

ROTHES MEDICAL PRACTICE

Pitteuchar Health Centre Glamis Centre Glenrothes KY7 4RH

Telephone 01592 771177

Dr Niall Garvey

MB ChB Edinburgh 1995 DRCOG Dip Occ Health

Consulting

Monday AM and PM

Tuesday AM and PM

Wednesday AM and PM

Thursday AM and PM

Dr Jonathan J Bullions

MB ChB Dundee 2000 MRCGP

Consulting

Mon AM and PM

Tuesday AM

Thursday AM

Friday AM

Dr Andrew Halpin

MB ChB Aberdeen 2004 MRCGP

Consulting

Tuesday AM and PM

Wednesday AM and PM

Thursday AM and PM

Friday AM and PM

SCOTGEM GP – Dr Neil Thompson

Consulting

Monday AM and PM

Advanced Nurse Practitioners

Theresa Waye

Monday, Tuesday, Wednesday

Nicola Burns

Wednesday, Thursday

Juliet McRae

Monday, Tuesday

Elaine Gray

Thursday, Friday

Lindy MacEwan

Monday, Tuesday, Thursday, Friday

Mental Health Nurse Practitioners

John Harris

Tuesday, Wednesday, Thursday, Friday

James Graham

Monday

Practice Nursing

Practice Nurses

Laura Paterson & Lyn Enoka

Treatment Room Nurse

Jelly John

Phlebotomist

Leigh Fernie

Practice Administration

Practice Manager

Louise McLellan

Office Manager

Jean Day

Administrative Team

Stef, Lorraine, Mandy, Marion, Dawn, Lucy, Jen, Judith, Lynn, Debbie

Opening Hours

Pitteuchar Health Centre is open Monday to Friday from 8 am to 5.30 pm.

Thornton Clinic is closed at the moment

Patients living in Thornton can elect to be seen on a permanent basis at Pitteuchar Health Centre.

Practice Area

The practice area is the southern area of Glenrothes and Thornton (see boundary map on back page). Surgeries are held at both premises which have wheelchair facilities, and a LOOP system for the hard of hearing. Large print practice leaflets are available and the leaflet can be translated into different languages. Interpreting services can be arranged in the surgery or at hospitals/clinics.

How to register with the practice

Please complete a registration form. Once completed please hand in at the surgery - you will need to bring ID with you. Patients are

registered with the practice and not an individual GP (as for all GP practices in the UK). Patients consult with the doctor of their choice by making an appointment as explained in this leaflet. If urgent care is required the GP “on call” at that time will deal with the patient’s care.

Health Checks

If you have been registered with the Practice for more than 6 months and not been seen by any member of our clinical team, you can make an appointment with one of our Practice Nurses for a new patient health check.

Consultations and Appointments

We operate an on the day telephone triage system. Please phone at 8.00am on the day you are wishing to be seen to make an appointment. A clinician will telephone you in the first instance and, if necessary, arrange for you to be seen in the surgery at a convenient time.

When an urgent situation arises a patient will be seen as soon as can be arranged within the same working day by contacting the surgery.

Home Visits

If you feel a home visit is necessary, contact the surgery before **10.30 am**. You will be asked some details so the doctor can decide whether or not a visit is necessary. Home visits are very time consuming. The doctors can see many more patients in the surgery and do much more for the patient than they can on visits. They are better able to examine you and where necessary carry out more tests. If an urgent situation develops requiring care at home, please telephone reception and the on call GP will be contacted immediately.

Emergency service during weekends and nights

If you have a serious or urgent problem requiring care before the surgery reopens it will be provided by NHS 24 – telephone 111.

In the case of a suspected heart attack, unconsciousness, serious bleeding, severe breathing difficulties or overdose you are advised to dial 999 directly yourself.

NHS 24. 24 hours advice line.

NHS 24 operates 24 hours per day for advice on **111** or on their website **NHS 24** www.nhs24.com

Repeat Prescriptions

Please hand in the re-order slip to the surgery - letter box available 24hrs. Please note that we only take telephone prescription requests from housebound patients. Repeat prescription collection services are offered by local pharmacies at both surgeries. Please arrange with your pharmacy. On-line

<https://patient.emisaccess.co.uk> for repeat prescriptions if registered with EMIS Access. You can pick up a registration form for Patient access at reception.

