**CADZOW HEALTH CENTRE**



We are a partnership under the names of

**Dr. GRAEME J. CLOKEY** M.B.Ch.B (Glasgow 1996) M.R.C.G.P. D.R.C.O.G

**Dr. ALISON M. McSHANE** M.B.Ch.B (Glasgow 2001) M.R.C.G.P. D.R.C.O.G

**Dr. FRANCES LUNNY** M.B.Ch.B M.R.C.G.P. (New partner from 1st April 2022)

***187 Low Waters Road, Hamilton ML3 7QQ***

Tel: 01698 327028

HYPERLINK “http://www.cadzowhealthcentre.co.uk”

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These purpose built premises with disabled access were opened in 1994 with a substantial extension in 2012

**TRAINING PRACTICE** We have been an established training practice since **March 2011** and regularly have GP trainee’s working in the practice. You will see their photo in the foyer along with all the other clinical staff. We also regularly have medical students from Glasgow University and we hope you feel comfortable in assisting in their education.

At the present time we have 3 GP Registrars:-

In August we welcomed back Dr Kirsty Millar, Dr Kirsty Marshall and also for the first time Dr Eve Moreland.

**The Practice Team**

THE DOCTORS, who are specialists in primary health care are only part of the practice team that includes:

**THE PRACTICE MANAGER,**

Mrs. Ann Wilson (NES/IHM VTS in General Practice Management), who ensures the efficient running of the practice.

**THE PRACTICE NURSES,**

Vicky Mackie (RGN, diploma in adult nursing, M.I.N.T.S major. Nurse independent prescriber)

**RECEPTION/ADMINISTRATION**

We have seven RECEPTION/ADMINISTRATION staff who maintain the reception area and ensure that enquiries from patients are efficiently and courteously handled.

**The Community Team**

**THE DISTRICT NURSES**, Based at Udston Hospital, these nurses deliver nursing care to patients of all ages within their own environment. Contact them on 0300 3030263.

**THE HEALTH VISITORS**, Based at Udston Hospital, Hamilton, Health Visitors are specially trained in public health nursing. Their remit involves the promotion of health and prevention of ill health. Working mainly with families of children under 5. You may contact them on (01698) 723200.

**DROP IN CLINICS FOR AGE 5 AND UNDER** are available Tuesday from 1.30pm - 3.00pm at Blantyre Health Centre.

**BREAST FEEDING SUPPORT GROUP,** Tuesday 1.30pm - 2.30pm Fairhill Lifestyle Centre, Fairhill, Hamilton.

**OPENING TIMES – **

**Reception & Telephone**

Monday - Friday: 8.00am to 6.00pm Tuesday: 7.00am to 6.00pm **Disabled Access Ramp Available**

**To Register with the Practice**

Patients are eligible to apply to be registered with the practice if over sixteen, and living within the **ML3** practice area. You will be asked to complete an Application Form and a New Patient Questionnaire (two forms of identification are required at the time of registration).

Applications may be made on behalf of any child or any adult who is incapable of making an application by, both parents, the guardian or other adult person who has care of the child, and in the case of an adult, by the primary carer of that person or a person authorised to act on the patients behalf.

**How to See Your Doctor or Nurse**

Although you may be registered with one doctor who you can request to see, you are encouraged to see any Doctor with whom you may wish to discuss your problem.

However you do have the right to express a preference to receive treatment from a particular health care professional. Surgeries with GPs and Nurses are by appointment which can be made personally at the reception desk or by telephone.

The practice offers a range of appointment times every morning and afternoon to patients and our receptionists can tell you the times of all surgeries. Our GPs only speak English, however we can arrange interpreting services for Ethnic Minorities if required. Our receptionists can arrange this for you. Urgent cases can always be seen on the same day.

**Home Visits**

These are available to patients who are too ill, disabled or immobile to come to the surgery, not for social convenience. If possible please try to telephone before 10am to enable the Doctor to plan their rounds.

You will be asked for your name, address, phone number and a short description of your illness. This helps us access the need for, and the urgency of the visit. A doctor will telephone you to decide if a visit is necessary. You will be asked to attend the surgery if at all possible.

