



**Welcome to
Garthdee Medical Group**



Garthdee Medical Group was established on August 23 2004 after the merger of two long established Aberdeen Practices, Rubislaw Terrace (founded in 1980) and Spa-Well Medical Practice (founded in 1894). The practice is situated in large, purpose built premises in the Garthdee area where previously there had been no clinical services and since opening has established close links with the Robert Gordon University.

The Practice provides general medical services, maternity, child health, women/men health services as well as minor surgery and chronic disease services.

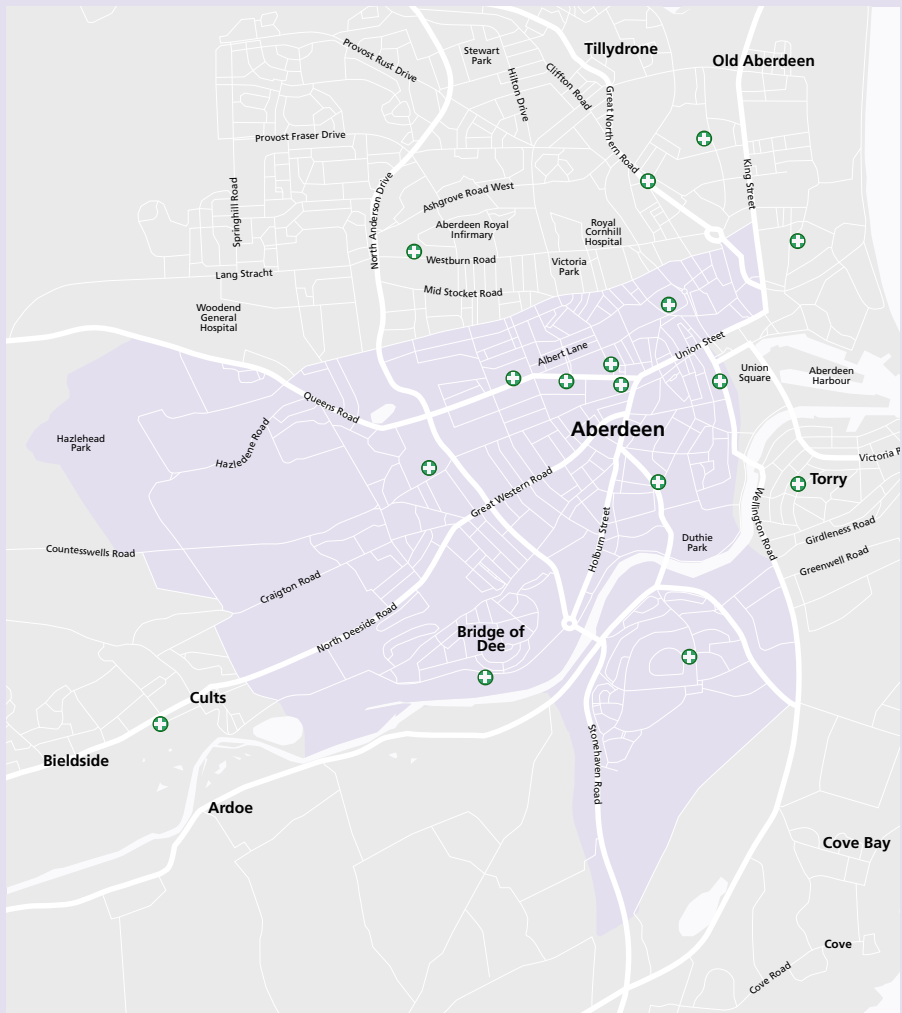
The practice premises are strictly a no smoking zone and mobile telephones should be switched off whilst in the practice as they can interfere with some technical equipment.

- **Aims of the Practice**

We aim to ensure the best quality of service to patients provided through our Primary Health Care Team and are committed to regular clinical audit and assessment of the systems within our Practice.

• Practice Area

New patients are registered from within practice boundaries only and if you move out of the practice area, you will need to register with another practice as soon as you move. We can provide information about how to find a new practice. Please ensure that the practice has your correct name and address and contact details at all times. Please see practice boundary guide below. For more information, please contact reception on 01224 208312.