It takes 5 working days from your initial prescription request for your medications to be ready for collection at your nominated pharmacy-

- **3 days for the surgery to process your prescription**
- **2 days for your prescription to be received and processed by your pharmacy.**

Advanced Nurse Practitioners

We have five ANP's, Theresa Waye, Juliet McRae, Nicola Burns, Elaine Gray and Lindy MacEwan. All ladies are trained to a high level and are able to assess, give advice, treat and prescribe for many conditions. This service was put in to place to help reduce the demand for appointments, therefore reducing the pressure on our GP's. If you request an appointment, you will be asked for a brief reason for the appointment, this is at the GP's request to help the administration staff to assign you to the correct Clinician. If an ANP assesses your condition and feels it would be more appropriate for you to see a GP, then she would be able to allocate you an appointment.

Mental Health Nurse Practitioner

John is our trained mental health nurse who works closely with your doctors and other team members to help you overcome any difficulties in your life. Collect a leaflet 'How Are You?'. Please make an appointment with reception. Patients can self-refer to this service.

Practice Nurses and Treatment Room Nurses

Services are by appointment

Asthma Review	Practice Nurse Appointment
Blood tests	Phlebotomist
Cervical Smears National Recall Invitations sent to all eligible women aged 25-65	Practice Nurse Appointment
Continence Assessments	Practice Nurse Appointment
COPD (Chronic Obstructive Airways Disease) review	Practice Nurse Appointment
Chronic Heart Disease review	Practice Nurse Appointment
Diabetic Review	Practice Nurse Appointment
ECGs	Treatment Room Nurse Appointment
Health Promotion	Treatment Room/Practice Nurse Appointment
Hypertension Review	Treatment Room/Practice Nurse Appointment
Stroke/Transient Ischaemic Attack (TIA) review	Practice Nurse Appointment
Well Person Health Check	Practice Nurse Appointment
Dressings and Wound Checks	Treatment Room Nurse Appointment

District Nurses

Provide home nursing care for those who are housebound or unable to attend the surgery. If you wish to see the district nurse for the first time phone 773507. Patients can self-refer to this service.

Chaperone Policy - Information for Patients

Roths Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Practice Manager.

Chaperones will normally be a member of the nursing team. On occasions where nursing staff are not available we have some administration staff who have been specially trained to act as a chaperone.

Data Collection Consent – General Data Protection Regulation (GDPR)

How we use your Information:

Medical confidentiality is the cornerstone of trust between Doctor and patient and we keep your records secure and confidential.

For your direct care either from the Practice or within the NHS Hospital service we will pass on only relevant clinical information to other professionals staff in your direct care.

Only when there is a legal basis for the transfer of data we may pass limited and relevant information to other NHS organisations to improve the efficient management of the NHS or to aid medical research.

General Data Protection Regulation (25th May 2018)

This is a new law that determines how your personal data is processed.

For further information please ask for a leaflet at a reception or contact the Practice Manager for a copy of our full Privacy Statement.

Access to Medical Records

Patients are able to access their medical records. Applications should be made by completing the relevant form. Enquiries can be made to the practice manager.

Freedom of Information Act

We have adopted the British Medical Association Model Scheme for General Practice in Scotland. Enquiries to the practice manager.

Violent and Abusive Patients

In situations where a patient or relative has been verbally or physically abusive or threatens this action to a GP or any member of the primary health care team the practice may remove the patient from the practice list.

Suggestions and Complaints

If you have a suggestion or a complaint, please write to or speak to Mrs Louise McLellan, Practice Manager. The complaints leaflet is available from reception.

NHS Fife

For details of Primary Medical Services if you move to another area and wish to change your GP or pre-payment and maternity certificates contact PSD-Medical, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB Tel: 0345 300 1024. Enquiries about NHS Fife can be made to Fife Primary Care, Cameron House, Cameron Bridge, Windygates, Fife KY8 5RR Tel: 01592 712812

THE FIFE GPs' CHARTER

'General Practice' is the name used to describe the services offered by your GP. The aim of general practice is to provide you with the best possible treatment and advice at all times and to help you to keep healthy.

GPs are committed to ensuring high standards of care and service to you and your family. This booklet explains what you can normally expect from them. Where appropriate, the service they offer you is supported by commitments on the standards they would normally hope to provide.

At the same time Fife NHS accepts its responsibilities to the people and general practitioners in Fife for the provision of GP services. Included in this charter are standards that Fife NHS will keep to in its dealings with the public.

Fife NHS believes that the relationship between patients and their doctors is a two way contract. In other words, we believe that not only do GPs have responsibilities to their patients but also that

patients have responsibilities to their doctors, for example, in the way that they make use of a doctor's time or services.

