

WAVERLEY MEDICAL CENTRE

Dalrymple Street
Stranraer
DG9 7DW



Lochnaw Practice

www.waverleymedicalcentre.org

Waverley Medical Centre

The Lochnaw Practice is based within the purpose built facilities of the Waverley Medical Centre.

The building was opened in July 2002 and has disabled access to all levels; including a lift to the first floor should this be necessary.

All the GPs surgeries are situated on the ground floor.

How to Register

Please bring your medical card to the surgery if possible. All newly registered patients will be asked to complete a simple questionnaire and invited to attend for an assessment if deemed necessary. Photographic ID or birth certificate will also be needed for all new registrations.

Patients Rights

As a patient you have the right to express in writing a preference to receive services from a particular GP, (as stated in clause 185 of the new GMS contract).

The Contractor (Lochnaw practice) shall endeavour to comply with any preference but need not do so if they have reasonable grounds for refusing to provide services to the patient, or do not routinely perform the service in question within the practice.

OPENING HOURS

Monday – Friday 8am – 6:00pm

TELEPHONE

Appointments & Enquires: 01776 743930

Results 12pm – 3pm: 01776 743930

Health Board Details

D&G NHS Board, Crichton Hall, Bankend Road, Dumfries,
DG1 4TG.

Tel: 01387 272 704 Fax: 01387 252 375

ROUTINE DAILY CONSULTING

8.20am – 11am

2.40pm – 5.00pm

(10 minute appointments)

In addition Emergency appointments are available on a daily basis.

Drs Carnaghan carries out full time practice, Dr Young & Dr Miller are part time.

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Lochnaw Practice

Qualifications

Dr Paul **Carnaghan**

MB Bch BAO DRCOG DCH DMH
FPC MRCGP

Dr Nicola **Miller**

MBChB MRCGP DRCOG

Dr Rena **Young**

MBChB B.A MRCGP FPC

Nursing Staff

Qualifications

Mrs Muriel **McColm**

RGN, BSc Community Nursing, BSc (Hons)
Advanced Practice **Nurse Practitioner**

Ms Louise Currie

RGN

Practice Nurse

Mrs Amanda **McDowall**

Healthcare Assistant

Treatment room Nursing Staff

Qualifications

Mrs Allison **McAnulty**

RGN **TR Nurse**

Administration Staff

Mrs Kaye McGrane

Practice Manager

Mrs Diana Kelly

Administration

Mrs Dawn McLean

Administration

Ms Fiona McGhee

Administration

Mrs Jill Anderson

Administration

Appointments

Please telephone or call at the medical centre to make an appointment.

We operate a combined appointment system.

If you wish to see the doctor of your choice, you will be given the first available appointment but this may require waiting a few days. We also provide bookable appointments to allow patients to attend a specific GP for follow up and to allow patient choice. The length of routine booked appointments with the Doctors in the practice is not less than 10 minutes.

We provide immediate access with “on the day” appointments and all urgent requests will be seen the same day with additional appointments by the first available doctor in your practice.

To increase the available and accessibility of GPs we offer regular telephone surgeries to allow management of any conditions that can be treated without requiring a face to face consultation.

The practice also offers direct access to Nurse Surgeries led by our highly qualified Practice Nurse who is also a nurse prescriber.

If you are unable to keep your appointment, PLEASE TELEPHONE AND CANCEL, this avoids wasting surgery time as someone else can then use your appointment.

We offer extended hour appointments. These are available every Monday 7.30-8.30am and alternative Tuesday, Wednesday & Thursdays 5.30 – 6.30pm. These are a mixture of routine, on the day and emergency appointments.

To Request a House Call

We have started contacting patients who request house calls, to obtain more information and decide if a home visit is appropriate. This allows the GP most involved with your care to visit which allows for better continuity of care. If possible patients will be encouraged to attend surgery as the GP will have access to previous medical records and be able to carry out any examinations/investigations/tests as required. If you feel a home visit is necessary please contact the practice before 10am if possible.

Out-of-Hours

NHS 24 now provides cover for times when the Medical Centre is closed. Patients should telephone 01776 743930 in the normal way and their call will be dealt with appropriately.