- **Access**

Our Health Centre building is fully accessible to disabled patients. A lift facility exists between the upper and lower floors and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access. Designated disabled parking spaces are located nearest the lower entrance to the Health Centre. To utilise this space, disabled badge holders must first register their car details and disabled badge information with RGU who monitor the campus. Email information to Transport@rgu.ac.uk

The Health Centre has a designated car park which is for short term patient and staff parking only. The RGU Campus is monitored by the Robert Gordon University and students who are patients should remember that they are only permitted to park in the car park when attending the Health Centre. Students should be aware that parking when not attending the surgery can incur a £50.00 fine by RGU.

A regular bus service operates to the site via First Bus Red Lines 1 & 2.

- **CCTV**

Closed circuit television (CCTV) is installed at the Practice premises for the purposes of staff, patient and premises security. Cameras are located at various places on the premises, and images from the cameras are recorded.

The use of CCTV falls within the scope of the Data Protection Act 1998 ("the 1998 Act"). This code of practice follows the recommendations issued by the Data Protection Commissioner in accordance with powers under Section 51 (3)(b) of the 1998 Act.

- **Language Line**

To assist non-English speaking patients, our practice is equipped with the "Language Line" service. "Language Line" is a telephone based interpretation service which gives our staff access to expert interpreters, on the telephone, in 60-90 seconds, for over 170 different languages. A number of our staff have received specialist training in its use. "Language Line" is available in over 600 locations across NHS Grampian, including every GP Practice and Hospital. Health Information in different languages and formats including BSL, easy read and translation is available at <https://www.nhsinform.scot/translations>

- **Practice Website**

The Practice Website has lots of information for patients and also includes specific information for students. The information in this booklet is also available on the practice website. Please visit our website at www.garthdeemedicalgroup.co.uk.

- **Partners/Staff**

These details vary from time to time and so are listed on a separate sheet.

- **You & Your Doctor**

Patients are registered with the practice, not an individual GP. For administrative reasons your medical records will be associated with one of the doctors; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. This preference will be recorded in your notes and we will do our best to respect your choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available. Continuity of care is important and we strongly advise to remain with a single GP where possible, especially for an ongoing problem.

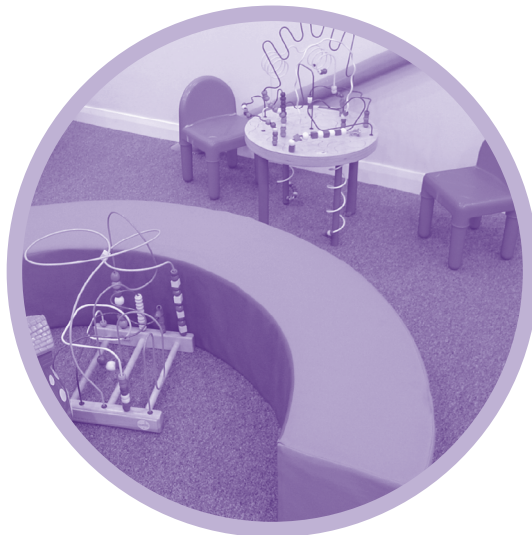
- **Teaching/Training**

The Practice is involved in the teaching of medical students, nursing students and junior doctors as part of their training. The student/junior doctor may be present with the doctor/nurse during your consultation or they may see you on their own. When this occurs their work is checked by one of the practice doctors/nurses.

If you do not wish to be seen by a student/junior doctor or for one to be present at your consultation, please inform the receptionist or GP. This will not affect your treatment in any way.

- **How to Register**

If you wish to register with the Practice, you will be asked to complete a registration form for each person registering with the Practice. All patients will also be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. Registration and patient questionnaire forms are available from reception or online via our website.



- **Surgery Hours**

The surgery is open **Monday to Friday 8.00am to 6.00pm** (excluding local and national holidays)

All the doctors are available at varying times throughout the week.

- **Extended Hours**

The surgery also participates in an enhanced service to provide extended hour surgeries.

These appointments are by telephone consultations only and are available to book by contacting reception on 01224 208312, option 1.

- **Appointments**

Consultations are by appointment only and can be booked by telephoning reception on 01224 208132, option 1.

For up to date information on our appointment system, please visit the Garthdee Medical Group website or contact reception on the above number.

Extended Hours available 0700 - 0800 & 1800 - 1900 on variable week days. Routine 10 min appointments with a GP can be booked via our online service. (patients need to register for this service, further details can be obtained from reception). When booking an appointment the GPs have asked reception staff to ask for an indication of the problem that you wish to discuss so that they can ensure you are signposted to the most appropriate person/appointment. All practice staff are bound by strict rules regarding confidentiality and patients should not be concerned with advising reception staff of why they require an appointment.

