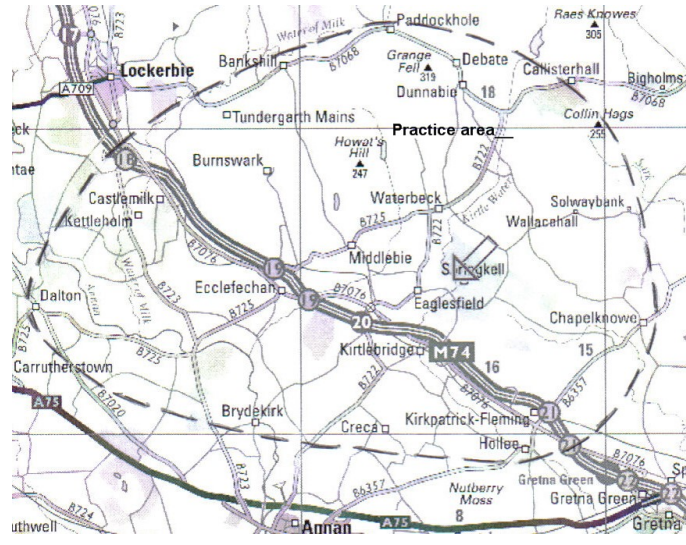


## PRACTICE INFORMATION LEAFLET

### PRACTICE AREA



The surgery is in the centre of Ecclefechan, next to the church. It has a small car park and vehicles are left at owners risk.

### USEFUL NUMBERS

|                     |  |
|---------------------|--|
| District Nurses     | 01576 301 001  |
| Health Visitors     | 01576 205 531  |
| Emergency Ambulance | <b>999</b>   |
| Police              | <b>101</b>   |
| Dumfries Hospital   | 01387 246 246  |
| Social Work Dept    | 0303 333 3000  |
| Samaritans          | 01387 253 555  |
| NHS 24              | <b>111</b>   |
| NHS 24 website      | <a href="http://www.nhs24.co.uk">www.nhs24.co.uk</a> |

Ecclefechan Surgery  
Main Road  
ECCLEFECHAN  
Lockerbie  
Dumfriesshire  
DG11 3BT

Tel: 01576300208  
Fax: 01576300028

[www.ecclefechansurgery.scot.nhs.uk](http://www.ecclefechansurgery.scot.nhs.uk)



### DOCTORS IN PARTNERSHIP

**DR. CRAIG PALMER** MBChB,  
QUALIFIED STANDREWS/MANCHESTER 1999

**DR. ANDREW MACKENZIE** MBChB, MRCGP  
QUALIFIED ABERDEEN 2000

**Welcome** to The Surgery, Ecclefechan. Please read the enclosed information and keep this leaflet near your telephone for easy reference.

#### SEEING THE DOCTORS - ECCLEFECHAN

If you wish to see the doctor please attend any of the “open access” surgeries between the “surgery hours” stated below. There are also some limited telephone consultation slots available if appropriate, or alternatively visit our practice website and complete an eConsult form and the doctor will get back to you.

#### PRACTICE PREMISES OPENING TIMES

Mon-Fri 8.00am-6.00pm

#### SURGERY HOURS

|     |           |             |
|-----|-----------|-------------|
| Mon | 8.30-10am | 2.30-5.00pm |
| Tue | 8.30-10am | ---         |
| Wed | 8.30-10am | 2.30-5.00pm |
| Thu | 8.30-10am | ---         |
| Fri | 8.30-10am | ---         |

Although there are no routine surgeries on a Tuesday, Thursday or Friday afternoon, there is always a doctor available during these times for any emergencies.

#### EXTENDED OPENING HOURS

The practice offers extended opening hours fortnightly alternating on a Tuesday & Thursday evening from 6.00pm - 7.15pm (by pre-booked appointment only), ask at Reception for details.

