

Neilston Medical Centre holds a General Medical Services contract with NHS Greater Glasgow and Clyde Health Board.

Practitioner Services Medical Department
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow
G12 0XH



Neilston Medical Centre

1 High Street
Neilston
Glasgow
G78 3HJ

Tel: 0141 880 6505

www.neilstonmedicalcentre.scot.nhs.uk

Opening Hours

Monday to Friday

8.00am — 6.00pm

Closed for Lunch 12.30pm — 1.30pm

Saturday and Sunday

Closed

Please Note: The information contained in our practice leaflet is subject to change. To find out more details please ask a member of staff.
Thank you.

Our Clinical Team

Doctors — GP Partners

Dr Lara McTaggart (f)
MBChB BSc (Hons)

Dr Bernard Conway (m)
MBChB BSc(Med Sci) MCEM MRCP

Dr Alanna MacRae (f)
MBChB MRCP (2012) PG Cert Occ Med

Dr Bryan Jackson (m)

Doctors — GP Trainee

Dr Niyla Pervez (f) GPST (ST 3)

Dr Robert Gunn (m) GPST (ST 3)

Dr Veronica Haughey (f) (FY 2)

A GP Specialist Trainee (GPST) doctor will often be a member of our Practice (A GP Specialist Trainee is a qualified doctor who has had at least 3 years of hospital training).

Practice Nurse: Sister Marie MacAninch (f) BSc NMP

Health Care Assistant: Mrs Linda Wallace (f)

Use of Personal Health Information

It may be necessary to disclose your personal Health information for the following purposes:-

For care and treatment

- Routine record keeping, consultation of records etc, in the course of the provision of care and treatment.
- Processing of records in the event of a medical emergency;
- Disclosure made by one health professional or organization to another, eg where a GP refers a patient to a specialist
- Clinical audit eg the monitoring of a patient care pathway against existing standards and benchmarks.

For administration

- Processing for administrative purposes, eg disclosure by GP made in order to receive payment for treatment provided and post payment verification of payments.
- Administrative audit, which may include studies designed to improve the efficiency of the NHS as an organization.

For research

- Statutory disclosures to disease registries and for epidemiological research;
- Non statutory disclosures to disease registries and for epidemiological research
- Clinical trials

Rights and Responsibilities

Please keep any appointments made. Be realistic about how many medical problems the doctor can deal with in one appointment. Please promptly advise us of any change to your name, address, or telephone number, by telephoning the practice on 0141 880 6505 or using the appropriate form on our website.

A copy of our Practice Charter, which provides further information on patient and Practice rights and responsibilities, is available on request. Should you wish a copy, please request this from Rosaleen Kelly, our Practice Manager (contact details: telephone 0141 880 6505, email: ggc.gp87023@nhs.scot).

The Scottish Government "Charter of Patient's Rights and Responsibilities" can be accessed via the following web pages:

[The Charter of Patients Rights and Responsibilities | NHS inform](#)

[The Charter of Patient Rights and Responsibilities My health, my rights, my NHS - Charter of patient rights and responsibilities - revised: June 2022 - gov.scot \(www.gov.scot\)](#)

Patient Comments or Complaints

Your comments are always received with interest. Please address any suggestions to the practice manager. If you have a complaint, you may wish to discuss this informally with our practice manager. If appropriate or preferred, the complaint may be put in writing to Ms Rosaleen Kelly and it will be dealt with according to our in house procedures. We aim to resolve all complaints at practice level.

Our Practice Team

Practice Manager: Ms Rosaleen Kelly

Practice Administrator: Mr Ryan Fleming

Reception Team:

Mrs Diane Kerr

Mrs Kim Ross

Mrs Phyllis Templeton

Mrs Lesley Anne Finnigan

Ms Catrina McCormick

Health Care Professionals

The practice is supported by a number of health care professionals including District Nurses, Pharmacists, Health Visitors and Community Health Care Assistants to ensure continuing care of patients.



Contacting the Practice

Opening Hours

Monday — Friday 8.00 am — 6.00 pm

The surgery premises are closed daily between 12.30pm and 1.30 pm. A doctor is on call during this hour for urgent matters/emergencies. Please phone the surgery number and a message will give the number to call to contact the doctor.

Contacting us by Telephone

The surgery telephone number is **0141 880 6505**. This number should be used at all times during normal working hours.

Out of Hours Service

Greater Glasgow and Clyde Health Board hold responsibility for the care of patients from 6pm — 8am weekdays and all weekend/public holidays. Contact can be made by calling the surgery telephone number or phoning NHS 24 on 111 or visit their website www.nhs24.scot. **In serious emergencies dial 999 for an ambulance.**

Test Results

Please phone for your results **after 11 am**. Results will only be given to the person concerned. To ensure confidentiality the receptionist will ask for proof of identity before this information is given out. However, if you wish your results to be given to a third party you must inform the practice, preferably in writing, at the time the test is taken.