This charter sets out the standards that Fife NHS believes GPs should meet in their dealings with patients. It also gives advice on how patients can get the best out of the services provided by their GP.

In this charter the doctor's standards are in bold; patient's advice is in italics.

FIFE NHS STANDARDS TO THE PEOPLE OF FIFE

You have the right to be registered with a GP. The GP has the right to de-register their patients. If you are not registered with a GP, Fife NHS can help you find one if you contact them as below. If you are not registered with a GP in the area they will find one for you within two working days.

Patients have the right to change their doctor. You should be able to change your GP quickly and easily by asking the GP of your choice to accept you. If you have difficulty changing your GP, Fife NHS will help you. Contact the Practitioner Services Division on 0845 300 1216. Fife NHS will tell you how to change your doctor and will send you a list of doctors.

If you are changing doctors within Fife, Fife NHS will arrange to have your medical notes moved to your new practice as quickly as possible, usually within a fortnight and almost always within 6 weeks.

- **Your GP will do his or her best to ensure that when visiting the surgery you will not normally be kept waiting for more than 30 minutes after your appointment time; if you are, you will be given an apology and an explanation of the cause for the delay. Some consultations take longer than others and we have no way of knowing about this in advance. If there is a patient with an emergency or a serious problem we will give them priority. If you make an appointment please try to arrive on time. If you know you are going to be late please try to let the practice know.**

The practice will offer patients advice and information on:

- **steps they can take to promote good health and avoid illness;**
- **self-help which can be undertaken without reference to doctor in the case of minor ailments.**

You are responsible for your own health and that of your children and should take appropriate action and advice.

If you are totally dissatisfied with us or the services we provide you have the right at any time to leave our list and to register with another practice.

We also have the right to have patients removed from our list. In general we will only exercise this right in the case of patients who repeatedly and persistently ignore their own responsibilities to us and to other patients. We will remove from our list immediately patients who are violent or seriously abusive towards any of the practice staff.

ROTHES MEDICAL PRACTICE STANDARDS

- **Your GP will treat you as a person and not just as a medical case. He is committed to giving you the best possible service.**
- **Your GP will not tell other people what is wrong with you unless this is essential for your treatment or is at your request.**
- **If you urgently need your doctor's advice the practice will try to allow you to speak to your doctor by phone.**
- **You will receive an urgent appointment at your GP's surgery within 24 hours of requesting it. This may not always be with your usual doctor.**

Please be considerate when asking for an urgent surgery appointment, a home visit or out of hours care. Your GP will be pleased to advise when it is right to ask for an urgent appointment or home visit.

- **Where you ask to see a specific doctor in your practice you will be offered the earliest available, or if your problem is more urgent you will be able to see another doctor.**

If you cannot keep an appointment please let your practice know promptly so that the doctor can see another ill patient in your place.

- **Your GP will try to involve you in your treatment and will always try to explain what is wrong with you, and what he or she proposes to do about it, in a way you can easily understand.**

You should understand any treatment that has been prescribed, so please ask if you have any doubts about what you should be doing. Try and follow the medical advice offered, and to take any medication as advised.

- **You will receive emergency care through a general practitioner but not necessarily your own doctor. This includes a home visit if**

the GP feels it is needed. Please note the reception staff are required to find out from you general information for the GP as to the reason for your request. This is to ensure that the most urgent cases are visited first by the GP. In cases of suspected infectious illnesses the reception staff have guidelines from the GPs as to what is the most appropriate care for you.

Please do not ask for a home visit if you can attend the surgery home visits are for people who really are unable to attend the surgery

Outside surgery hours we provide cover for emergencies at all times, but please do not call out of hours unless about an emergency which cannot wait until the next surgery.

Ask your GP for guidelines if you are not sure when it is appropriate to call the doctor. Sometimes when you are contacting the surgery by telephone, if the doctor is busy, a practice nurse may be able to help you.

- **Your GP will normally provide a repeat prescription within 3 working days of a request. However, it will take 5 days to reach your nominated Pharmacy**
- **Your doctor will try to help you to get the best possible care from the rest of the health service.**

If you are not able to attend an appointment in a hospital or clinic please let the hospital or clinic know, in writing if possible, so that another patient can be seen.

- **Your GP will try to make it as easy as he or she can for you to deal with the practice, but sometimes difficulties arise.**

If the service does not meet your expectations, speak to staff and ask for an explanation but please be understanding of the difficulties that the practice sometimes face.