

Map of Practice Area

The Practice has signed a contract with **NHS Tayside** 01382 818479 to provide General Medical Services to its registered patients.

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

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, **Ms Fiona O'Malley**.

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.



Surgery Opening Times

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

Dr McLeod – Mon & Wed

Dr Sneddon – Mon am, Tues, Wed, Thurs & Fri

Dr Foster – Mon, Tues, Wed, Thurs am, Fri

Dr Matthews – Mon, Tues, Wed & Fri

Dr Riches – Mon, Tues, Thurs & Fri

Dr McCallum – Thurs & Fri

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) 445949
Fax (01738) 635133
E-mail: gloverstreet.tayside@nhs.net

Practice Website:

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

Emergency Out of Hours Service Tel 111

Practice Partners

Year Qualified

DR	NEIL A. McLEOD MB.,Ch.B., M.R.C.G.P., D.R.C.O.G., F.P. Cert.,	1983 Dundee
DR	ALISON M. SNEDDON M.B.,Ch.B., D.F.F.P., M.R.C.G.P.	1986 Dundee
DR	DUNCAN S. FOSTER M.B.,Ch.B., D.C.H., F.R.C.G.P., D.R.C.O.G., F.P. Cert.,	1989 Edinburgh
DR	ELAINE E MATTHEWS M.B.,Ch.B.,M.R.C.G.P.	1997 Dundee
DR	JAMES R RICHES BSc., MBChB., MSc., MRCS., MRCGP	2008 Dundee
DR	ROBYN K MCCALLUM MBchB, MRCGP	2007 Dundee

To Make a Doctor's appointment - telephone **639748** if the problem is urgent a doctor will see you as soon as possible. It is helpful to plan ahead for routine appointments especially if you wish to see a specific Doctor and this can be booked 4 weeks in advance. We also offer telephone consultations where appropriate as well as early morning appointments before 8.00am. Please ask the receptionist for details.

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 Nurses

Ruth Gray RGN, Shonagh Gray BSc Adult Nursing and Gillian Nicholson BSc Adult Nursing.

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

Health Care Assistant and Phlebotomist

Dawn Scott NVQ and Hazel Loch - Patients can make an appointment for blood tests, BP checks, new patient appointments, ECG's and flu vaccinations.

Cervical Smear Tests - These can be carried out within a normal surgery appointment by the practice nurse. You will receive a recall letter to prompt you to make an appointment.

Holiday Immunisations - Patients travelling abroad should complete a travel form available from reception or the website. You will then be advised whether you need to see a nurse to arrange necessary immunisations or for general health care advice. Certain vaccinations cannot be provided by the NHS and will need to be arranged through a private travel clinic or a local pharmacy. This includes anti-malaria drugs.

Minor Surgery – Wednesday 3:00 – 4:30 pm and Friday 2:00 – 3:00 pm. Run by Dr Matthews and Practice Nurses.

Community Midwife Ante-Natal Clinic – **Thursday 2:00 to 4:00 pm. Appointments are arranged by the midwives.**

Child Screening – Wednesday am with Dr Foster. Appointments are sent out by Child Health at Drumhar.

Weigh your baby – Friday 2:00 – 4:00 pm in the Health Visitor's Room.

Practice Pharmacist –

Graham Lamont BScHons,PGDip, MRPharmS. Practice prescribing budgets and policies

Health Visitors - **Shona Honeyman, Louise Blackburn, Amanda Pritchard and Lorna Ingram.** Contact them on 445949

Community Nurses - **Gillian Dudman, Ann McElnea, Irene Anderson**

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

Health Promotion – We are happy to offer advice and help on disease prevention and healthy lifestyle. Please ask at reception for further details.

New Patients – Forms for registration can be picked up at reception or printed from the website. A registration appointment will then be arranged with the practice nurse or healthcare asst.

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.

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 day's 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 reminders will be coming soon so please let us have your current mobile number.

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.