



Welcome to

# Ormiston Medical Practice

## Information for Patients

Ormiston Medical Practice  
Sprinty Drive, Ormiston EH35 5LP

Telephone: 01875 610248

Fax: 01875 615045

Health Visitor Telephone: 01875 612921

District Nurses Telephone: 01875 618954

[www.ormistonmedicalpractice.org.uk](http://www.ormistonmedicalpractice.org.uk)

## GP Partners

<b>Dr Emma Hall</b>	BSc MBChB MRCP DFFP DCH MSc
<b>Dr Neil Murray</b>	MBChB MRCP DFFP LF HOM (med) DPD
<b>Dr Kerry Stevens</b>	MA MBBChir PhD MRCP MRCP
<b>Dr Jill Ferguson</b>	MBChB MRCP DFRSH

## GP Retainer Doctor

**Dr Sophie Bennett** MRCP DRCOG DFFP MBBS

## Teaching / Training

The Practice has been approved by NHS Education for Scotland with training status for GP Retainer Doctors.

## Meet the Team

### Doctors

#### **Dr Emma Hall, GP Partner** (Female)

Special interests: Child Health, Women's Health and Contraception.

Nexplanon (contraceptive implant) insertion and removal.

Days of Work: Monday all day, Wednesday all day and Friday all day once a month.

#### **Dr Neil Murray, GP Partner** (Male)

Special interests: Pain Management (including Acupuncture), Dermatology (Skin Problems), Homeopathy and Drug Misuse Management.

Days of Work: Monday a.m., Wednesday all day, Thursday a.m. and Friday all day once a month.

#### **Dr Kerry Stevens, GP Partner** (Female)

Special interests: Mental Health and Neurology (Disorders of Brain and Central Nervous System).

Days of Work: Tuesday all day, Thursday all day and Friday all day once a month.

#### **Dr Jill Ferguson, GP Partner** (Female)

Special interests: Care of the Elderly, Women's Health and Contraception. Nexplanon (contraceptive implant) insertion and removal.

Days of Work: Monday a.m., Tuesday all day, Thursday p.m. and Friday all day once a month.

#### **Dr Sophie Bennett, GP Retainer** (Female)

Special interests: Women's Health and ring pessary insertions.

Days of Work: Monday all day and Friday a.m.

### Practice Nurses

#### **Moira Doig, Lead Practice Nurse** (Female)

Special interests: Assessment and Management of Minor Illness, Diabetes and Contraception.

Days of Work: Tuesday and Wednesday all day, and Thursday and Friday a.m.

As part of her Minor Illness Management, Moira can assess the following conditions in patients aged 5 and over:

- Sore throats
- Earache
- Flu-like symptoms
- Cough
- Suspected urine infections (females only)
- Possible chest infections
- Worsening symptoms of Asthma; and
- Worsening symptoms of COPD.

#### **Sue MacDonald, Practice Nurse** (Female)

Special interests: Asthma and Diabetes.

Days of Work: Monday all day and Friday a.m.

Specific services offered by our dedicated Nurses include:

- Assessment and management of minor ailments
- Treatment of minor injuries, cuts and bruises
- Dressings
- Cervical smears
- Contraception pill checks and Depo Provera injections
- Travel health vaccinations
- Flu and Pneumococcal vaccinations
- Carer review
- Ear syringing
- Smoking cessation advice
- Healthy living and diet advice
- Wart treatment with liquid Nitrogen (Cryotherapy)
- Specialist clinics for heart disease, stroke, respiratory disease, diabetes, mental health and epilepsy.

## ***Health Care Assistant and Phlebotomists***

### **Jay McNeill (Female)**

Jay is fully trained as a Health Care Assistant and is able to perform the following by appointment only:

- Blood pressure (BP) taking
- New patient checks
- Seasonal flu vaccine (excluding children and pregnant women)
- Venepuncture (taking blood tests).

Jay also works as a member of the Administrative Team at the Practice.

