

Townhead Medical Practice
Townhead Health Centre (Yellow Practice)
16 Alexandra Parade, Glasgow, G31 2ES
TEL: 0141 483 1740 Prescriptions: 0141 483 1760
www.townheaddoctors.com

General Practitioners

Dr Jane Dely	University of Edinburgh 1989 MBChB, BSc, MRCGP, DRCOG, DCH, DFSRH
Dr Riaz Hafiz	University of London 1996 MBBS, MRCGP
Dr Moira Fallon	University of Glasgow 1988 MBChB, MRCGP, DRCOG
Dr Ling Zhang	University of Glasgow 2010 MRCGP, DRCOG, DCH, MBChB, BSc MedSci
Dr Joanna Swann	University of Aberdeen 2010 MBChB, MRCGP
Dr Keira Ranat	University of Manchester 2009 MRCGP, MBChB, DRCOG

Practice Nurses

Sister Janice McInally	BSc (hons), RGN, RM, Dip.PN, Dip.FP, Dip. Asthma, Dip. Diabetes, Nurse Prescriber
Sister Fiona Stark	MSc BSc, RGN, RM, Dip.PN, Dip.FP, Dip. Asthma, Dip. Diabetes, Nurse Prescriber

Health Care Assistant

Kirsten Glen Ellen Lawson	PLEASE NOTE - <u>DOES NOT</u> DEAL WITH PRESCRIPTION REQUESTS
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Advance Physiotherapy Practitioner

Fiona Vaughan	Appointments via Reception for assessment of any MSK symptoms
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Health Visitors Team

Nicola Harvey Lisa Balfour	0141 451 5174 BSc, RGN, Cert.PH Nursing BSc Adult Nursing, PGD SCPHN in Health Visiting
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District Nurses / Staff Nurses

0141 355 2180

Receptionist Team

0141 483 1740

Anne Marie (Reception Manager), Michele, Myra, Ellen, Miriam, Lyndsay, Angela, Claire, Christine & Tristan

Practice Manager

0141 483 1752

Mark Boyd

CONSULTING HOURS

We are open from 8.30am-6pm Monday to Friday (closed between 12.30pm-1.30pm for non emergencies). Appointments are made by telephone or at the Reception Desk (online appointment are currently suspended due to pandemic procedures).

Please arrange a separate appointment for each individual person. Please be aware that if you have **multiple problems to discuss then please make multiple appointments.**

Appointment sessions vary daily and with each Doctor, but cover 9am-4.30pm Mondays to Friday (excluding bank holidays and Christmas/New Year period). Patient's with urgent/life threatening problems will be assessed on the same day. **If you are more than 10 minutes late** for your appointment you will have to rearrange another appointment as we must try and keep surgeries running as close to time as possible. Wheelchair access to the Health Centre is available via the lift on Wishart Street or Alexandra Parade.

Appointment reminders: We use a system called MJOG which will send a text message reminder of your appointment date and time. **Therefore it is important that you always ensure we have your current contact details (address, landline telephone number and mobile telephone number).** You will also be provided with a reminder slip if booking in person at Reception or you can access your online account. * you can opt out of the text message service at any time.

Home visits - There will be times when patients are unable to attend the Surgery due to serious illness. Please try to telephone the reception **before 10 am choosing option 1.** The Receptionist may ask you to speak with the on/call Doctor or Nurse to discuss your requirements. The Doctor may decide that it is more appropriate for you to be seen in the Health Centre or directly in the Hospital and wherever possible we prefer to see children within the Health Centre.

REGISTERING WITH THE PRACTICE

You can only register with the Practice if you reside within any of the following the postcodes – **G1.1, G1.5, G21.1, G21.2, G21.3, G21.4, G31.2, G31.3, G32.6, G33.2 or G4.0** – if you move outwith our catchment area during your registration you will be removed from our Patient List and will need to register with another Doctor in your local area.

If you wish to register with the practice, please register online at our website or in person at the Practice. We may ask you to provide relevant identification (photo ID, passport, and letter with address) if possible. If registering children up to 6 years of age, we would ask for a list of previous immunisations & dates. **New patients have the option of making a “new patient appointment” if they wish to discuss any condition or service we offer, and patients with a chronic disease will be invited to attend soon after registering for review.** If you want to see a Doctor or Nurse, the registration must be completed before you are able to make an appointment unless your medical condition requires emergency treatment. To use Patient Access for appointments or repeat prescriptions you must be registered with the Practice, separate forms must be requested in person at the Reception Desk – ID will be required.

