

Map of Practice Area

The Practice has signed a contract with **NHS Tayside** to provide General Medical Services to its registered patients.

Victoria Practice, based out of the Glover Street Medical Centre is dedicated to delivering exemplary care to people of Perth. Our goal is to provide easy access to a wide range of high quality medical services. We aim to treat you as we would expect to be treated ourselves. When contacting the team at Victoria Practice, you may be directed to one of our allied healthcare professional team members such as pharmacy first, first contact physiotherapy, mental health and well being nurse who may be better placed to treating your medical concern.

We are a training practice, which means that each year a fully qualified doctor with hospital experience works with us under supervision for one year to gain experience in General Practice. We also occasionally have medical or nursing students attached to the practice as observers. You will be advised if a student doctor or nurse will be present

Following the Covid-19 pandemic we have adjusted the way in which we work. All contact with our GP's will be by telephone in the first instance. Your GP may then decide that is then necessary for you to be seen in person and will offer you a face to face appointment. When contacting the GP, our reception staff will request some information from you. This is to ensure your medical need is dealt appropriately and in a timely manner.



Surgery Opening Times

Monday	0800 - 1800
Tuesday	0800 - 1800
Wednesday	0800 - 1230 and 1400 - 1800
Thursday	0800 - 1800
Friday	0800 - 1800

Dr Foster – Tues, Wed & Fri

Dr Matthews – Mon, Tues, Wed & Fri

Dr Riches – Wed, Thurs & Fri

Dr McCallum – Thurs & Fri

Dr Welsh – Mon, Tues & Wed

Dr Cormack – Mon & Tues

Dr Wee – Mon, Tues & Wed

Dr Grant – Mon, Wed & Thurs

Emergencies

There is always a designated doctor on call to deal with emergencies during the normal 'In Hours' time.

Emergency Out of Hours Calls
NHS 24 on Free phone 111

VICTORIA PRACTICE

**133 GLOVER STREET
PERTH PH2 0JB**

Reception (01738) 639748
Prescriptions (01738) 625542
District Nurses (01738) 473335
Health Visitors (01738) 413020
Fax (01738) 635133
E-mail: gloverstreet.tayside@nhs.net

Practice Website:

www.perth-and-methven-gp.co.uk

Freedom of Information Act

Patients can access further information about the Practice at www.nhstayside.scot.nhs.uk/FoISA/.

Patients Rights & Responsibilities

Information can be found on our website or you can pick up a leaflet from reception.

Comments and Complaints

Any comments criticisms or constructive suggestions about the practice should be put in writing and addressed to the Practice Manager, **Mr Alan Butler**. The Practice has a **Complaints Procedure** which is displayed on the notice board in the waiting area and is on the website

Confidentiality

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. Further information can be found on our website or you can pick up a leaflet from reception.

To Make a Doctor's appointment - telephone 639748.

Telephone line is open from 8am. On the day appointments are issued on first come basis. For routine appointments it is helpful to plan ahead especially if you wish to see a specific Doctor and this can be booked 4 weeks in advance.

Home Visits

These are reserved for patients unable for medical reasons to attend the surgery. **Telephone 639748 before 10:30 a.m. if possible.** This allows the doctors to plan the visits more efficiently.

Practice Nurse

Patients can make an appointment for cervical smears and general health promotion advice through reception. Our Practice Nurses also run a number of clinics including; Diabetes, Asthma, COPD and Cardiovascular. If you are asked to attend any of these clinics then appointments can be arranged with reception.

Health Care Assistant

If you are asked to make an appointment this can be arranged through reception.

Perth City Care and Treatment Service

This service is based at Beechgrove House, Hillend Road, Perth and appointments for most routine blood tests will be booked into this clinic via the reception team.

Wound Care Clinic

Reception will arrange for patients requiring wound care e.g. dressings, removal of stitches to be seen at this clinic also based within Beechgrove House.

Community Midwife Ante-Natal Clinic

Midwives are based at Perth Royal Infirmary. Pregnant patients can arrange a booking appointment with the midwife online at www.badgernotes.net/selfreferral/tayside. You should be at least 6 weeks pregnant when booking.

Child Screening and Childhood Immunisations

Friday pm with Dr Foster/Dr McCallum. Appointments are sent out by Child Health at Drumhar. When your child is due their scheduled immunisations you will be sent an invitation and appointment to attend the immunisation clinic held in Drumhar Health Centre in Perth

Sexual Health and Contraception

To discuss contraception you should arrange a telephone appointment with a GP. Contraceptive implants are fitted by Dr Cormack and Dr Matthews. Contraceptive coils fitted are by Dr Matthews. Contraceptive injections are administered by the practice nurse. Contact reception for further information. The sexual health clinic is based out of Drumhar Health Centre.

Health Visitors

If you need to speak with your Health Visitor you can call or leave a message for them on 01738 413020.

Community Nurses

They provide a range of services to patients in their own homes, particularly the chronically ill and the elderly. Messages can be left for them on 473335

Practice Mental Health & Wellbeing Nurse

Patients may be signposted to the mental health and wellbeing nurse either by GP or reception staff. A trained mental health nurse, with breadth of experience in managing mental health issues. Appointments can be made through reception.

Community Listening service

Trained and dedicated community listener offering 50 minute appointments to listen to patients following stressful events at home or work, or after a bereavement or loss. Appointments can be made through reception.

First contact Physiotherapy

Patients contacting the GP with back, muscle or joint problems may be signposted to the first contact physio service, where they can be assessed and treated by an NHS Physiotherapist.

New Patients

Forms for registration can be picked up at reception or printed from the website.

Cancellations

If you cannot attend your appointment, please inform us as soon as possible so that we can offer it to someone else. Persistent failure to attend appointments may result in removal from the Practice list.

Travel Health and vaccinations

For travel advice please visit fitfortravel.nhs.uk. For advice on vaccination telephone NHS Tayside Vaccinations Service on 01382 423108 or email tay.travelvaccines@nhs.scot

Repeat Prescriptions

Your repeat medications are listed on the tear off part of your prescription. Any of your medications can be requested by:

- 1 Telephone **625542** and leave a request on the prescription voicemail.
- 2 Send us your form (with a stamped addressed envelope) having marked which items you require.
- 3 Bring your form to reception having marked which items you require.
- 4 Order online – pick up a form to register with this service from reception.

We require two working days notice for repeat prescriptions and longer at weekends or public holidays.

NB Non-repeat items may take longer than 48 hours to process.

Please ask your local pharmacy about their prescription collection service.

Results

Results can be obtained by calling on the main number 639748 on any day but please do not call before 11:30 to keep the phone lines free at busy times.

Absence From Work Certificates

A self certificate can be obtained from your employer or from reception for any absence **less than 7 days or for the first 7 days of an absence (including non-working days).**

If you are off work for **more than 7 days** then you should contact the surgery to arrange for a GP to provide a "Fit Note" if appropriate.

Update your details – It is important to let us know if you change your address or telephone numbers.

Text messaging confirmations & reminders can now be sent to your mobile phone.

Patient Online Services – Ask at reception for further information and a form to register. You will be able to order your repeat prescriptions and make appointments online.