

TRAINING PRACTICE

Craigshill Health Centre is a training practice. This means that we regularly have a Registrar doctor in final training to become a GP. They are fully qualified and always have one of our other GPs available if they need further advice occasionally.

Some consultations may be video recorded for training purposes. Individual consent will always be sought before a video consultation and patients are not obligated in any way to take part. Occasionally we may have a medical student from Edinburgh University attached to the practice. The students are observing the health centre at work and will play no part in your diagnosis or treatment. If you wish you can ask for the student to leave the room if you would like a private consultation with the GP.

FEEDBACK AND COMPLAINTS

Please let us know sooner rather than later if you have any complaints. We take these seriously and all are discussed at length with doctors and staff.

To complain, please ask to speak to the practice manager in the first instance. You can also submit your complaint online via our website.

If your complaint is of a serious nature, it is better to put it in writing. You will receive a reply within seven days. If your complaint is of a complex nature, it may take a little longer, but we will keep you informed of all progress.

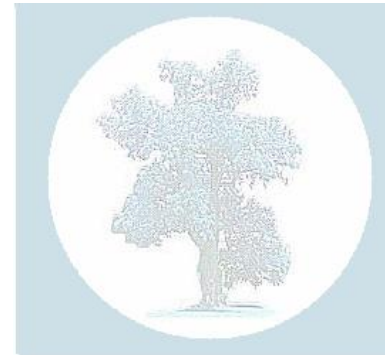
If you would like to make comments on the service we provide to you, please ask to speak to a member of the management team.

DATA PROTECTION

The practice is compliant with all Data Protection Legislation and is registered with the Information Commission Office.

ACCESS TO MEDICAL RECORDS / REQUESTING LETTERS

You can access your records by completing a form at the front desk. Fees may be charged for this service and please confirm at the front desk.



Craigshill Health Centre

The Mall, Craigshill, Livingston
EH54 5DY

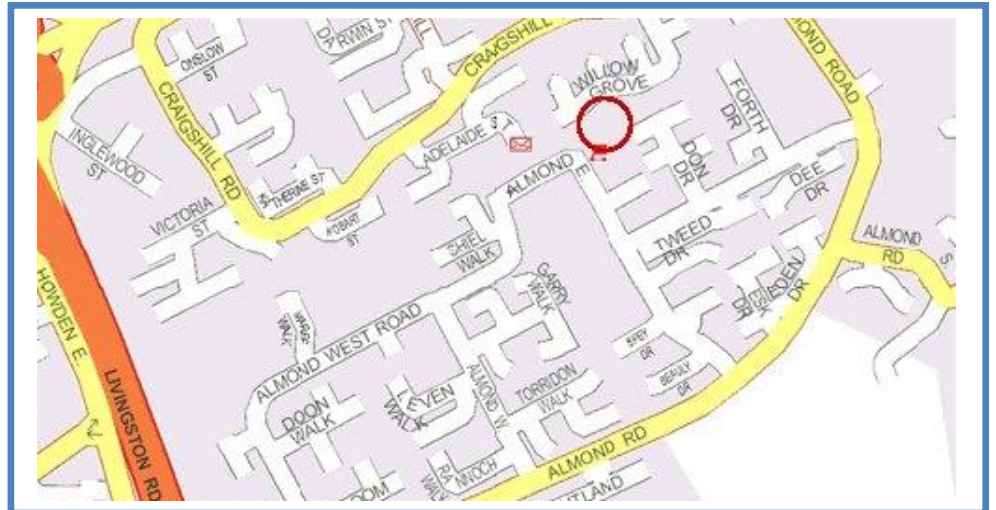
Tel: 01506 432621

Prescriptions: 01506 440023

www.craigshillhealthcentre.scot.nhs.uk

Welcome to Craigshill Health Centre

It is our aim to offer the best possible care and services to our patients. This leaflet will give you general information and details on all the services we provide.