### **Carole Paterson (Female)**

Carole is a fully trained Phlebotomist who can take blood tests at the request of a doctor.

She also works as part of the Administrative Team at the Practice.

## ***Counsellor***

### **Chris Scott (Male)**

A confidential counselling service is available at the Surgery by referral from one of the GPs. The service offers short-term, one-to-one counselling for a range of issues. Your doctor may suggest this service to you, but if you think you would benefit from counselling please ask your doctor for a referral. Chris attends the Surgery once a week on Thursdays.

## ***Practice Manager***

### **Lorna Johnston FIHM**

The Practice Manager, Lorna Johnston FIHM (Fellow by Assessment of the Institute of Healthcare Managers), is responsible for engaging well with the Primary Health Care Team, conducting annual staff appraisals to include training plans, to organise staff training sessions and continually look at ways to enhance patient services including patient safety. She also manages the business side of the Practice and operates the Practice's complaints procedure. Please do not hesitate to contact Lorna if you have any questions, suggestions or complaints about the Practice.

## ***Administrative Team***

### **Allison Griffiths (Office Manager)**

### **Sandra Nisbet (Administrative Secretary)**

### **Jay McNeill (Medical Receptionist / Healthcare Assistant)**

### **Carole Paterson (Medical Receptionist / Phlebotomist)**

### **Karen Trotter (Medical Receptionist)**

### **Elaine Morgan (Medical Summariser)**

Our Office Team provides a welcome reception service to patients and visitors and to deal with many sensitive and complicated patient matters. Allison Griffiths manages the front office team. The team carries out many complex tasks i.e. rota management, managing messages, calling and recalling patients to specialist clinics, generating repeat prescriptions, secretarial work and entering data and coding to our database.

## ***District Nursing Team***

### **Morag McKenzie**

Our District Nurses provide nursing care in your home if you need it, often on discharge from hospital. They can also provide equipment, advice, education and support to allow you to live more independently and safely at home. The District Nursing team are available 8.00 a.m. to 4.30 p.m., 5 days a week and can be contacted via Reception on 01875 610248. Between 4.30 p.m. and 6.00 p.m. Monday to Friday, our Receptionist can pass your message to an "on call" District Nurse. If you require a District Nurse after 6.00 p.m. and at weekends, please call NHS24 on 08454 242424. In addition to her District Nursing commitments, Morag is also the Lead Nurse for the Ormiston Leg Club which runs every Wednesday afternoon at the Ormiston Community Centre between 2.00 p.m. and 4.30 p.m. The value of this club is that it is held in a happy and welcoming atmosphere. Anyone is welcome to attend, and you do not need a referral from a doctor or nurse, or an appointment. District Nurses staff the club and offer treatment, advice, well leg checks and health promotion. For further information, please contact the team on 01875 618954.

## ***Health Visitor***

### **Kay Coull**

Health Visitors are particularly involved with family matters and the care of pre-school children. Kay runs the children's immunisation clinics and baby checks at Ormiston Medical Practice. She also provides information, advice, education and support on many health related issues to parents, such as accident prevention. Kay is available weekdays between 8.30 a.m. and 4.30 p.m., and can be contacted on 01875 612921 or via a Receptionist on 01875 610248.

## ***How to Register as a Patient***

You must live within the Practice's boundary area. Please check the boundary map on the back page of this leaflet. To register, NHS regulations require you to show our Reception Staff: photographic ID, e.g. passport or driver's licence, and proof of your address, for example a utility bill. You will be asked to complete a new patient questionnaire which asks for some important information which the doctors and nurses can use to provide you with care while we are waiting for your medical records to be sent from your previous Practice. You may wish to make an appointment with our Practice nurse so she can check your blood pressure, check any drugs you are on, and give you advice about how to stay healthy.