Text reminders of appointments are sent to patients if you have provided us with an up to date mobile number. If you are unable to keep your appointment, please either select the cancel option from the text sent, or telephone reception as soon as possible as this will allow us to re-allocate the appointment to another patient. Please make a separate appointment for each member of the family who needs to be seen.

- **Telephone or Video Consultations**

Garthdee Medical Group offer telephone and video consultations for the convenience of patients who do not feel they require to be seen by a GP face-to-face, for example to discuss results or medication.

Using the Telephone or Video Consultation Service may prevent you having to take a morning/afternoon off work.

If you, as a patient, wish to choose one of these options, please ask the receptionist when you call. If you are requesting a telephone consultation, You will be asked for your telephone number, but you must ensure that you give us the correct telephone number and that you make yourself available to accept the call at the time given by the receptionist. (No work number should be given unless it is a direct line and you can take calls without others overhearing).

If you request a Video Consultation, please visit the Garthdee Medical Group website and click on the link for Video Consultations on the home screen at least 5 minutes ahead of your appointment time and follow the instructions.

- **Chaperones**

If you would prefer to have another person present during your appointment please let your doctor or receptionist know and they will be happy to make arrangements.



- **Home Visits**

If you need a home visit please telephone the surgery on 01224 208312, option 2 between 8.00 am and 10.00am. Remember home visits are only for the housebound and those unable to attend the surgery through illness. When requesting a home visit please give the Receptionist as much information as possible which will allow the GP to decide on priorities. Any information given to the receptionist will be treated in the strictest confidence.

We are happy to visit patients at home if they are too ill to attend the surgery. Many problems can be dealt with more effectively under surgery conditions where there are better investigative facilities. In the same time taken to perform one home visit 4 patients can be seen in the surgery therefore please only request a home visit if you are unable to come to the surgery (through illness).

- **Emergencies – Day Time, Night, Weekend & Holiday Cover**

During practice opening hours Monday to Friday 8.00am - 6.00pm, please contact reception on 01224 208312. Outwith Surgery hours, the Out of Hours Service operates with NHS 24 and G-MED. To access this service please telephone NHS 24. This service is for emergency and urgent medical attention requests. Routine requests should be left until the next working day.

NHS 24 contact number is 111. Their website is www.nhs24.com

• Results of Investigations

Please telephone the results line on **01224 208312 option 3 between 11am and 4pm** for the results of tests. Patients are reminded that Hospital reports and results of tests can take up to 2 weeks to reach the Practice. Some results can take longer and the doctor or nurse will usually have advised you of this at the time that the test was undertaken. If the result is normal the receptionist will tell you but if any more information is required she will pass your call on to one of the GP's or she will arrange for a GP to call you back. If you wish to discuss the result with the doctor then please make an appointment.

You will be advised in writing of any normal/abnormal cervical smear results and of the action that needs to be taken.

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results or they are not capable of understanding the results.

• Repeat Prescriptions

If you require long term medication you must be established on it before the GP will authorise a repeat prescription through reception. You will then require regular review and you will be informed when this is due.

You can order repeat prescriptions as follows:

- Telephone our 24 hour answer phone line **01224 551627**
- Post your request into the surgery
- Call into the Surgery and deposit your request in the prescription box located within the main reception area.
- Via Vision Online Service (patients need to register for this service)

Please use the right hand sheet of your previous prescription to read out or tick the items you require and allow 4 working days processing time for the prescription to be ready. If you wish your prescription posted back to you please provide us with a stamped addressed envelope for this purpose. If you are participating in one of the chemist collection services, please advise us of this.

- **Services Available**

All GP practices are contracted to provide 'essential services', that is, basic treatment of ill people. We also provide the following 'additional services' that are detailed below

Pre Pregnancy Advice

If you are thinking of pregnancy, we are happy to discuss promoting a healthy mother and baby even before you become pregnant. Please make an appointment if you would like some advice on this.

We also offer antenatal care in conjunction with the Community Midwives and the local Maternity Hospital.

Family Planning

All the doctors offer contraceptive advice and treatment. As with all aspects of GP care this is offered in the strictest confidence.