### PRACTICE CHARTER

#### OUR COMMITMENT TO OUR PATIENTS IS TO:

- Treat you as an individual with courtesy and respect
- Offer quickly the most appropriate care
- Ensure the practice premises are clean, comfortable and accessible
- Provide home visits by a doctor when this is deemed medically appropriate
- Provide repeat prescriptions within 48 hours of the request
- Give a clear explanation of any treatment, if you wish
- Treat all patient information as strictly confidential
- The practice does not discriminate on the grounds of:
  - Race, gender, social class, age, religion, sexual orientation or appearance.
  - Disability or medical condition.

#### WE ASK YOU TO

- Share in the responsibility for your own health and co-operate with agreed treatment plans
- Request house calls only when necessary
- Request repeat prescriptions well in advance
- Treat the practice team with courtesy and respect
- Try to maintain a healthy lifestyle
- Advise us of any change to your name, address or telephone number

## **General Data Protection Regulation (GDPR) and Confidentiality**

Ecclefechan Surgery has a legal duty to explain how we use any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintains records about your health and the treatment you receive in electronic and paper format.

### **What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

### **How we will use your information**

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Information Services Division Scotland (ISD Scotland) or others when the law allows.

In order to comply with its legal obligations, this practice may send data to ISD Scotland when directed by the Secretary of State for Health under the The Public Health (Scotland) Act 2008. Additionally, this practice contributes to national clinical audits and will send the data that is required by ISD Scotland when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure. Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

### **Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

### **Opt-outs**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.

**Complaints** In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit [ico.org.uk](http://ico.org.uk) and select 'Raising a concern'.

### **Freedom of Information**

This practice has adopted the British Medical Association Model Publication Scheme for General Practitioners in Scotland in order to comply with section 23 of the freedom of Information (Scotland) act 2002. For a full copy of our publication please contact Reception.

## **HOME VISITS**

If you are too ill to attend the surgery, we can visit at home. All requests for home visits should be made before 10.30am if possible. Visits will be after morning surgery unless of a very urgent nature. Please remember however that home visits are time consuming and that doctors can usually see at least four patients in the time taken to visit one at home.

### **TELEPHONING THE DOCTOR**

The doctors are quite happy to speak to you on the telephone, if you contact the surgery the Reception Staff will allocate you a slot for the doctor to call you back to answer any queries or discuss results of tests. If you have simply been asked to phone back for test results, but do not need to speak to a doctor, then you can phone at any time during office hours and speak to a member of staff.

### **OUT OF HOURS CALLS**

If you require urgent medical treatment or advice during evenings, overnight between 6.00pm and 8.00 am, or at weekends and public holidays please call NHS 24 by calling 111 which is free. (Website is [www.nhs24.co.uk](http://www.nhs24.co.uk)). Nurses at NHS 24 will give you advice or arrange for you to obtain any medical attention needed. In a medical emergency still dial 999 for ambulance as before.

PRACTICE TEAM

|                                     |   |
|-------------------------------------|---|
| Receptionists                       | Kathleen Garrett<br>Holly White<br>Erin Graham<br>Caroline Lamb |
| Receptionist/Dispenser<br>Dispenser | Joanne Henderson<br>Katrina Gilmour<br>Elaine Mason             |
| Domestic Staff                      | Christine Grant   |
| Practice Nurse                      | Kerry Graham  |
| Treatment Room Nurse                | Joy Brandt  |
| Healthcare Assistant                | Karen Linton  |
| Practice Manager                    | Keith Notman  |
| District Nurses                     | Kelly Thomson (Charge Nurse)<br>Wendy Maxwell (Charge Nurse)    |

District Nurses Provide nursing assistance to those patients confined to their homes and can be contacted directly on: **01576301001**.

Treatment Room Nurse:

The treatment room nurse works from Ecclefechan Surgery and is available Monday to Thursday from 8.30am-12.30pm for dressings, blood tests, stitch removal and general nursing advice. This arrangement is by appointments.

Practice Nurse:

Specialises in cervical screening and certain Chronic Disease Management clinics (all by appointment only, please ask at Reception for details).

Health Visitor: Claire Wilson

As well as visiting new mothers they deal with a wide range of health problems; from developmental screening of pre-school children and can be contacted on 01576 205531.