Charges for secondary care services will be determined by the receiving department for patients born overseas.

Patient Choice: You can request a specific Doctor or Practice Nurse of your choice for your appointment and we will endeavour to ensure this wherever possible. Please remember that all

Clinicians in the Practice have access to the same medical notes, if you cannot get an appointment with the Clinician of your choice please ask for alternative appointment options.

Patient's rights and responsibilities: You will be treated with respect and as a partner in your care. This means that you have responsibilities to help yourself and us by:

- Letting anyone involved in your care know if you cannot keep an appointment either at the Surgery, Hospital or Clinic.
- Ensuring we have your current address and telephone contact number/mobile number. **Please note is you move outwith our catchment area you will need to register at another local GP Practice.**
- Treating all Clinician's and Staff with respect. There will be no physical violence, verbal abuse, drunkenness/under the influence of substances tolerated under any circumstances – such behaviour will result in removal from the Practice list.

We will try to help by:

- Answering questions about your treatment.
- Respecting your confidentiality at all times.
- Providing information on how to complain or make suggestions about our service.

OUT OF HOURS EMERGENCIES

If an emergency call is required out of surgery hours (18.00-08.30 Monday to Friday and 18.00 Friday to 08.30 Monday), please call the above Practice number and you will be directed to NHS 24 (or call the freephone number 111 or www.nhs24.scot). They will assist you. If you need to contact a District Nurse out of hours please call 0141 232 8100.

Repeat Prescriptions: If ordering your repeat prescription, please allow **48hrs** for collection (excluding bank holidays and Christmas/New Year period). You can request your repeat prescription by:

- Using our dedicated phone line – call 0141 483 1760 and leave a message.
- Order via Patient Access on our website (www.townheaddoctors.com) *Temporarily suspended*
- At the Reception Desk by completing a Repeat Prescription Request slip.

Acute Prescriptions / Hospital Prescriptions: we endeavour to have these prepared within 24hrs of submission when possible.

Please note, we do not fax prescriptions we do not post prescriptions unless a SAE has been provided when submitting the prescription request.

DOCTORS SPECIAL INTERESTS

Dr Hafiz – Asthma, COPD and Minor Surgery.

Dr Zhang – Diabetes.

Dr Dely – Diabetes and Cancer Care.

Dr Fallon – Epilepsy.

SERVICES PROVIDED

The Practice offers a wide range of services please ask our receptionists for details:-

General Medical Services, Child Health , Immunisations (see Reception for advice), Travel advice and Vaccination, Well Woman , Well Man , Diabetic Care , Respiratory Care, Family Planning / Sexual

Health, Multiple Sclerosis care, Cancer Care, Minor Surgery, Obesity, Depression Care, Dementia Care, Learning Difficulties, Near Patient Testing, Pre Chemo Bloods, Services for Carers, Smoking Cessation and Physiotherapy assessments. We carry out annual reviews of Chronic disease management such as Epilepsy, High Blood pressure, Heart Disease, Management of Stroke Disease , Mental Health, Hypothyroidism, Chronic Kidney Disease and Asthma / COPD / Bronchitis.

Some clinics for these services take place on specific days of the week only, please ask at Reception for further information.

Breast Feeding Support Group: Please contact our Health Visitors for times of meetings or see advertised information at the Practice.

Health Visitor Pre 5 / baby clinic: Wednesday afternoons with additional sessions carried out by the Health Visitors. These clinics are managed by the Health Visiting Team and as such any queries should be directed to them.

Smear appointment: please make an appointment with a Practice Nurse.

Physiotherapy: Our Advanced Physiotherapy Practitioner can see our patients in the Practice for assessment of MSK symptoms or patients can 'self refer' to the local Physiotherapy Department.

Chiropody: Patients can 'self refer'. The telephone number is **0141 636 8421**.

Treatment Room: Experienced senior Nurses will attend to wound dressings, removal of stitches, blood taking and many other procedures. Patients will require a signed treatment room card from our Practice before their initial attendance. Please call **0141 211 8231** or visit the Community Reception to make an appointment.

Interpreter Service: if you require this service, please request it when making your appointment. Please note that you must contact the Practice to cancel any appointment that an Interpreter has been booked for.

Test Results: Blood and X-ray results can take from 7-14 days to return to the Practice. Please telephone or attend the reception for your results. Results are available only between **3.30pm – 4.30pm**.