Legal and National Requirements

Staff are sometimes required by law to obtain or pass on information, for example to notify a birth or death or report certain infectious diseases for public health reasons or report information in relation to the Mental Health Act.

The Scottish Executive Health Department also requires information from the NHS to help monitor health services and plan for the future. Staff may send basic personal details of all patients being cared for, along with information about their hospital or clinic attendance, to the NHS Information and Statistics Division, Scottish Centre for Infection and environmental Health, National Services Division and Practitioner Services Division.

General Data Protection Regulation 2018

General Data Protection Regulations were introduced in May 2018 these regulations give you important rights. These regulations give you the right to know how we will use your personal health information. You also have the right to object to use making you of your information. You can ask us to change or restrict the way we use your information and we are obliged to agree if it is possible to do so. GDPR also gives you the right of access to any personal information we hold about you, either in written health records or on computer. If you wish to see your medical records, please speak to the Practice Manager. If you think the record is inaccurate, incomplete or out of date, you can ask to have the record amended.

Repeat Prescriptions

Repeat prescription requests can be made to the Practice in each of the following ways.

1. Requests can be made online via the order form which is available via our Practice website in the 'Repeat Prescriptions' section. (www.neilstonmedicalcentre.scot.nhs.uk). Once completed the form is then sent electronically to our practice.
2. You can submit a written request to the practice with your name, date of birth and medication requested (slips are available in the porch in reception, if needed).
3. You can make the request using the tear off slip from the right hand side of your prescription and returning this to the practice.

We do not accept prescription requests via telephone.

We aim to process prescription requests within 3 working days and they are then routinely forwarded to Neilston Pharmacy for collection after 4pm. If you do not wish your prescriptions to be sent to Neilston Pharmacy you can provide us with stamped and addressed envelopes and the prescription will be posted to you.

Information Sharing

The practice complies with GDPR and Access to Medical Records legislation. Identifiable information about you may be made available 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 others e.g. in child protection cases.

New Patient Information

How to Register

You may register by completing a registration form which is available on the practice website or by obtaining a paper copy from reception, and returning it to the surgery. Patients are registered with the practice and not with an individual doctor. You will be asked to complete a health questionnaire and all relevant forms.

Practice Area

We accept patients residents in Neilston and Uplawmoor without exception. Our practice catchment area is of post-codes G78 3-- and G78 4-- . The practice operates a non discriminatory policy in accordance with NHS regulations.

Access and Facilities

Our premises have wheelchair access and accessible toilet facilities. If you require extra help to access our premises please let us know.

Emergency Care Summary

All patients in Scotland will soon have an emergency care summary which is copied from your GP's computer system and stored electronically. NHS staff can then access this quickly if they need to see it when your GP surgery is closed. NHS staff must obtain your permission to look at this information, which includes your name, date of birth, name of GP surgery, and identifying number called a CHI number, information about any medicines you have been prescribed, and also about any bad reactions you have had to medicines that your GP knows about. If you are unconscious NHS staff may look at your Emergency Care Summary without your agreement. This is so they can give you the best possible care.

Appointments

Our appointment system offers a variety of same day appointments (for urgent medical matters) and pre-bookable appointments (for non-urgent or on-going matters). You will be able to choose if you wish a face to face or telephone appointment when requesting a pre-bookable appointment.

Appointments can be booked by telephoning the surgery on our main number — 0141 880 6505. We are unable to provide appointments on a “walk in” basis.

Please do not be offended if our Reception staff ask you for information when booking an appointment – this is so that they can ensure your appointment is booked appropriately.

Routine Practice Nurse, Healthcare Assistant and Phlebotomy Appointments can also be pre-booked.

We would respectfully ask patients to arrive in time for their appointment, otherwise, if you are late, the clinician may be unable to see you.

House Calls

Please telephone home visit requests before 10am, where possible, to allow the doctors to plan their visits. House visits are at the doctors discretion.

Zero Tolerance Policy

This practice considers aggressive behaviour to be any personal, abusive or a aggressive comments, swearing, physical contact, or aggressive gestures made towards members of staff or other patients. Such behaviour will result in attendance by the police and charges being made. An alternative GP practice is available to address the needs of violent patients.

Services

Our nurses and healthcare assistant are available by appointment for a range of services including care of patients with chronic diseases, cervical smears, and health promotion.

Extended Hours Surgery

Our surgery opens late every Tuesday evening until 6.45 pm to provide extended hours service to patients. During these periods a GP and a Practice Nurse will be available to see patients. Appointments during this time require to be pre-booked.

Diabetes Clinic

Diabetic clinics are held every week on a Monday. Patients will be invited by appointment or may self refer.

Additional Services

- Family Planning—The doctors can advise on a full range of family planning services.
- Annual review of patients with long term illnesses.
- Regular monitoring by blood and urine tests for patients on a range of drugs for arthritis and bowel problems.
- A Methadone substitution programme for patients with drug abuse problems in conjunction with the Substance Abuse Team
- Child Health—We offer Six Weeks Developmental Checks - as arranged by Health Visitor