Craigshill Health Centre accepts patients living in:

Craigshill, Mid Calder, Pumpherston & Uphall Station.

OPENING HOURS

Unless it a training afternoon or a public holiday, our opening hours are noted below.

Monday	8:00am - 6:00pm
Tuesday	7.30am - 6:00pm
Wednesday	7:30am - 6:00pm
Thursday	8:00am - 6:00pm
Friday	7.30am - 6:00pm

Extended Hours: Early morning service available Tuesday, Wednesday and Friday mornings. These appointments are booked in advance.

OUT OF HOURS SERVICE

A service to provide a complete 24-hour medical cover is provided in association with NHS24. **Please call 111 (free of charge) for this service from 6 pm – 8am if you have a medical emergency that cannot wait until the practice reopens.**

NHS INFORM

Everyday questions
about your health

The answer is NHS inform

www.nhsinform.scot
0800 22 44 88

NHS inform
Health information you can trust

PHARMACY TEAM

Pharmacists

We have a Pharmacy Team within the Health Centre. The team will help with medication queries. Susan MacFarlane and Carol Holmes are our Pharmacists and Sandra Colquhoun is our Pharmacy Technician.

Susan MacFarlane (F) | Carol Holmes (F)

Pharmacy Technicians

Sandra Colquhoun (F)

MENTAL HEALTH

Practice Mental Health Nurse

Gillian Henderson (F)

Our PMHN is available for patients who require first contact support with their mental health.

Appointments can be made one week in advance.

COMMUNITY PSYCHIATRY NURSE

Our CPNs deal mainly with enduring mental health issues. Referral is by one of the doctors. The CPN can be contacted via the Community Secretary.

George Crawford (M) Danielle Farrell (F)

GENERAL PRACTICE ADVANCED PHYSIOTHERAPIST

Our Physio is here to help patients with new symptoms affecting the muscle and bone. She can arrange Fit Notes, Medications, investigations and referrals just like GPs.

Lesley Mackie (F)

DISTRICT NURSING

The District Nurses provide a full range of nursing services to those patients and carers that are regularly unable to make it into the health centre to see a doctor. They work with the rest of the health centre team of General Practitioners, treatment room nurses and community care workers along with social services and hospitals to provide a full care package for our disabled and housebound patients. District Nurses can be contacted via the Community Secretary.

OUR TEAM

DOCTORS

Dr C Robertson (F)

Dr G Johnston (F)

D R O'Reilly (F)

Dr A Brown (M)

Dr AJ Kelly (M)

Dr N MacRitchie (M)

Dr M Rahman (F)

Dr R Miles (F)

ADVANCED NURSE PRACTITIONERS

We have 2 Advanced Nurse Practitioners who are both qualified registered nurses who has undertaken special advanced nursing training in acute illnesses. They are part of our Emergency Team

Snr ANP Anita De Longie (F) | ANP Jane Sharp (F)

NURSING TEAM

Our Nursing Team provides a wide range of services from Chronic Disease Management to Treatment Room services available to do dressings and administer adult vaccinations along with other various procedures. If you need a blood test, our Phlebotomy Team are your first point of call.

Nurse Anne Cowan (F) | Nurse Kath Paterson (F)

Nurse Michelle Archondakis (F) | Evonne Carson (F) | Lyn McNeill (F)

PRACTICE TEAM

Our practice team play a key role in the operation of our practice. They are very much front line and your first point of contact. As sign posters, they are required to ask for your symptoms prior to making an appointment. Please be patient on the phone and please treat them with kindness.

Practice Manager: Ryan Addison (M) | Office Manager: Jacqui Robb (F)

APPOINTMENTS

We have an ON THE DAY system where you need to call for an appointment that day. Lines can be busy, so please be patient. To make a routine appointment, please call **01506 432 621 Option 2**.

