaller place as air travel makes it easier for us to visit the most far-flung corners of the earth.

Travel certainly gives us some wonderful experiences but does come with risk. Not all tourist destinations enjoy the same accommodation, sanitation or medical standards which we are used to, and it can be difficult to assess the risk of problems in an unfamiliar environment

Most people think of foreign travel as just needing vaccinations and that's it.

The most common adverse affect to a British tourist abroad is injury from accidents, not typhoid or hepatitis.

Malaria is a growing problem in the world and is responsible for many deaths in affected countries.

As tourist numbers to these destinations continue to rise (eg South America, Africa, India, Sri Lanka, Dominican Republic) so we increase the likelihood that we too may be affected. Mosquitoes will bite anybody.

Then there is the risk of Rabies, Tick borne encephalitis, Japanese B encephalitis, Yellow Fever, Hepatitis B, travellers diarrhoea, sunburn and terrorist attacks. An unfortunate fact of life.



Picture by Innes Manders Age 4

Planning a trip abroad?

Please leave plenty of time for a travel consultation with one of our practice nurses and discuss the need for vaccinations, malaria tablets and general information about the current situation in your choice of destination.

Some vaccination courses take a number of weeks to complete and if many types of vaccination are indicated the schedule can be quite complicated so time is an added advantage.

Even if you get a last minute deal to an exotic destination always contact us because some vaccine cover and Malaria cover is better than none.

Always remember to take out good travel insurance as you want to enjoy your holiday and come back with fabulous memories, not huge medical bills.

Forewarned is forearmed so they say, so come in and see the Practice Nurse and be well prepared!

For administrative purposes the practice has a contract with **Forth Valley Primary Care NHS Trust** and they are based at 9 Gladstone Place, Stirling FK8 2AH.

Patients' Charter

The practice normally agrees to accept patients requesting to join its list who are eligible to be accepted. We do not discriminate on the grounds of: a) Race, gender, social class, age, religion, sexual orientation or appearance. b) Disability or medical condition.

Practice Charter

These are the local standards set within this practice for the benefit of our patients. It is our duty to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

- Patients should attend their appointments at the arranged time. If this is not possible they should inform the surgery as soon as possible.
- We expect that patients will understand that appointments are for one person only. Additional appointments should be made for more than one person.
- Patients are responsible for their own health, and the health of their children, and should co-operate with the practice in endeavouring to keep themselves healthy.
- Requests for help and advice for non-urgent matters should be made during surgery hours only.
- Home visits should only be requested for patients who are seriously ill or housebound.
- Requests for visits and advice at night should only be made for true emergencies.
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription.
- This practice considers aggressive behaviour to be any personal abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures.
- No abuse of staff is acceptable whether verbal or physical. All abuse will be reported to the Practice Manager who will keep a log of incidents.
- All physical abuse of any of our staff by our patients is reported to the police. The patient will then be removed immediately from our list. If the police are not informed, the Health Board will inform the patients of the need to register with a new doctor.

In order to comply fully with the Data Protection Act 1998 we need to make sure that our patients are aware of how we handle their medical records, both as paper files and electronic databases.

Medical Files

Doctors need to keep notes about any diagnoses, test results, treatments, including drug prescriptions, etc., to provide better health care in the future, and also in case of legal dispute. These notes are usually paper files, stored in a records room, but are now often held as electronic records, which are more flexible and easily found, but raise new issues of security and confidentiality.

Nurses and other health professionals may also need access to these records, and will add their own notes as part of the overall healthcare provision. Dispensers, secretaries, receptionists, and other clerical staff will need access to some of the records in order to do administrative tasks, such as booking appointments and communicating with patients and other parts of the NHS. Many patients would not be aware of this.

We provide information by law (e.g. Communicable Diseases Act 1978 - to prevent the outbreak of certain highly contagious diseases) to protect patients and the public at large.

How we protect the information

The sensitivity of patient information should be well understood within the NHS. All staff and contractors are trained to understand their duty of confidentiality to patients, and have this written in their contracts. We keep paper and electronic records securely to prevent unauthorised access or misuse. Wherever practicable, we also remove references to personal details such as name and address, and often restrict it further to reduce the chances of anyone identifying a record as relating to an individual.

Staff, Relatives and Friends

We are able to limit access to individual medical records so that only the doctor can access your medical information if you wish. Please discuss with the doctor.

Planning

We need to be able to plan ahead about treatments, patient numbers, etc., but this uses summary information, not personal information.

Activity and Accounting information

In order to manage the NHS, information about treatments, drugs prescribed, numbers of patients seen, etc., is needed, and hospitals and general practices provide this information in returns to various central bodies. Such information usually has personal details such as name and address removed. These returns are checked against patient files to prevent fraud as part of the NHS's statutory obligations. NHS Fraud Office will contact patients to get their consent before records are checked.

Medical Research

Some medical research will involve patients directly (especially if taking part in clinical trials) when the circumstances will be fully explained, and the patient's express consent required. If they do not consent, then they will not be included in the trial. Other research only requires access to medical statistics, and can greatly improve our understanding of health and how to treat patients more effectively. Generally researchers only need information about groups of people, so that no individual information is apparent. In some cases they need individual records, but wherever possible these are provided anonymously (so individuals cannot be identified).