NHS 24 website address is www.nhs24.com

Direct NHS 24 Telephone Number is 08454 24 24 24

NHS 24 employs trained nurses who will assess your needs and respond in the most appropriate way.

Please help us to assist you by using this EMERGENCY service as it is intended.

Range of Services Available

Lochnaw provides full general medical services, contraceptive services, maternity care, child health surveillance, health promotion, travel vaccination, minor surgery, chronic disease management clinics and cervical screening.

When new patients join the practice they may be asked to attend an appointment. The clinician will take a medical history and carry out a basic health check. Please bring a sample of urine with you to this appointment.

Where a registered patient, who is between the years of 16 and 75 years and has not attended a consultation within 3 years, requests a consultation, we shall without prejudice provide such a consultation (as stated in clause 34 & 35 of the GMS contract).

Where a registered patient who has attained 75 years and has not had a consultation within the last twelve months requests a consultation, we shall without prejudice provide such a consultation in the course of which shall make such enquiries and undertake such examinations as appear appropriate in the circumstances (as stated in clause 36 of the GMS contract).

Yellow Fever Vaccination

This service is available in the Medical Centre. A fee will be payable for the vaccination.

Repeat Prescriptions

Please note we do not take telephone requests for prescriptions and all prescriptions are uplifted by a chemist of your choice. With prescription requests increasing, phone messages are often unclear and the risk of error has increased. To ensure an efficient, safe service the need to change our system has become apparent.

You can request repeat prescriptions via the following methods:

- **ONLINE**

www.waverleymedicalcentre.org

- **CHEMIST**

You choose which chemist you wish to use and this will be recorded in your medical records. Hand your prescription into the chemist, who will make the request on your behalf. The prescription can then be collected in store or delivered to your home if you wish.

- **BY HAND**

Put your prescriptions into the post boxes at the Medical Centre located in the Waiting Room and we will process it for you and forward to chemist of your choice.

- **POST**

Post it to us and we will process it for you and forward to chemist of your choice.

Your prescription will be ready for collection by the chemist **48 hours** after it has been received by the Medical Centre.

If a prescription has been requested as URGENT and been authorised by our GP – patients are advised to collect at 5.00pm the same day.

Our computer system will print the correct medical name for your medication; this may differ from the name with which you are familiar. If in doubt ask the pharmacist or telephone the Medical Centre for advice.

If, by arrangement, a prescription is to be collected from the Waverley Medical Centre, we would request that they be collected at either 2pm or 5pm (only).

Treatment Room

There is a well-equipped treatment room, staffed by fully qualified nursing staff within the Medical Centre. They are available for injections, removal of stitches, dressings, ear syringing etc. Please call at reception or telephone for an appointment.

Specialised Medical Examination

Should you need insurance, employment, driving or other medical examinations, please make a special appointment with the doctor concerned.

A fee will be payable for these examinations. Details are available at reception.

Training Medical Student Doctors

Medical Students are often attached to Lochnaw practice for training. You will be made aware of this at the time of booking your appointment and will be asked for your permission for a student to be present during your examination. The practice views teaching of medical students as extremely important and are grateful for patients' cooperation. Please feel free to say no to any consultations if necessary.

Registrars

Lochnaw is a training practice for fully qualified doctors who are gaining experience in general practice (GP Registrars). These doctors work with the practice for 6 months to a year at a time. They are closely supervised and your own GP is always in overall charge of your care.

Complaints and Suggestions

We aim to provide the highest quality of medical services available.

Occasionally there may be problems with this service, which can cause irritation or annoyance.

We want to know about any problems or difficulties as soon as they occur so that changes and improvements can be considered.

If you feel you are experiencing difficulties with any aspect of our service please contact any of your own GPs or the Practice Manager via reception.

Our practice manager will be happy to deal with any concerns which you may have.

We can only make changes if we know what needs to be improved.

WAVERLY MEDICAL
CENTRE

We have a **ZERO** Tolerance
policy to abuse

We will **NOT** tolerate any of our
staff being abused, ether verbally
or physically.

If you have a complaint, please
contact the manager.

