

Specialised Clinics

Childhood Immunisation Clinic

Children are offered vaccination according to the UK National Immunisation Programme. You will be sent appointments for your child at appropriate times. This is normally the first Wednesday of every month

Child Health Surveillance & Immunisation (for further information contact reception)

Regular checks on growth and development. You will be sent appointments for your child at appropriate times. Wednesday afternoons.

Family Planning Services

By consultation at routine surgery.

Well Woman/Cervical Smear

By appointment with doctor/practice nurse.

Diabetic Clinic

By appointment, first Thursday afternoon of each month.

Asthma/Hypertension/Stroke Clinics

By appointment with practice nurse.

Surgery Location



Comments

If you have any comments about our practice please write or speak to Marjory McGinley, our Practice Manager, or one of the doctors.

Dr Angela M Meek

Dr Helen L Fox

264 Wallacewell Road

Balornock

Glasgow G21 3RW

Emergencies

558 6178

Appointments

558 6178

Repeat Prescriptions

558 3393

All other queries

558 6178

District Nurse

531 6734

Health Visitor

531 6724

Surgery Fax No.

557 3405

NHS 24

Free to call - 111

Practice Information Leaflet

Dr Angela E Meek
M.B.Ch.B.M.R.C.G.P.

Dr Helen L Fox
M.B.Ch.B., M.R.C.G.P.

Welcome to our Practice

We are a practice of two doctors. Our team also includes a practice manager, practice administrator, receptionists, health care assistant and practice nurse Anita Murray. We have associated district nurses, (Joanna Crawford RGN.DN, Emily Beattie EN), Health visitors (Current vacancy at present) who are employed by the Health Board. The surgery is open from 8.30am until 6pm Monday to Friday. The surgery is closed for staff training on a Monday between 12.30-13.30pm. The practice has suitable access for disabled patients. Our practice area is G21,G22, G33.1, G64.1

Registration

In order to register with the practice you should bring your NHS Medical Card. If you don't have a medical card a receptionist will ask you to fill in a form and will offer you a registration medical appointment.

Appointments with our Practice Nurse

Our practice nurse offers cardiovascular, hypertension, stroke, asthma, and general health check clinics and also travel advice and immunisations, please contact our receptionist to arrange an appointment.

Appointments with a doctor

Consultations are by open access in the mornings from 8.30am – 10.00am (**NO APPOINTMENT NECESSARY, PATIENT NUMBERS CAPPED AT 10 PATIENT PER GP**) or by an appointment 10.30 – 11.30 am and in the afternoon from 4.00-5.30pm. Extended hours 5.30 – 6.45 pm on a Monday. For both urgent and non-urgent appointments please telephone **558 6178**. This line is open between 8.30am and 6.00pm. The normal appointment time is 10 minutes. Urgent appointments will be dealt with on the same day by whichever partner is available. You may consult with either doctor.

House Visits

House call requests can be made by telephoning 0141 **558 6178**. Except for emergencies it is helpful if requests are made before 9.45am. It is not usually possible to request a particular doctor.

House calls are an important part of our service but are inevitably time consuming. With our increased workload we would appreciate if you can come to the surgery whenever possible.

Repeat Prescriptions

Repeat prescriptions can be obtained in three ways, allowing 2 working days to process

1. Telephone **558 3393** between 8.30 - 6.00pm.
2. Post in your request.
3. Place request in the Prescription Request Box in the surgery.
4. Online repeat prescription service.

If you would like your prescription posted to you please enclose a stamped addressed envelope. Your prescription can also be delivered to the local chemist of your choice, please speak to the receptionists for further details.

Out of Hours Service

In the event of an emergency occurring between 6pm and 8am Monday to Friday or from Friday 6pm to Monday 8am, **call NHS 24 on 111**. who will advise and, if necessary, arrange assessment by Glasgow Emergency Medical Services (GEMS).A home visit will be arranged where appropriate e.g. those who are seriously ill, housebound, or the very elderly.

If there is no clear medical reason for a home visit, you will be asked to attend the local Emergency Centre at Stobhill Hospital. Many patients will be able to make their own travel arrangements but for those unable to do so a Patient Transport Service will be available.

Online Services

Available for booking routine appointments and repeat prescriptions. Please contact reception for a registration letter.

Information Sharing

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances.

- * *To provide further medical treatment for you e.g. from District Nurses and hospital services.*
- * *To help you get other services e.g. from the Social Work Department. This requires your consent.*
- * *When we have a duty to other e.g. in child protection cases.*

Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Patients' Responsibilities

We would ask that patients keep in mind the following points to help us organise our practice to the benefit of all patients.

- Inform us as soon as possible if you are unable to attend an appointment or are going to be late.
- Routine appointments last 10 minutes. Each appointment is for one person only and generally for one problem only. If you have multiple problems and think that you will need more than 10 minutes, please inform us when you are making the appointment.
- House visits are at the discretion of the doctor and are restricted to the seriously ill and housebound.

Patient Complaints

If you are unhappy about any aspect of patient care at the practice, please contact our Practice Manager Marjory McGinley. The practice has a complaints procedure, which it follows closely.