



Braesview Medical Group

Meadowbank Health Centre

Salmon Inn Road
Polmont, Falkirk FK2 OXF

Tel: (01324) 715540

Fax: (01324) 716723

www.braesviewmedicalgroup.co.uk

Welcome To Braesview Medical Group

The Practice

Meadowbank Health Centre is a purpose-built building constructed in 1993. There are four medical practices in the building along with a pharmacy, a physiotherapy department and a treatment nurse for minor injuries, dressings and vaccinations.

Earlier in 2009, extensive work was carried out to renovate the building.

The practice also has a branch surgery at Shieldhill, which opens three mornings a week.

The Doctors

Dr Graham White MB ChB MRCP qualified from Glasgow University (1985) Male

Dr Angela Robertson MB ChB MRCP qualified from Dundee University (1987) Female

Dr Catherine Fraser MB ChB MRCP DGM DRCOG qualified from Glasgow University (1997) Female

Our Practice Team

Lorna Brown is our practice manager and is responsible for the routine running of the practice.

Fiona Jackson is the assistant practice manager.

Lynda Stewart is our senior receptionist.

Reception Staff

Our staff behind the reception desk will assist you in making emergency and routine appointments to see your doctor, undertake repeat prescriptions, answer questions and offer help at all times. It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff. Please help them to help you by reading and following the suggestions made in this booklet.

Practice Nurses

Liz Addison and **Edna Bennett** are our two practice nurses; they assist the doctors with chronic disease management like asthma, diabetes and heart disease. They are also involved in family planning, travel medicine and well people clinics. They are available every day by appointment.

Attached Staff

Health Visitors

We have two health visitors whose focus is working with young families. Where appropriate, they can refer to other agencies such as Social Work Department, Occupational Therapy, Speech Therapy and Podiatry. They can be contacted on **01324 717920**.

District Nurses

Liz Laing, **Lynn Neilson** and **Shiona Letham** are our community nurses who provide nursing care to patients who are housebound or unable to attend the surgery. They can be contacted on **01324 717920**.

Poppy Midwifery Team

The midwifery team look after expectant mothers in our antenatal clinics and also care for mother and baby when at home after delivery. They can be contacted by telephone at Stirling Royal Infirmary on **01786 434000**.

Treatment Room Nurse

The treatment room nurse is available by appointments for stitch removal, dressings, injections and ear syringing. She can be contacted on **01324 717920**.

We also offer podiatry, dietetics, smoking cessation and physiotherapy services. We run antenatal and childhood immunisation clinics.

Annual flu clinics are run for patients who are eligible.

Surgery Appointments

The surgery hours are 8.00am – 6.00pm Monday to Friday. To make an appointment telephone **01324 715540** or call in at the surgery. Morning surgeries are from 8.30 – 11.00am and afternoon surgeries run from 2.00 – 5.30pm.

Morning appointments are bookable 48 hours in advance, eg Wednesday morning appointments are opened on Monday morning and Thursday appointments open Tuesday morning etc.

We have recently introduced extended hours for patients who cannot attend during normal surgery hours, further information is available from reception staff.

Afternoon appointments can be booked up to **two weeks** in advance.

The doctors offer **telephone** appointments, allowing the offer of patients being contacted by the doctor at a specific time. This is suitable for patients who wish to discuss results, prescriptions, or any other matter which does not require an examination.

When booking a telephone appointment, a suitable appointment time and phone number will be arranged. The doctor will contact you around that time though this may be up to 30 minutes before or after the scheduled time.

If you cannot make the appointment, please let us know well in advance.

EMERGENCY appointments are offered every day for those patients who have a medical problem which can't wait for the next routine appointment. You may not always be able to see the doctor of your choice. These appointments should **NOT** be used to obtain repeat prescriptions or sick lines.

Please remember that any appointment is for one single patient, and we cannot see or discuss other members of the family in the same appointment.

Routine appointments are for 10 minutes – if you feel you require more time, please let the staff know in advance as double appointments can be made.

Home Visits

Patients who are too ill to attend surgery or are housebound will be seen at home.