In the rare event of a patient being violent or abusive, the patient will be removed from the Practice list. The patient will be informed of the reason for removal in writing and the Health Board will be informed. Patients can obtain a list of GPs in their area from:

NHS Lothian,  
Pentland House,  
27 Robb's Loan,  
Edinburgh EH14 1TY.  
(Telephone: 0131 537 8423)

## Opening Hours

We are open **8.00 a.m. - 6.00 p.m.** from Monday to Friday except on Wednesdays **1.30 p.m. - 3.00 p.m.** when we close for regular in-house training and tutorials. During this time, our duty doctor will be contactable by telephoning 01875 610248 should you require urgent advice.

We are closed on Bank Holidays and NHS statutory holidays, and occasional other afternoons for NHS Lothian training. Please check our website or notice boards for information about these closures. Our answer phone message on 01875 610248 will direct you to the appropriate advice helpline.

## How to Consult with a Doctor or Nurse – Routine Appointments

Please note that our trained medical receptionists may ask you a few questions so they can direct you to the most appropriate health professional for your problem. All our Staff are committed to confidentiality within the Practice. However, if your problem is of a personal nature, please say so and the receptionist will respect this.

### *Ormiston Practice Contact & Appointment Information*

<b>Main Practice</b>	Tel: 01875 610248
<b>District Nurses</b>	Tel: 01875 618954
<b>Health Visitors</b>	Tel: 01875 612921 or 01875 618952

The Practice is open from **8.00 a.m. - 6.00 p.m.** Monday, Tuesday, Thursday and Friday and from **8.00 a.m. - 1.30 p.m.** and **3.00 p.m. - 6.00 p.m.** on a Wednesday.

Consultations are by bookable appointment. Regular doctor surgeries and nurse clinics are held between: **8.30 a.m. – 11.20 a.m., 10.30 a.m. – 1.00 p.m. and 2.30 p.m. – 5.10 p.m.**

The Practice offers a selection of routine and urgent appointments. Our reception staff will be happy to help if you require further information. We regularly monitor our appointment system and make changes where appropriate to do so, to ensure that we provide good patient access. If you feel you need to see a doctor more urgently, please let the receptionist know and she can arrange for a doctor or nurse to call you to discuss your problem and to see you if necessary. Please give our receptionist as much information as possible as this helps the doctors to prioritise the urgency of call backs.

### *On the Day Appointments*

Some appointments are available for that day, but these are taken up very quickly when the phone lines open at 8.00 a.m. Please note that patients telephoning the Practice from 8.00 a.m. to 8.30 a.m. must be given priority. Walk in requests for appointments therefore cannot be dealt with before 8.30 a.m. Please be on time for your appointment and please let us know as soon as possible if you are unable to attend. We can then make the appointment available for someone else.

## Urgent Appointments

If you have a problem that you feel cannot wait until the next available routine appointment, please let the receptionist know. If you feel comfortable doing so, please let her know the reason for your request for an urgent appointment so that she can pass this information to the doctor. The doctor will then know whether he/she needs to interrupt his/her surgery to contact you.

Please give your telephone number, so the doctor or nurse can contact you. Please note that the Practice number will be withheld when we call you, for reasons of confidentiality.

We prefer patients, especially children, to be seen at the Surgery. We can usually see them more quickly than by arranging a home visit and it allows a more comprehensive assessment to be done.

## Home Visits

If you need to see a doctor but **are not able to come to the Surgery**, please let us know as early as possible, after 8.00 a.m. and preferably before 10.00 a.m., unless it is a medical emergency. This allows the doctor to plan his/her visits around surgeries.

If you feel the matter is urgent please give our receptionists as much information as possible so the doctor knows whether he/she needs to interrupt his/her surgery to prioritise the home visit.

Please remember that home visits are only for people who are housebound or are too ill to attend the Practice.

## When the Practice is Closed

The NHS 24 website ([www.NHS24.com](http://www.NHS24.com)) provides comprehensive up-to-date health information and self care advice for you and your family, round the clock.