**Childhood Immunisation Clinic:**

Childhood immunisation clinics are held weekly on a Wednesday at the surgery and are all by appointment only. We strongly recommend that all children be fully immunised where possible.

**Midwifery Services : Artemis Seddon**

The practice is contracted by Dumfries and Galloway Health Board to provide NHS medical services to those patients registered at the practice. The Health Board can be contacted by telephone on 01387 244284.

Their address is:

NHS Dumfries and Galloway  
The Ground Floor North  
Mountainhall Treatment Centre  
Dumfries  
Bankend Road  
DG1 4AP

### TRAVELLER'S IMMUNISATIONS

Arrangements can be made if you require advice and/or immunisation for travel abroad, please allow at least four weeks notice prior to departure. You will be required to complete a pre-travel health questionnaire, and will be referred to a local GP Practice contracted by the Health Board to provide this service, details can be obtained from reception, a summary of your immunization history will be given to you to take with you to the travel clinic.

### SUGGESTIONS

We want to make sure that we provide patients with good quality services. If you have any suggestions for improvement in the way the practice operates, the doctors and staff will be glad to hear them, either in person or writing.

### COMPLAINTS

Please contact us if you have any concerns. Any complaint will be investigated by the practice manager (or if unavailable the doctor on duty) in the strictest confidence and you will be kept informed of what action is being taken. Our aim is to give the highest possible standard of service and we try to deal promptly with any problems that may occur.

If you are dissatisfied with the result of our investigation, you can approach the Scottish Public Services Ombudsman:

SPSO (FREEPOST)  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

Tel: 0800 377 7330

Other clinics available at the surgery include:  
Primary Care Mental Health Nurse -Brief Therapy  
GP Clinical Pharmacist

### DISPENSING ARRANGEMENTS

The practice provides full dispensing for the majority of patients and medicines can be collected following a consultation. Unfortunately, we are not allowed to sell over-the-counter medications.

Repeat prescriptions can be obtained by either calling our 24 hour telephone answer service on 01576 301003, or on-line ordering via our secure link to our clinical system (EMIS access), please ask at dispensary for registration details. We **do-not** accept prescription requests over the telephone.

Please try and give 72 hours notice for repeat prescription requests. On Monday, Wednesday and Friday repeat prescriptions can be collected from the post office in Eaglesfield after 12.30pm.

Always ensure you have enough supplies of any medicines you take regularly to last you over weekends or public holidays.

#### CHILD HEALTH CLINIC

Our health visitor is available to see children and babies at home by arrangement.

#### FAMILY PLANNING

A confidential contraceptive service is available including advice on all contraceptive methods, pregnancy testing and counselling re termination. Emergency contraception is available by phoning or seeing the doctor. Family planning clinics are also available at Annan. Phone **08457023687** for an appointment.

#### MATERNITY CARE

The doctors co-operate with the midwives and local consultants in antenatal care. Out with the surgery the midwife can be contacted on **01387241207**.

#### MINOR OPERATIONS

These can be performed after consultation with a doctor. Examples include: cryo-surgery for warts and verrucas, removal of moles and skin tags. Suturing of minor casualties is also undertaken depending upon the patient's age and severity of wound.

#### MEDICAL EXAMINATIONS

We **do not** offer medical examinations for HGV and PSV as these are non-NHS services and local private providers can be sought to undertake these medicals. For insurance, employment and elderly driver medicals please ask at reception for an appointment.

#### DISABLED FACILITIES

Access to the building for those patients who use a wheelchair is via the push button situated next to the front door. We also have a disabled toilet facility.

#### NEW PATIENTS

Those who reside within the practice area are welcome to register with the practice by speaking to reception staff. As from 1st April 2008 if patients' move outwith the practice area they will be asked to register with a practice nearer to their address with an exception to those patients currently undergoing treatment, these patients can remain on the practice list until clinically appropriate to transfer. New patients will be given a questionnaire to complete and bring along to their registration medical.