## Image result for Possilpark Health & Care centre



**YOUR RESPONSIBILITIES**

**We will endeavour to provide you with the best healthcare possible.**

**In return we have a few basic rules: -**

**Patients should attend all appointments in good time. If you are late for an appointment you will not be seen. Should you be unable to attend please inform us as soon as is possible.**

**We ask our patients to treat our Doctors and staff with respect. Please remember we are doing our very best to help you.**

**The practice has a ZERO TOLERANCE POLICY regarding aggressive behaviour including, but not limited to, any personal, abusive or aggressive comments or gestures towards our staff. No abuse of staff is acceptable. Any such abuse will be reported to the Practice Manager who will immediately arrange for you to be removed from our patient list. Any physical abuse will immediately be reported to the Police.**

## Patient Information

## Balmore Surgery

## POSSILPARK HEALTH & CARE CENTRE

## 99 Saracen Street

Possilpark

GLASGOW G22 6AP

Main Telephone 0141 800 0800

Prescription Line 0141 800 0805

Fax 0141 336 2469

[www.balmoresurgery.co.uk](http://www.balmoresurgery.co.uk)

**Our Practice Area for new registrations is G22 only.**

 **OPENING HOURS**

Monday 8:00am-6:30pm

Tuesday 8:00am-6:00pm

Wednesday 8:00am-6:00pm

Thursday 8:00am-6:00pm

Friday 8:00am-6:00pm

CONSULTATION TIMES

|  |  |  |  |
| --- | --- | --- | --- |
|  | Morning | Afternoon | Evening |
| Monday | 9.00-11.30 | 3.00-5.00 | 6.00-6.30 |
| Tuesday | 9.00-11:30 | 3.00-5.00 | N/A |
| Wednesday | 9.00-11.30 | 3.00-5.00 | N/A |
| Thursday | 9.00-11:30 | 3.00-5.00 | N/A |
| Friday | 9.00-11.30 | 3.00-5.00 | N/A |

Telephone consultations are available on request.

**APPLICATIONS TO REGISTER**

To apply to register with the practice please contact one of our reception staff. You will be given an application form, which must be completed and returned. You will be invited to attend an initial medical. You will not be registered with the surgery until your full application has been successful. Please note our list is only open to residents of G22 postcodes. Proof of address is requested.

Please note any applications are accepted by the surgery, not a specific Doctor. Should you have a preference to receive a particular service from a particular GP, or indeed a particular class of health professional please advise the Practice Manager in writing.

**TEACHING**

Partners from the practice are actively involved in teaching students from Glasgow University. You will always be advised on arrival if there will be students involved in any of the surgeries. Please let us know if you do not wish to be seen by students- this will not prejudice your care in any way.

**COMMENTS AND COMPLAINTS**

We are always happy to receive comments about our service. In line with NHS regulations we operate a complaints procedure. We find most complaints and procedures can be amicably resolved. If you wish to make any comment or complaint about our service please contact Susan Findlay, our Practice Manager.

**PATIENT RECORDS**

In order for us provide care for you we need to keep

records of your consultations, illnesses, tests and other treatments that have been completed by anyone involved in your health care. This may be a hand written or increasingly a computer record. For any such information we are obliged to comply with the Data Protection Act 1998, this is a role we take very seriously. Everyone working within the NHS has a duty of confidentiality regarding your personal information.

As part of the service we provide and in order to improve the quality of care we offer we may need to share information on our practice activity with various health service bodies e.g. Health Boards and Trusts. Whenever possible we endeavour to supply this is an annonymised form e.g. names and other identifying details are removed.

In certain circumstances this may not be possible. These include when we provide information for Clinical Audit and Research and to satisfy local and national legal requirements e.g notification of death, notification of infectious diseases. Please be assured that anyone who receives information from us has a duty of confidentiality.

Our practice is operated under a contract with Greater Glasgow & Clyde NHS Board. 350 St Vincent St, Glasgow G3 8YZ Tel: 0141 201 4444 where further details of primary medical services in the area can be obtained.

**APPOINTMENTS**

We currently operate a mixture of ‘on-the-day’ and pre-bookable appointment system, plus pre-bookable late surgeries on a Monday evening.

If you require an on the day appointment please telephone the surgery between 8.00am and 9.00am to be given a confirmed appointment time later in the day. If you can’t manage during the day, please phone to book on appointment for Monday evening

**HOME VISITS**

PLEASE NOTE HOME VISITS WILL ONLY BE ARRANGED FOR PATIENTS WHO ARE SERIOUSLY ILL OR GENUINELY HOUSEBOUND. IN THE PAST UNJUSTIFIED REQUESTS HAVE BEEN MADE RESULTING IN LONG DELAYS AT THE SURGERY FOR PATIENTS. ALL HOME VISITS ARE AT THE DISCRETION OF THE DOCTOR

**REPEAT PRESCRIPTIONS**

Repeat prescriptions are available by handing in a repeat prescription request or by phoning us your request. PLEASE NOTE - we can only accept telephone requests between 12noon and 4PM. Prescriptions will normally be available for collection within 48 hours.

**ONLINE PRESCRIPTIONS**

Patients who are on repeat medication can order via our online system. Please ask at reception for a registration form.

**OUT OF HOURS CONTACT**

Outwith our normal opening hours our telephone numbers divert automatically to NHS 24, where you will be given telephone advice, or in more serious cases put in contact with GEMS - the out-of-hours GP service. Should you wish to contact NHS 24 at any other time please call 111 or visit their website www.nhs24.com

In a genuine emergency you should call 999.

Practice Team

Dr Allison A Reid MBChB Glasgow 1991 MRCGP

Dr Martin Connolly MBChB Glasgow 2009, MRCGP

**The Practice Manager** is Susan Findlay.

**Practice Nurse**

Ruth Campbell (BN, RGN)

**Treatment Room/Practice Nurse**

Laura Taylor (BA (Hons), RGN).

**Reception/Admin Staff**

Carin, Joanne, Linda & Lillian.

**Health Care Assistant**

Joanne

**Pharmacist**

Adrienne Fraser

**Occupational Therapist**

Sarah Humphries

**Citizens Advice Support**

Bob Winning is based in the surgery to help patients understand benefits and complete the necessary forms.

**We are also supported by a team of health care professionals:-**

**Health Visitors**

Jennifer Pender (BSc (Hon) Public Health)

**District Nurses**

Cathy Mitchell (SRN, BSc Community Health)

Angela Howitt (RNA)

Services Offered

In addition to basic primary care we offer, to our registered patients the following services: -

* Contraceptive & Sexual Health Services
* Vaccinations and immunisations
* Child Health Surveillance
* Cervical Screening Services

- Maternity Medical Services

- Drug Clinic

- Chronic Disease Clinics

 (Heart, Asthma, Diabetes & Stroke)

**CHECK UPS**

If you are registered patient and have not seen a GP in three years and are aged between 16 and 75 you have the right to be offered a general health check. If you are aged over 75 years you have this right if you have not seen a GP in the previous 12 months.