Your local pharmacist is also highly trained and can give you advice on minor ailments and self-limiting conditions such as coughs, colds, sore throats, constipation, warts and verrucas. In some situations he/she can also give eligible people free over-the-counter medications. Please ask your pharmacist about the Minor Ailments Service.

If you need urgent assistance when the Practice is closed outwith the working week, i.e.:

- Overnight from 6.00 p.m. – 8.00 a.m. Monday to Friday, and
- 6.00 p.m. Friday to 8.00 a.m. Monday,

you should contact **NHS 24** on **08454 242424**. NHS 24 can arrange for you to see a doctor or nurse if necessary.

If you experience a **very serious** medical emergency out of working hours, please dial **999**.

*Please note that when the Practice is closed **between 1.30 pm and 3.00 pm each Wednesday afternoon** for in-house training, our duty doctor will still be available for urgent matters. **Please call 01875 610248.***

## Repeat Prescriptions

If you are on **approved regular medication(s)**, your doctor may arrange for you to receive a “repeat prescription” without needing to consult him or her every time you require a renewal.

If you are on a repeat prescription, please re-order it in good time and certainly within 48 hours to allow our doctors to check your medication and sign the prescription. Please allow a little longer if you want your prescription delivered directly to the chemist. Please remember to order your prescription well before you go on holiday and well before any Public Holidays, as we are particularly busy, with many requests over holiday periods.

The safest way to re-order your repeat prescription is by using the tear-off slip that is given with every repeat prescription. This ensures that the correct drug is requested and prescribed – many drugs sound very similar and are difficult to pronounce, and it ensures that the correct dose is requested and prescribed.

You can order your repeat prescription in the following ways:

- From the Surgery, or collect it from the local Pharmacy. Please also let us know if you want to collect your prescription from the surgery, or collect it from the local Pharmacy.
- Post your prescription request to us – enclosing a stamped addressed envelope if you want us to post it back to you.
- Post it through our door if we are closed.
- Hand your request to the receptionist or drop it into the box in front of the desk.
- Via Practice website: **[www.ormistonmedicalpractice.org.uk](http://www.ormistonmedicalpractice.org.uk)**  
To do this, please click onto the Repeat Prescription tab and complete the boxes which ask for your details. Please remember to click on the drop down box which asks you where you would like to pick your prescription up from. Once you submit your request, a pop-up text box will inform you that your request has been successful.

## Result of Tests

Our reception staff should be able to give you the results of most tests over the telephone, after the doctors have checked them. Please call between 2.00 p.m. and 6.00 p.m., after the doctors have had a chance to review each day’s incoming mail.

## Private Services

There are some things that are not paid for by the NHS such as reports and application forms for insurance companies, employers and lawyers, private prescriptions, photocopies of your medical notes, blood tests for visas and some travel immunisations. A list of charges for such services and others, based on recommendations by the British Medical Association, is available at Reception.

## Health Advice

We want you to enjoy a healthy lifestyle and keep healthy where possible to prevent illness. Here are a few tips:

## Alcohol

Drink sensibly – recommended maximum weekly units for alcohol consumption are:

- **Men** - 21 units per week
- **Women** - 14 units per week

An explanation of “units” is:

- One 25ml measure of spirits at 40% volume = 1 unit.
- One pint of lager at 4% volume = 2.3 units
- One large glass of wine at 12.5% volume = 3.1 units.

If you think you are drinking more than this, or are “bingeing”, please talk to a doctor or nurse. We have a number of ways to help you cut down your drinking.

## Smoking

Smoking kills. If you would like to stop smoking, and need some help, please ask your doctor, nurse or pharmacist.

## Eating Healthily and Exercise

We should all keep an eye on our weight and what we eat, to prevent running into problems with such things as diabetes, high blood pressure and narrowing of the arteries. If you need help reducing your weight, please ask your doctor or nurse.

In general terms:

- Eat less fat and sugar.
- Eat more fibre, fresh fruit and vegetables.
- Eat leaner meat, fish and chicken.
- Eat at least 5 portions of fruit/vegetables per day.
- You should at least try to take a 20 minute brisk walk every day. A brisk walk is one that gets your heart rate up a little and makes you a little breathless.