Please telephone **01324 715540** before 10.00am to request a house call. When requesting a house call, the receptionist will ask about your symptoms and the nature of your problem so that the doctor can assess the urgency and priority of calls. Whenever possible please attend the surgery – the doctors have more facilities in the surgery to examine, investigate and treat you, as well as being more time efficient.

Out Of Hours – 08454 24 24 24 NHS 24 or www.NHS24.com

Between 6.00pm and 8.00am and all weekend, NHS 24 operate an out-of-hours service. An experienced NHS 24 nurse will triage your call and provide advice or arrange for you to be seen by a doctor or nurse at a hospital.

This service is only for emergencies that cannot wait until the surgery re-opens.

Registering With The Practice

All patients registering with the practice are asked to make an appointment for a new patient medical with the practice nurse. This allows us to get background about your medical history, and arrange repeat prescriptions, along with brief well woman/well man checks.

Repeat Prescriptions

Your prescription will be ready for collection within 48 hours. If you prefer to collect your medication from certain pharmacies, you can advise reception of this. Your prescription will go directly to the pharmacy. You should allow 48 hours before you go to the pharmacy to collect your medication. Alternatively, enclose a stamped addressed envelope and your prescription will be sent to you. For safety reasons and to avoid mistakes, we will not accept requests for medication by telephone but repeat medication can be ordered by visiting our website www.braesviewmedicalgroup.co.uk

Results Of Medical Tests

These may be obtained by telephoning **01324 715540** after 1.00pm five working days after the test has been done. The receptionist may then inform you of the result, or she may ask you to arrange an appointment with your doctor to discuss your result. It is practice policy only to give results to the patient concerned. Please note some medical tests, eg certain blood tests and x-rays, make take longer.

Laboratory Specimens

Specimens are sent to the hospital on Monday to Friday. If you are asked to bring a specimen on those days please ensure that we receive it before 1.00pm.

Antenatal Clinics

Antenatal clinics are held every Tuesday morning at 9.00am with the midwife. These are important as they ensure that the mother and her baby are progressing well.

Childhood Immunisation Clinics

Immunisation clinics are held on Wednesday mornings between 10.00 -12 noon. These are important for your child to be immunised against polio, measles, whooping cough, diphtheria, tetanus, Hib, German measles and meningitis. Your child's development will be assessed and you will be able to ask about any concerns you may have about their progress. Clinics are by appointment only.

Other Medical Services

We provide a comprehensive range of extra services:

- HGV and PSV medicals
- Insurance, pre-employment medicals
- Minor surgery for the removal of warts
- Family planning
- Foreign travel vaccinations

Please note that some of these services are not covered by the NHS, and a fee may be payable.

PLEASE NOTE – The doctors no longer fill out passport forms.

Health Promotions

If you keep active, watch your weight, drink alcohol only in moderation and do not smoke, you will go a long way to leading a healthy life.

We recommend that all our female patients aged 20-60 have a cervical smear test every three years.

We recommend that all our female patients aged 50-70 take part in the breast screening mammogram every three years.

Disabled Access

Full disabled access is available to all parts of the building. We have wheelchair access to all rooms and assistance will be given when required.

Suggestions And Complaints

Our staff are here to help you and our aim is to provide the best family doctor service. The doctors and the practice manager will always be happy to receive written or verbal comments on ways to help us achieve this standard.

If you have any complaints or concerns about the service you have received from the doctors or staff, you are entitled to ask for an explanation. We hope that most problems can be sorted out simply and quickly, by speaking to the person concerned. We operate an informal, in-house complaints procedure to deal with your complaints. Any complaints will be dealt with in the strictest confidentiality as soon as possible.

Access To Patient Information

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously.

In order to manage services and improve the quality of care we provide, we share some information on practice activity, for example with Health Boards and Trusts, Scottish Office and Common Services Agency. Whenever possible this information is anonymised ie names and other identifying details are removed.

Information is NOT shared with any third party outside the health service (ie insurance, employer, solicitor) without your explicit agreement. We are obliged by law to provide certain information eg notification of certain infectious diseases.

If you have any questions or wish to know more, please contact the practice manager.