Telephone Advice: The Receptionist will require some information regarding your request, and the Doctor/Nurse will respond to such calls as soon as possible, but please be aware that it might more than 24hrs. Please note this does not constitute a Telephone Consultation, it is merely for advice regarding your condition or medication.

If there are services which you require but which are not provided by this Practice, Greater Glasgow & Clyde Health Board will be happy to direct you to a relevant provider, please contact them on the following number: **0141 300 1300**

NHS 24: The NHS offer an advice line staffed by Nurses available 24 hours a day. You can contact them on **111** or via **www.nhs24.co.uk**

Complaints / Suggestions: If you are unhappy about any aspect of care you have received in the Practice, please ask Reception Staff for a complaints information pack .We have a complaints procedure, which we follow closely. We are keen to improve patient care and with your help will do so more successfully. Alternatively, please do speak directly to the GP's or Nurses about your concerns and we will try to help you. If your complaint is not resolved in this way, the pack contains contact details of the SPSO.

Unable to keep your appointment? Please telephone or visit the Practice to cancel your appointment, or reply CANCEL to the text message reminder. **Please note that if you DNA appointments multiple times you will be sent a letter of warning from the Practice. Your attendance of appointments will be monitored and if further DNA's occur you will be removed from the Practice list.**

Surgeries do sometimes run late: Due to individual patients needing longer than expected with a Doctor or because of emergencies, occasionally Surgeries can run late.

Zero Tolerance: We do not tolerate any threatening or abusive behaviour on the Surgery premises and patients will be removed from the Practice list if this occurs. Subsequently the Health Board will be able to allocate you to an appropriate Practice if this occurs.

Disabled Access: There is lift access at the front of the Health Centre and a lift to the rear (on Wishart Street), which will give access from the ground level into the Centre.

Training Practice: This means that Doctors who are training to become General Practitioners will be working within our Practice. You can make an appointment to see one of these Doctors in exactly the same way as you do for any of the other Doctors or Nurses. Their work is closely supervised and reviewed by a GP Partner in the Practice at all times.

Travel vaccines: (From April 2022 this service will not be provided in General Practice) When travelling please allow as much time as possible to arrange your travel appointment with the Practice Nurse in order that you are more likely to be fully vaccinated before you travel. **We advise you to arrange your appointment at *least six weeks* before you travel.** If requesting vaccines outwith this timeframe you may not be able to get seen/be vaccinated by the Practice.

Please note only the undernoted vaccines are available from the NHS:

- Hepatitis A
- Typhoid
- Diphtheria
- Tetanus
- Polio

Advice on Malaria will be given.

Immunisation against infectious Hepatitis (Hepatitis A) is available free of charge on the NHS in connection with travel abroad. However Hepatitis B is not routinely available free of charge and therefore you will be charged for this vaccination when requested in connection with travel abroad.

If you are unable to wait for our next available travel advice appointment, as advised by the reception staff, then we can provide details of private travel vaccination clinics in the city.

Your Personal Health Information

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment e.g. GP, Health Visitor, and Practice Nurse. This information may be stored on paper or electronically on computer files by practice staff. We sometimes disclose some of your personal health information with other organisations involved in your care, for example NHS 24 or when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them.

Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you. We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you. We will ensure that as far as possible any details that may identify you are not disclosed. We are sometimes involved in health research and the teaching of student nurses, doctors and other

health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

Where you need a service jointly provided with a local authority we would seek your permission before giving them your details. Sometimes we are required by law to pass on information e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement. Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Insurance or legal service can also request access to your information if they are working to provide a service, i.e. life insurance, no information will be provided without authorisation from you (or legal guardian if under 12) which is usually via a signed and dated mandate.

On some occasions we have Students in the Practice on Work Experience placement. This may include them sitting in on consultations and purely observing. You will be notified if this is happening during the surgery you are attending, and you have the right to say you do not want the student sitting in on your consultation, and if you change your mind during the consultation you are entitled to inform the Clinician and ask that the Student leaves the room. Any Student attending the Practice for work Experience is bound by the same Code of Practice as our Staff, and signs a contract with the Practice stating they will adhere to the said rules.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on Protecting Patient confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you wish to opt out of ECS (used by Out of Hours and hospital clinics), SPIRE (see <http://spire.scot/> for further information) or MJOG then you can do so at registration or inform the Reception at any time whilst you are registered.

Townhead Medical Practice is a Partnership shared between Dr M Fallon, Dr C J Dely, Dr R Hafiz & Dr L Zhang.

If you have any questions please contact Mark Boyd at the Surgery on 0141 483 1740