## Patients’ Rights and Responsibilities

**Under the NHS you have certain rights:**

- Be registered with a Medical Practice.
- Receive a range of treatments from a General Practitioner (according to what is called the General Medical Services contract).
- Have your treatment explained to you.
- Have a relative or friend with you.
- Have access to an interpreter or signer.
- Confidentiality.
- Have a chaperone present for any intimate examination. The Practice chaperone policy can be viewed on request.
- Have access to emergency medical care.
- Refuse to be treated in front of students or be involved in medical trials.
- Receive treatment regardless of race, religion, gender, income, disability or medical condition.
- Ask for a second opinion, though you are not automatically entitled to one.
- Have access to your medical records under the Access to Medical Records Act (1990).
- Complain without discrimination.

### You also have responsibilities:

You can help yourself and our team by doing the following:

- Be on time for appointments.
- Cancel your appointment if you cannot keep it.
- Follow the medical advice given by a healthcare professional.
- Check you have been given the correct prescription.
- Take care with medicines.
- Share responsibility for your health.
- Tell us or any hospital that you are attending if you move home or change your telephone number. (N.B. Numbers may be passed to hospitals for referral purposes, but they will be advised if we know you are ex-directory.)
- Use emergency services responsibly.
- Treat healthcare staff politely – abuse may result in you being asked to register elsewhere, and
- Telling us how we can improve our care and services.

## Special Services: *(By Appointment)*

- Adult Holiday Immunisations
- Alcohol Problems Advice
- Asthma Clinic
- Baby Clinic
- Baby Immunisation
- Cervical Smear / Well Person Clinics
- Child Health Surveillance Clinics
- Diabetes, Asthma and other Chronic Disease Clinics
- Family Planning
- Contraceptive Implant (Nexplanon) insertion and removal
- Parentcraft
- Pregnancy Care
- Smoking Cessation
- Weight Reduction Clinic

## Other Local Services

### Ormiston Leg Club:

The Leg Club is held in the Ormiston Community Centre each Wednesday between 2.00 p.m. and 4.30 p.m. It is open to all and no referral necessary - please just pop in for advice and a coffee!

### Cardiac and Pulmonary Rehabilitation Exercise Classes

Cardiac and Pulmonary Rehabilitation exercise classes take place every Wednesday from 11.00 a.m. - 12.00 noon in The Coalgate, The Wynd, Ormiston. This class is open to anyone, but particularly those who have at some time experienced heart or breathing problems. It is facilitated by a fully qualified cardiac rehab fitness instructor. A programme is devised to meet the requirements of each individual and refreshments are provided. Please ask for further details.

## Local Pharmacies

### Co-operative Pharmacy, Main Street, Ormiston, EH35 5HS Tel: 01875 610412

The Co-operative Pharmacy is available to provide you with advice and care. As well as dispensing medicines, they can provide advice on a wide range of topics, such as minor ailments. They also take part in the Lothian Health Board Smoking Cessation Scheme and can prescribe smoking cessation products for a period of up to 3 months. The team are all fully trained and they are committed to providing patients with the best service possible.

### Lloyds Pharmacy, 49-51 High Street, Tranent, EH33 1LN Tel: 01875 610321

Lloyds Pharmacy encourage patients to speak to the pharmacist should they have any queries regarding their medication or medical condition. One of our most popular services is the Minor Ailments service. They offer advice and treatment for minor illnesses, and they offer a 1-1 smoking cessation programme lasting 12 weeks to help patients become smoke free. They also provide blood pressure and diabetes checks along with lifestyle advice. Cholesterol checks are available at small cost and they also provide advice on weight management.

## Change of Personal Details

If you change your address, name or telephone number, please let us know *as soon as possible*. Please note that we can code your phone number as ex-directory if you want. A change of address may mean that you are outside the Practice boundaries and will have to change doctors. The receptionists can advise you on this.