Freedom of Information Act

The Freedom of Information (Scotland) Act 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Staff Protection

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violence, threatening or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

Practice Standards Of Care

All members of our primary care team would like to give you good service. We will try to keep to good standards of care. In particular:

1. We should greet you politely.
2. Your medical history should be completely confidential.
3. We will begin surgeries on time. We only start late if we are held up by an emergency. When we are more than 30 minutes late, the receptionist should tell you so that you can make a new appointment if you want to.
4. We should give you information about your health, particularly:
 - Your illness and its treatment
 - Alternative sorts of treatment
 - What is likely to happen during an illness
5. You should be allowed to see your health records, subject to any limitation in the law.
6. The practice will tell you about:

What you can do to stay healthy and to avoid illness. For example, take plenty of exercise and don't smoke.

What you can do for yourself when you have a minor illness.

7. The practice will tell you of the services we can give you by means of our booklet, notice board and leaflets.
8. If you have an urgent medical problem, we will deal with it quickly, even if people with less serious problems have to wait.
9. You may choose not to take part if we are doing research or training.
10. We will offer all new patients an appointment with a doctor or nurse.
11. If you write a complaint to us, we will reply in writing.
12. If you want a routine appointment during the week, you should normally be able to see or speak to a doctor or nurse within 48 hours.

With These Rights Come Responsibilities.

For you this means:

1. Please be polite to staff at all times.
2. Please be on time for your appointment. Do let the practice know in plenty of time if you need to cancel an appointment. If you are late, or do not turn up, this wastes an appointment and is a nuisance to other patients.
3. Please make a separate appointment for everyone who needs to be seen. An appointment is for one person only.
4. Please try to come to the surgery if you can. House calls take up a lot of our time; they should be for people who really cannot come to the surgery, not just because it's more convenient for you.
5. Please ask for repeat prescriptions at least two days before you need them.

Travel Advice

Our practice will be pleased to give advice to those patients going abroad. Please allow adequate time in order for the vaccine(s) to be effective. Certain vaccines are chargeable – you will be given an estimation of cost before vaccines are administered.

Before You Go

At least two months before departure please complete a travel form available from the reception desk (sooner if it involves stays of four weeks or more). Then make an appointment to see the practice nurse after one week. This allows ordering of vaccines.

When Abroad

Check the quality of drinking water. If in doubt drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruit should be carefully washed in clean water. If in doubt stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

On Your Return

If you fall ill, don't forget to tell your doctor that you have been abroad. If you have received treatment abroad, tell your own doctor on your return. When donating blood, tell the transfusion staff which countries you have visited.

Family First Aid Kit

This is a list of inexpensive but useful medicines for minor illness. Keep them in a locked box or cupboard out of reach of children.

- Soluble aspirin (for over 16 year olds only)
- Eucalyptus drops
- Antiseptic solution
- Dressing strips
- Thermometer
- Cotton wool
- Paracetamol mixture
- Vapour rub
- Calamine lotion
- Crepe bandage
- Sling

Self Treatment Of Common Illnesses

Many common aches and pains can simply be treated at home without the need to consult a doctor.

Chickenpox

On the first day a rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three to four days further patches occur and the earlier ones turn crusty and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash appears and until seven days after the last spot appeared. Children may return to school as soon as all lesions have scabbed over. Please let the doctor know if your child has chickenpox so that it can be recorded in the records.

Diarrhoea And Vomiting

This is usually due to a viral infection or a sudden change in diet. The best treatment is to rest, eat nothing and drink clear fluids such as Dioralyte or flat lemonade. It is unwise to take "over-the-counter" preparations, as these may prolong the illness. Young children and babies need careful attention and advice should be sought from your doctor.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their midwife.

Nosebleeds

Sit in a chair, leaning forward with your mouth open and pinch your nose just below the bone for approximately 30 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist consult your doctor.

Collumbine Funeral Services



Your local funeral director serving the community for over 25 years



- Private rest room and service room available
- Pre-paid funeral plans (written details on request)
- Our staff are at your service 24 hours a day
- Fully qualified staff who will help and guide you through every step
- Telephone quotes available
- We offer funeral dignity plans

A caring funeral service from a local funeral director who will provide help and guidance at your time of need

68 Carron Road, Bainsford, Falkirk

Tel: 01324 611777

Fax: 01324 635590



Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what should be done next.