Child Health Clinics – Child Health Surveillance and Immunisation

This is provided by a combination of GPs and our Health Visiting team.

Minor Surgery Services

We can provide some minor surgery procedures to our patients in a specific minor surgery clinic.

Cervical Screening

Our Practice Nurses run cervical screening clinics; appointments can be made for this by calling the main surgery number.

Travel Clinics

For information of Travel Clinics in Grampian, please visit www.grampianvax.com/travel-vaccination/

Enhanced Services

We also hold contracts with NHS Grampian for the following 'enhanced services':

Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems

Annual comprehensive reviews for patients with Coronary Heart Disease, Diabetes, Hypertension, Asthma, Stroke, Epilepsy, Cancer, Mental Health Illness, Chronic Obstructive Pulmonary Disease (COPD) and Hypothyroidism.

A methadone substitution programme for patients with drug abuse problems.

A more detailed list of primary medical services in the area can be found on the NHS Grampian website www.nhsgrampian.org or by calling 0345 45 66 000.



- **Medical Examinations**

If you require a medical for employment, driving etc the receptionist will arrange a 30 minute appointment and a fee will be payable for this.

- **Private Services**

A number of services are not covered by the NHS funding received by the Practice. Charges will be made for providing private sick notes, completion of insurance certification, driving licence and completing reports for Insurance Companies/Solicitors.

- **Specialist Clinics**

We offer Asthma, Chronic Obstructive Pulmonary Disease (COPD), Hypertension and Healthy Heart clinics run by our Practice nurses, and there is also a doctor led Diabetic Clinic.

• The Health Care Team

Reception

Our receptionists are the first point of contact you will have with the Practice. They do a difficult job but always endeavour to deal with your enquiries as efficiently as possible.

Practice Nurses

Our Practice Nursing Team provides a Treatment Room Service and also undertake specific chronic disease clinics. Appointments can be made via the main reception or by telephoning 01224 208312, option 1.

Health Technician (employed by NHS Grampian)

This member of our team is specially trained to take blood tests, blood pressure and ECG readings. Appointments can be made via the main reception or by telephoning 01224 208312 , option 1.



- **Community Health Team**

The Practice works very closely with the members of this team who provide the following services:

District Nurses

The District Nurses provide nursing treatment within the homes of our patients. They offer help, support and health education as well as general nursing services.

Health Visitors

Our Health Visitors provide advice, support and health education particularly to mothers and children. They are involved in child immunisation and surveillance programmes. If you require help or advice from a Health Visitor then please contact them direct on 01224 551643

Other services offered: Occupational therapy and Social Work Services.

• Other Attached Staff

The practice-attached community midwife is based at the Maternity Hospital but she has regular clinics at Garthdee Medical Group; appointments can be arranged by telephone on 01224 208312, option 1.

The practice-attached pharmacist monitors the prescribing activity of the practice and advises patients and doctors on medication and treatments for diseases. She can be contacted by telephoning 01224 208312, option 1.

The practice-attached Substance Misuse Service Workers see patients with drug abuse problems

The practice - attached Link Workers are practitioners that provide non-medical support with personal, social, emotional and financial issues. These include low mood, anxiety and stress, social isolation, money and poverty issues, and bereavement.

The practice-attached Listening Service are practitioners that provide non-medical support. They are not there to fix your problems, but offer a service to listen to your story, told in your own words, to allow you the space to be seen, heard and process what is going on.

• **Suggestions or Complaints**

All the doctors and staff in Garthdee Medical Group hope that we are offering a high quality service that meets your needs as a patient. However, we do appreciate that from time to time problems can occur. If you have any concerns about the service provided or the way that you have been dealt with by the Practice then please advise us of this. If you wish to make a complaint you can do this in person, by phone, by e-mail or in writing. We have a two stage complaints procedure. Stage one (early, local resolution) - We will always try to resolve your complaint quickly, within 5 working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage two. Stage Two (investigation) - We'll look at your complaint at this stage if you are dissatisfied with our stage one response. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within 5 - 20 working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time. If you would rather make an informal comment, suggestion or even compliment about the service then you can obtain a form from the receptionist and write your comment on the comment sheet and place this in the box at the reception desk.

If you feel that your complaint has not been answered satisfactorily at Practice level then you can write to the Scottish Public Services Ombudsmen, Bridgeside House, 99 McDonald Road, Edinburgh. EH7 4NS. Please ask the receptionist for a copy of the Practice complaints procedure.