## In-House Complaints Procedure

We welcome any suggestions that you might have to help us improve our services. Please give comments or suggestions to our receptionists or drop them into the suggestion box in front of the Reception desk.

Our aim is to provide an efficient, friendly service of the highest standards. However, we recognise that occasionally things do not go as smoothly as everyone would like. We have an in-house procedure to deal with complaints. In the first instance please ask to speak to our Practice Manager, who will listen to your complaint and try to resolve it promptly by conducting any necessary investigation and taking appropriate action.

If you wish to make a written complaint, please ask for a complaint form from a receptionist or write to:

The Practice Manager,  
Ormiston Medical Practice, Sprinty Drive,  
Ormiston, East Lothian EH35 5LP.

If you are not comfortable about complaining directly to the Practice, you can contact the NHS Lothian Complaint Service:

The Complaints Officer  
Lothian NHS Board  
Waverley Gate, 2-4 Waterloo Place  
Edinburgh EH1 3EG  
Telephone 0131 536 3370

## Data Protection Act 1998 Updated 2000

Please note that your information will be kept in your medical records folder and on our computer system. All information is stored as securely as possible, and **all staff** are bound by a strict confidentiality agreement. We are required to provide certain anonymised information to the Department of Health. This may be collected with the aims of improving and planning health care services in general, or to assess our own Practice's provision of care services and our right for payment. Please be assured that no identifiable information will be given to anyone without your individual consent.

### *Patients requesting access to their Medical Records:*

The Data Protection Act 1998 was amended in March 2000 to include access to manual records, which entitles a patient or a patient's carer to access all computerised and manual records / information held by the Practice. The patient must apply in writing to the Practice Manager, requesting to view his / her medical records. A small charge will be made to the patient should they wish photocopies of their medical records.

Further information is available by accessing  
[http://www.ico.gov.uk/what\\_we\\_cover/data\\_protection.aspx](http://www.ico.gov.uk/what_we_cover/data_protection.aspx)

## The Practice List

All our patients are registered with **Ormiston Medical Practice** and not with an individual GP. Patients will have a named GP on their medical record for administration purposes, but can consult with any doctor or nurse at the Practice. However, we recommend that you try to see the same doctor or nurse for most things, if you possibly can. He or she will be the clinician who is most familiar with your situation, the tests that you have had, the drugs that you are on, and the drugs that you have been on in the past.

## Access

### *Car Parking:*

Off-street parking is available at the Surgery. There is a small car park outside the building. Please try to leave a parking space free nearest the front of the building for our patients with a disability.

### *Bus Services:*

**East Lothian Buses** run a regular service from Pencaitland and Tranent to Ormiston.

## Updates

We are always looking for ways to improve our services and the health and safety of the people of Ormiston and its surrounding Community. Our services may change over time. We will communicate any significant changes by newsletters, notices in the waiting room and our website. Our website address is:  
[www.ormistonmedicalpractice.org.uk](http://www.ormistonmedicalpractice.org.uk)

Please check for any changes and updates from time to time.

## Useful Contact Details

### *NHS Lothian Hospitals*

#### *Hospitals with Accident and Emergency Departments*

**Royal Infirmary of Edinburgh (RIE)**, 51 Little France Crescent, Edinburgh EH16 4SA.  
Telephone number: **0131 536 1000**