If death occurs at home, telephone your doctor who will visit to confirm that death has taken place and advise you how to obtain the certification as to cause of death. Then contact your local funeral director who will be able to advise you on registration procedures. If death occurs in hospital just contact your local funeral director to engage their services, and collect the doctor's certificate as to cause of death from the hospital.

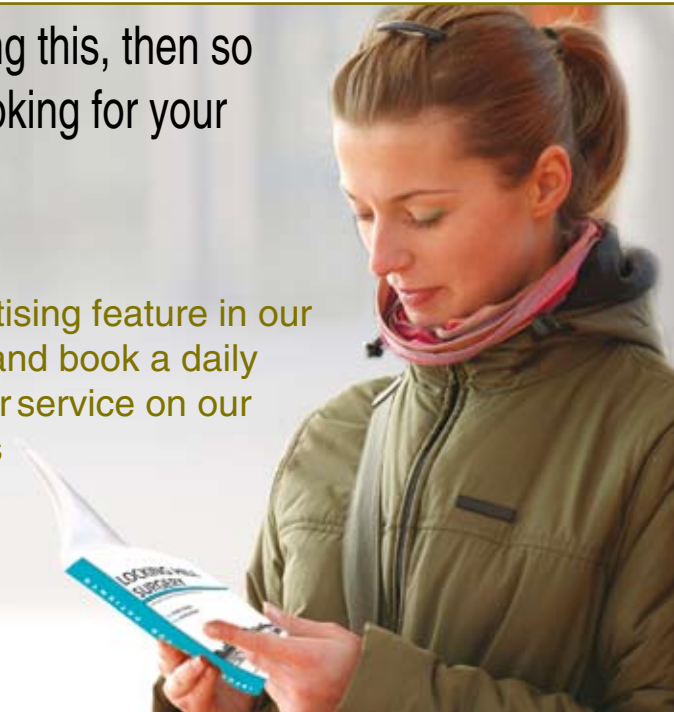
In either case, you should then contact the local registrar for the area in which the death took place and make an appointment to take in the certificate as to cause of death. (If available, also take the deceased's medical card to this meeting.)

Throughout all this, your local funeral director is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week. Many local funeral directors feel it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

ADVERTISING FEATURE

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516.



To feature your business in our booklet call 0800 612 1516

Useful Phone Numbers

NHS Forth Valley Health Board Desk at Meadowbank	01324 717920
NHS Forth Valley Head Office.....	01786 463031
GP Practitioner Services, Edinburgh.....	0131 275 7071
NHS 24 Out of Hours	08454 242424
Falkirk Royal Infirmary.....	01324 624000
Stirling Royal Infirmary	01786 434000
St. John's Hospital at Livingston	01786 419666
Kings Park Hospital.....	01786 451669
Antenatal	
EPASS.....	01324 616157
Poppy Team.....	01786 433663
Antenatal Physio.....	01786 677562
Genito Urinary Medicine, Falkirk Clinic.....	01324 616459
Helpline.....	01324 613944
Genito Urinary Medicine, Stirling Clinic	01786 446725
Helpline.....	01786 446125
Social Work Reception.....	01324 506400
DSS, Heron House, Falkirk.....	01324 505000
Alcoholics Anonymous.....	0845 769 7555
Samaritans.....	01324 622066
Turning Point (Drug Addiction).....	01324 638576
Open Secret (Sexual Abuse)	01324 630100
Relate.....	01324 670067
Caledonia Youth	01324 617161

Pharmacies

Meadowbank Pharmacy.....	01324 717865
Apple Pharmacy	01324 712526
Ray Mackie, Slamannan	01324 851265
Boots, Falkirk	01324 507649
Lloyds Pharmacy	01324 623688

Useful website: www.patient.co.uk

Area Covered By Practice Team



Our Practice covers Polmont and the Braes Area, including the villages of Brightons, California, Laurieston, Maddiston, Redding, Reddingmuirhead, Rumford, Shieldhill and Westquarter.