• The Practice Charter - Help us to Help You

At all times you will be treated with courtesy, respect, and confidentiality. We shall explain all the treatments advised and if you did not understand, please ask. We can usually offer an appointment within 2 working days, but if you wish to see a specific doctor you may have to wait a little longer.

Genuine emergencies will of course always be seen that day. The receptionist may ask you some brief details of the problem in order that she can pass the information onto the doctor so that urgency can be assessed. All such information is always treated in confidence.

We undertake to see you within 20 minutes of your appointment time and if we are unable to do this you will be offered an apology and an explanation.

It is preferable for young people under the age of 16 to attend an appointment with an adult. In certain circumstances it may be appropriate for a young person to see the GP or nurse alone.

In return we ask that you treat the doctors and staff with the courtesy and respect offered to you. Please let us know if you cannot keep an appointment. Failing to do this simply deprives another patient of the chance to be seen.

Please ensure that you give yourself plenty of time to arrive for your appointment. Patients arriving more than 10 minutes late for an appointment will only be seen at the discretion of the doctor/nurse.



- **Zero Tolerance Policy**

The Practice has a policy of “zero tolerance” of verbal and physical violence towards GP’s, staff or other patients. The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

We expect all patients to be responsible and avoid attending the surgery under the influence of alcohol or illegal drugs. Any alteration of prescriptions is illegal and will not be tolerated.

If you are seriously unhappy with the quality of service you have the right to register with another practice without notifying us. Similarly, on the very rare occasions when a patient repeatedly ignores their responsibilities to the Practice, we have the right to remove the patient from our Practice list.

The mission statement of the Practice is as follows:-

Working together to promote consistent quality care, meeting the individual needs of all our patients irrespective of social class, age, race, sexuality and religion. We do not discriminate on any grounds whatsoever.

- **Confidentiality**

- Information sharing*

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances: To provide further medical treatment for you eg from district nurses and hospital services. To help you get other services eg from the social work department. This requires your consent. When we have a duty to others eg in child protection cases. Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services eg for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Access to Health Records

The practice has a responsibility under the Access to Health Records and Data Protection regulations. Patients have the right to access their medical records. All such access applications must be in writing and addressed to the Practice Manager in the first instance. Specific details must be given as to the extent of access required identifying dates of entries within the record. An Access fee will be charged by the Practice for the work involved in extracting and checking the data. A copy of the information requested will be provided to you or you will be invited to come in and discuss the matter with the GP. Any confidential reference in your records to third parties will be deleted. In the extremely rare occasion of a record containing information harmful to the patient this will be deleted. From time to time it may be necessary for a solicitor or insurance company to seek access to your health record. In these circumstances the Insurance Company or Solicitor must ask you to sign a consent form allowing us to release this information. Please be assured that without the proper consent form information will not be released. You do have the right to see this information before it is sent off to a third party but you must indicate you wish to do this on the consent form.

Publication Scheme

The Practice operates a Publication Scheme in compliance with the Freedom of Information (Scotland) Act 2002. Details of the scheme or a request for access to publications should be made to the Practice Manager.

**Garthdee Health Centre
Garthdee Road
ABERDEEN AB10 7QQ**

Tel: 01224 208312

(phone lines will only accept Emergency Calls
between 1200 - 1300 and 1700 and 1800)

Prescription line (24Hrs) - 01224 551627

Results line (11am - 4pm) - 01224 208312, Option 3

www.garthdeemedicalgroup.co.uk

OPENING HOURS:

8am to 6pm Monday to Friday

**Phone calls at nights, weekends and local holidays are
taken by **NHS 24 on 111****

**IN A LIFE THREATENING EMERGENCY CALL 999
AND ASK FOR AN AMBULANCE**

The doctors and staff at Garthdee Medical Group are pleased that you have registered with the practice and we hope that you find the information in this leaflet and on the website helpful.



Garthdee Medical Group
Health Centre
Garthdee Road
Aberdeen AB10 7QQ
Tel: 01224 208312

www.garthdeemedicalgroup.co.uk
24hr Prescription only line: 01224 551627
Results only line: 01224 208312, Option 3
(11am - 4pm)

Health Information in different languages and formats including BSL, easy read and translation is available at <https://www.nhsinform.scot/translations>