**Royal Hospital for Sick Children (RHSC)**, 9 Sciennes Road, Edinburgh EH9 1LF.  
Telephone number: **0131 536 1000**

**St John's Hospital**, Howden Road, West Howden, Livingston, West Lothian EH54 6PP.  
Telephone: **01506 523000**

#### *Hospitals without Accident and Emergency Departments in East Lothian*

**Musselburgh Primary Care Centre**, Inveresk Road, Musselburgh East Lothian EH21 7BP.  
Telephone: 0131 536 8000

**Herdmanflatt Hospital**, Aberlady Road, Haddington, East Lothian EH41 3BU.  
Telephone: 0131 536 8300

**Roodlands Hospital**, Hospital Road, Haddington, East Lothian EH41 3PF.  
Telephone: 0131 536 8300

#### *Hospitals without Accident and Emergency Departments in Edinburgh*

**Western General Hospital**, Crewe Road South, Edinburgh, EH4 2XU.  
Telephone: **0131 537 1000**

**Princess Alexandra Eye Pavilion**, Chalmers Street, Edinburgh, EH3 9HA.  
Telephone: **0131 536 1000**

**Chalmers Hospital**, 2A Chalmers Street, Edinburgh, EH3 9HQ.  
Telephone: **0131 536 1070**

**Astley Ainslie Hospital**, 133 Grange Loan, Edinburgh EH9 2HL.  
Telephone: 0131 537 9000

**Lauriston Building**, Lauriston Place, Edinburgh EH3 9HA.  
Telephone: 0131 536 1000

### *DENTAL SERVICES*

You can obtain details of NHS Dentists currently registering NHS patients by phoning **0131 537 8444**.

#### **Emergency Dental Care – Daytime Hours:**

If you are registered with a dentist, contact your Dental Practice. If you are not registered with a dentist, or are unable to contact your dentist, an emergency service only is available for patients 16 years and over at Chalmers Dental Centre, 3 Chalmers Street, Edinburgh (Telephone number: 0131 536 4800).

#### **Emergency Dental Care – Out Of Hours:**

If you are registered with a dentist, phone your Dental Practice. All NHS Dentists have arrangements in place to provide emergency cover for their registered patients. If you are unregistered please telephone the Lothian Dental Advice Line on 0131 536 4800 that is open in the evenings and at weekends to provide urgent dental care only.

## Minor Ailments Scheme

This service is provided by local pharmacists for the treatment of minor ailments. You can use the NHS Minor Ailment Service if you are registered with a GP surgery in Scotland, and if you do not live in a nursing or residential care home. In order to do this scheme, you need to register for the service with the community pharmacy of your choice. Once registered, you do not have to make an appointment to have a consultation with a qualified pharmacist. If your pharmacist thinks that you need a medicine to treat your symptoms, they will give you this without you needing to pay and without seeing a doctor. Sometimes they may suggest that you should consult your GP. This Minor Ailment Service covers the following areas:

- Acne
- Athlete's foot
- Backache
- Cold sores
- Constipation
- Cough
- Diarrhoea
- Earache
- Eczema and allergies
- Haemorrhoids (as known as piles)
- Hayfever
- Headache
- Head lice
- Indigestion
- Mouth ulcers
- Nasal congestion
- Pain (including period pain)
- Thrush
- Sore throat
- Threadworms
- Warts and verrucae

Please note that this information has been taken from the NHS leaflet "The NHS Minor Ailments Service at your Community Pharmacy". Please ask for further information at your local pharmacy, or look online at [www.nhs24.com](http://www.nhs24.com)

Please see below for contact details of our local pharmacies:

NAME	CONTACT DETAILS	OPENING HOURS
<b>Co-operative (Ormiston)</b>	Co-op Buildings, Main Street, Ormiston EH35 5HS Telephone: 01875 610412	Mon-Friday: 8.30-17.30 Sat: 8.30-17.00
<b>Co-operative (Tanent)</b>	115 High Street, Tranent EH33 1LW Telephone: 01875 615453	Mon-Friday: 8.30-17.30 Sat: 8.30-17.00
<b>Lloyds (Tanent)</b>	49-51 High Street, Tranent EH33 1LN Telephone: 01875 610321	Mon-Friday: 9.00-18.00 Sat: 9.00-17.00

Please view our website for more information and regular updates. [www.ormistonmedicalpractice.org.uk](http://www.ormistonmedicalpractice.org.uk)