- **Our GP appointments are by telephone in the first instance.** If the GP needs to see you, a Face to Face will be offered.
- **Pre-Bookable Appointments** are available Monday to Friday. They are released on the Monday morning. You can choose a face-to-face appointment or a telephone appointment. Due to our on the day service, these are limited.
- **Extended Hours Appointments** are available from 0730 throughout the week (except Mondays). These are telephone appointments.
- **House Visits** are available daily. Please call **01506 432 621 Option 1**. These are available for those who are unwell and cannot leave their house. These will be triaged by the Emergency Team.
- We have an **Emergency Triage** team consisting of the Advanced Nurse Practitioners and the Duty Doctor.
- We are a **signposting** practice. This means that the admin staff will ask for a brief description of your symptoms when requesting medical attention. If you have a symptom that can be better treated elsewhere i.e. Pharmacy, they will signpost you to these services.

CONTACTING THE PRACTICE

We have 9,000 patients and it can be very busy on the phone in the morning. Please be patient. We have an option to press 1 for a call back on our phone system to make things easier. You can book appointments at the front desk after 10am, but please keep in mind that GP appointments are taken fast.

ORDERING A PRESCRIPTION

You can order a prescription via your Pharmacy, online via our website or over the phone on our dedicated number **01506 440023**. Prescriptions are available 48 hours after ordering. Please consider time for the Pharmacist to dispense. All prescriptions are forwarded to the Pharmacist for collection. Please let us know what Pharmacy you use.

CLINICS AND SERVICES

MINOR SURGERY

We run a minor surgery clinic, which may avoid the need to go to hospital. Please consult with your doctor.

DIABETES

Patients with Diabetes are reviewed regularly by our treatment room nurse, pharmacist and the doctor. If you have not been checked in the last 12 months, please make an appointment with the treatment room nurse.

CERVICAL SMEARS

From June 2016, the age range and frequency for screening will change. From June 2016, the new age range for the Cervical Screening Programme will be 25 – 65 years for routine patients and up to 70 years for non-routine patients. All women from the age of 25 are screened every 5 years unless on an early recall due to abnormalities.

COMMUNITY DRUG PROBLEM SERVICE (CDPS)

Referrals are made by a doctor. Follow-up will be arranged through the clinic and drug supervision clinics.

ASTHMA & COPD CLINICS

Our Practice Nurse runs the Asthma and COPD Clinics where patients are routinely called in for a review each year. This may vary depending on your symptoms.

HEART AND STROKE

Our Practice Nurse runs clinics to provide annual reviews for patients who have coronary heart disease. She also provides clinics for those requiring an annual Stroke review.

TEST RESULTS

Please allow 7 days after blood/urine sample has been taken before phoning for a result. Phone between the hours of 1.30 – 3.30 pm Monday to Friday.

HEALTH VISITORS

We have three Health Visitors and Nursery Nurse who support the team. They can give advice on general health care and deal particularly with children under 5. If you wish to contact the Health Visitors, please phone **01506 432621 Ext 142 or 145**

Health Visitor services & clinics

Home Visiting/Family Support	Development Assessment
Immunisation Clinic	Breast Feeding Support Group
Well Baby Clinic	

All other home visits or development reviews will be organised as required

Breast feeding facilities and support are available.

Candice Malcolm (F) | Zionne Campbell (F) | Sian Wilson (F) | Lesley Weir (F)

CHILD HEALTH DEVELOPMENTAL AND WELLBEING

Reviews are offered to all children in Scotland and aim to ensure that if your child has any health or developmental issues we can support early.

CHILDHOOD IMMUNISATION

Your child will also be invited for a programme of childhood immunisations (baby jags) at 2 months, 3 months, 4 months, between 12 – 13 months and after 3 years, 4 months of age. These are offered here at the Health Centre and will be given by the Community Staff Nurse. Your Health Visitor and GP can talk to you about immunisations and explain this to you.

MIDWIVES

Our Midwife provide both **pre-natal** and **ante-natal** care. Please make an appointment by calling Maternity Services on 0131 536 2009.

Jaclyn Robertson (F)

**Ready
Steady
Baby!**