If researchers need access to individual medical files, we will ask patients first for their consent (and before this the researchers must present their case before an *Ethics Committee* to check that their research is appropriate and worthwhile). Rarely, it may not be practicable (or even possible) to contact individuals for their consent, in which case the researchers must make their case before a *Confidentiality Committee* to show that there is enough benefit to the public at large to justify this.

Teaching

Some medical files are needed to teach student clinicians about rare cases.

Managing the Data

We need to move electronic information between systems, extracting the data and modifying it for the next system. Occasionally, tests will need to be made on the data to check that it has been transferred correctly. This will only be done under carefully controlled confidentiality.

Other Agencies

The NHS is not the only government service to provide care e.g. Social Services, and it will be necessary for us to provide other agencies with appropriate information, but only with the patient's express consent (or that of their relatives if the patient is too ill).

A guide to the Data Protection Act 1998

What do we mean by “accessing health records”?

This means that you can see and/or have copies of your health records. These records could be those at the hospital or those held by your GP, dentist, pharmacist or optician. They also include records written by health visitors, district nurses and other community staff as well as the ambulance service. Records include x-rays, scans reports etc.

Why would I want to access my health records?

You may want to know what’s been written in your health records for many reasons. You may be thinking of making a complaint about your health care. You do not have to tell anyone the reason why you want to access your health records.

Will I have to pay any charges?

Normally you may be asked to pay a fee of £10. If you require copies of your health records then a charge may be made which should be the actual costs incurred to provide the record, and in any case should not exceed £50 (including the £10 fee for access).

Are there any date or time restrictions on health records that I can access?

No. You can request access to any health record that you know exists. (The cut off point in earlier legislation of November 1991 no longer applies)

What if I’m requesting access to health records of somebody who has died?

Your rights are different. As the duty of confidentiality survives a patient’s death then you have to have good reasons for wanting access.

This may be because you are:

- The patient’s personal representative
- An executor of their will
- A person granted letters of administration by the probate registry or
- A person with a claim arising out of the patient’s death.

How long should it take for my request to be processed?

You should be able to view your health records within 40 days of your request being made and any necessary fee being paid.

Can my request be refused?

Yes. Where the record holder feels that it would cause serious harm to the physical or mental health, of you or anyone else then you may be refused access. If you are refused access for this reason then you have the right to be advised about this refusal. You may also be refused access where your health records contain information about someone else.

If I am unhappy about how my request for access has been handled, is there anyone I can complain to?

Yes. You can complain direct to the practice under the practice complaints procedure or contact the NHS Forth Valley Complaint Service, Acute Headquarters, Westburn Avenue, Falkirk, FK1 5SU.

Alternatively, you can contact the Data Protection Commissioner who can offer advice and guidance. They can be contacted by telephoning 01625 545745 or by writing to

The Office of the Data Protection Registrar, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

What if I think the record is wrong?

If you consider that information is not accurate you can ask for it to be corrected.

If the health professional believes the information to be accurate then it would be good practice for them to add a note indicating that you disagree.

If the health professional refuses to make the necessary correction a complaint can be made to the office of the Data Protection Commissioner or application to the court for an order that the data be corrected. It may also be a matter you could report to the Complaint Service.

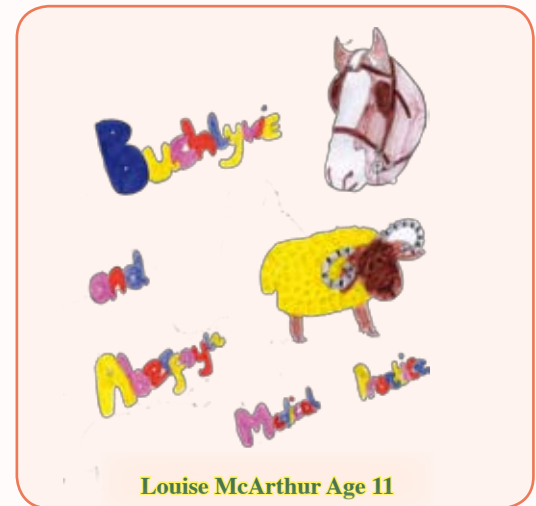
How can I access my Health Records?

Please contact the Practice Manager

Community Nurses/ Health Visitor	01877 382 236
Stirling Royal Infirmary	01786 434 000
Falkirk Royal Infirmary	01324 624 000
Social Services	01786 471 177
Strathcarron Hospice	01324 826 222
Kildean Day Hospital	01786 446 913
Stirling Carers	01786 447 003
NHS 24	08454 24 24 24

Self Help Groups	www.patient.co.uk
Self Help Mental Health	www.rpsych.ac.uk
Moodjuice	www.moodjuice.scot.nhs.uk
Immunisations	www.immunisation.org.uk
Smoking Cessation	www.smoking-cessation.org
Benefits Agency	www.dwp.gov.uk
Samaritans	www.samaritans.org.uk
NHS24	www.NHS24.com

Map Showing Communities Covered by the Practice



Louise McArthur Age 11