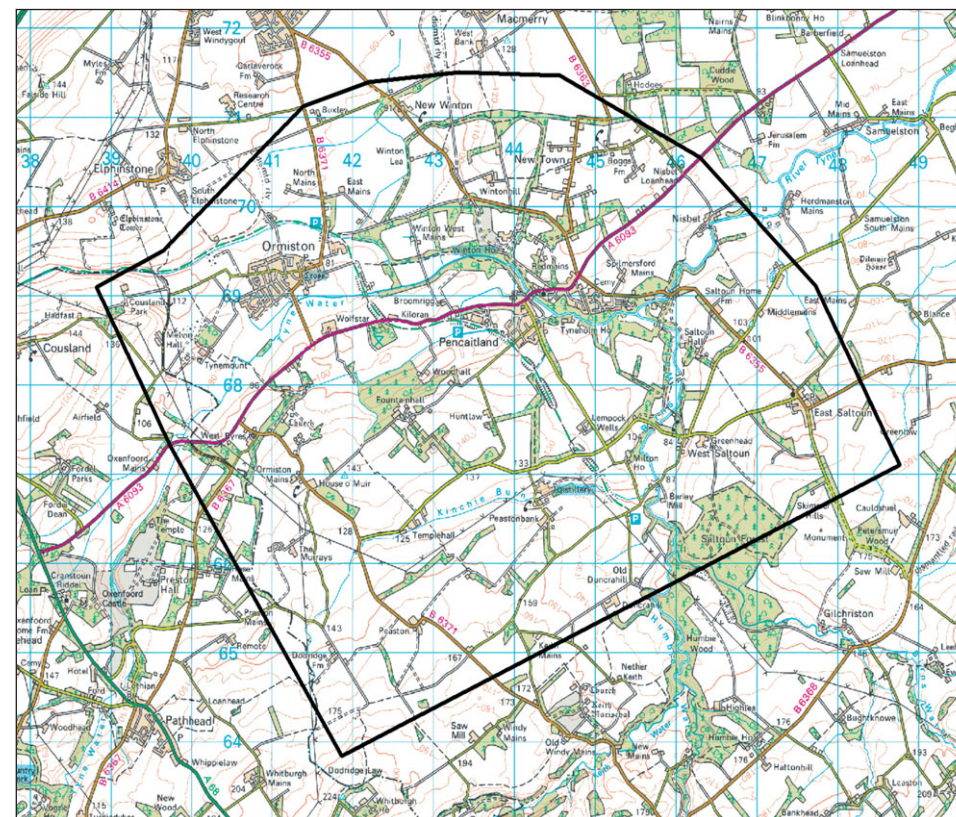
## Local Businesses and Services

We are keen to support local businesses, but we regret that we cannot take any responsibility for the quality of services offered by businesses and services advertised in this leaflet.

## Practice Area

Currently you must live within the Practice's boundary area which is approved by Lothian Health Board and consists of:

- Ormiston
- Pencaitland
- Buxley
- New Winton
- New Town
- Nisbet
- Middlemains
- East Saltoun
- West Saltoun
- Old Duncrahill
- Dodridge Farm
- West Byres
- Cousland Park.







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IMAGINATIVE  
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**KOG**  
Design

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**0131 441 4791**




**Regius School**

Christian education to  
transform a generation

Distance learning is available  
for your child too  
...contact us to find out more!

**Regius School 69a Whitehill Street, Newcraighall  
Edinburgh, EH21 8QZ 0131 669 2913  
info@regius.edin.sch.uk www.regius.edin.sch.uk**



**HARRY MCDONALD**  
**Decorating Services**

- \* Commercial & Industrial Decorating
- \* Fire Protection
- \* Exterior Cladding
- \* Rough Cast Work
- \* High Steel Structures
- \* Special Coatings

Mobile: 07773 795 938 - Tel: 01875 816 018  
Email: enquiries@harrymcdonalddecorating.co.uk  
Web: www.harrymcdonalddecorating.co.uk

PRACTICE BOOKLETS are specially prepared for the Ormiston Medical Practice by

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