PATIENT COMMITMENT

To enable us to provide the best possible service, we expect you to:

1. Tell us if you are worried or unsure of any aspect of your condition or treatment.
2. Arrive in good time for appointments and if you have to cancel an appointment please do so well in advance.
3. Contact us prior to 10am if seeking a home visit or if at night, only when you are too ill to attend the surgery the following day.
4. Request your repeat prescriptions well in advance.
5. Treat the practice team with courtesy and respect at all times.
6. Follow all advice and complete any course of medication your doctor gives you.
7. Try to maintain a healthy lifestyle.
8. Advise us of any changes to your name, address and telephone number.

PRACTICE COMMITMENT

Our Practice, aims to provide you with the best possible treatment and advice at all times. We are committed to ensuring high standards of care and we aim to:

1. Treat you as an individual, with courtesy and respect at all times.
2. Offer the most appropriate care, given by suitably qualified people who will explain your condition and treatment to you.
3. Ensure the practice premises are clean, comfortable and accessible.
4. For urgent cases, offer you an appointment on the same day, although this may not be with the doctor of your choice.
5. Provide home visits to the genuinely housebound or seriously ill.
6. Endeavour to provide repeat prescriptions within 48 hours subject to clinical need.
7. Give you access to your health records, subject to any limitations in the law and treat all information and personal details in the strictest confidence.

Data Protection Act (1998)

The practice is registered under the terms of the Data Protection Act to process Personal Data. We wish to ensure that patients are aware of the information we hold about them. There are strict rules that ensure personal details remain confidential. We need information to assist clinical staff in reviewing the care they provide, to ensure it is of the highest standard, to help protect the health of the public, to assist health research and to plan for future needs. Everyone within the practice has a duty to keep information confidential. To enable us to work together for your benefit, we may need to share some information about you if there is a genuine need to do so. Anyone who receives information from us also has a duty to keep it confidential.

Freedom of Information (Scotland) Act 2002

All practices within the Waverley Medical Centre follow the BMA Model Publication Scheme in relation to the above.

Information on the above is available from our Practice Manager, upon request.

PARKING AT THE WAVERLEY

There are ample parking spaces in the provided car park.

We would however, ask that you **DO NOT** park in the area in front of the main doors.

DISABLED PATIENTS

The Waverley Medical Centre has suitable access for disabled patients; all patient area's including the waiting room, consulting rooms & the toilet are accessible by wheelchair. There is ramped access in front of the main entrance and also leading onto the surrounding pathways.

Designated Disabled parking spaces are available.

MOBILE TELEPHONES

As a consideration to all patients may we ask all mobile telephones are switched off on entering the Waverley Medical Centre.

NO SMOKING POLICY

Waverley Medical Centre is a smoke free zone. We respectfully ask that you refrain from smoking in the building.

EQUAL OPPORTUNITIES

All patients will be fairly treated on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability or sexual orientation. If you have a particular need or concern we would welcome you making us aware of it.

CHANGES OF PERSONAL DETAILS

If you change your address or name, please let us know. If you move outside the practice area, please do not assume that we will continue to care for you.

SOURCES OF INFORMATION

Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurses.

Your Personal Health Information

To enable the Practice to ensure that patients receive appropriate health care and treatment, a large amount of patient-identifiable information is collected.

As well as enabling relevant Practice staff to share information to function effectively, personal information has to be shared in certain circumstances with other agencies to ensure that on going care of a patient is not compromised.

All patient information is governed by the strict Laws of the Data Protection Act and the long-standing traditions of medical confidentiality. The patient's confidentiality is never compromised.

Removal from List

The practice has the right to remove any patient from their list when an irreversible breakdown in relationship has occurred between GP and patient. In normal circumstances the practice will write to the patient explaining the reasons and informing them of the procedure for re-registering and provide guidance and contact details of Primary Care Services who will offer further assistance.

In certain circumstances a written explanation would not be sent to a patient if the practice felt it might further inflame a difficult situation, potentially endangering the safety of practice team members.

The practice however is liable to look after the patient for 8 days until he/she is able to register with another doctor or Practitioner Services allocates them to another practice.

The practice operates a Zero Tolerance approach to physical or verbal aggression. In such circumstances patients will be immediately removed from the practice list.