**EMERGENCIES (01698 327028)**



**At all times, phone the 01698 327028 usual surgery number.**

**What to do when the Surgery is CLOSED**

NHS 24 will be fronting out of hours calls between 6pm and 8am. If patients telephone the practice number during the out of hours period you will be given the number to call NHS 24. NHS 24 is also available during normal surgery hours where you may receive a full nurse consultation. The public can access NHS 24 by dialling free telephone number 111.

The website is: HYPERLINK "http://www.nhs24.com" www.nhs24.com

**IN SERIOUS EMERGENCIES, DIAL 999 for an ambulance. If you have any difficulties in contacting NHS 24, dial the operator on 100.**

**Obtaining the Results of your Tests**

Results of tests can be given by the receptionist after they have been seen by the Doctor. Please phone personally after 2.00pm.

**Repeat Prescriptions C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0199755.wmf**

Repeat prescriptions are printed by the computer. Please retain the re-order slip and allow **two** working days from the request arriving at the surgery to collection here. Please place request slips in the collection box in the foyer. You can also order your repeat prescriptions online – ask at reception for registration forms for Vision Online. We have a 24 hour prescription hotline, simply phone the surgery and press option 1.

**Special Clinics** The practice runs a wide variety of specialised clinics, all available by appointment: Antenatal and Post Natal Checks, Well Woman Assessment, Cervical Smears, Asthma, Diabetes, Child Development Clinics, Healthy Heart Clinics (Hypertension Management and Stroke prevention), Minor Surgery, Travel Advice and Vaccinations, Pre-Pregnancy Advice Clinic, Contraceptive Advice. Annual flu immunisation programme.

**Regular Health Checks** are available on request with initial screening by our Practice Nurse.

If you have not been seen at the surgery for three years (or one year for those over 75) you can request a routine check up if you wish. Regular monitoring by blood test for patients on rheumatology medication.

**LANARKSHIRE EYE-HEALTH NETWORK (LENS)**

This will allow Community Optometrists to treat patients with minor eye conditions in the Community.

**NHS MINOR AILMENT SERVICE**

Everyone can go to their pharmacist for advice to buy a medicine for a minor illness or ailment. But this is a new NHS service for people, including children, who don’t pay prescription charges. It means that if your pharmacist thinks you need it then they can give you a medicine on the NHS without you having to pay for it. It will also save you making an appointment with your GP simply to get a prescription.

**Complaints Procedure - Suggestions or Complaints**

We make every effort to give the best service to everyone who attends our practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably as possible. Simply write to the Practice Manager, Mrs. Ann Wilson and she will strive to resolve difficulties to everyone’s satisfaction. A Complaints Procedure Leaflet is available from reception. We are continually striving to improve our service. Any helpful suggestions would be much appreciated and should be passed on to the Practice Manager.

**Patients Rights and Responsibilities**

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

**We will:**

• Ensure our patients have 24 hour access to medical advice.

• Aim for you to have access to a suitably qualified medical professional in an urgent case on the same day.

• Work in partnership with you to achieve the best medical care possible.

• Involve you and listen to your opinions and views in all aspects of your medical care.

• Advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

**We would respectfully ask that you:**

• Let us know if you intend to cancel an appointment or are running late.

• Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.

• Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it is ex-directory. We use **texting** to remind patients about appointments or to remind them to make an appointment with us. If you do not wish us to text you please let us know.

**As patients you are responsible for your own health and that of any dependents.** It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

**Zero Tolerance Policy**

The practice considers aggressive behaviour to be any personally 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 abuse on any Doctor or member of staff, by a patient or their relatives will be reported to the Police as an assault.

**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** e.g. from District Nurses and hospital services.

•**To help you get other services** e.g. from the Social Work Department. This requires your consent.

• **When we have a duty to others** e.g. in child protection cases

• **NHS 24** (the out of hours service)

**Anonymised patient information** will also be used at a local and national level to help the Health Board and Government plan services e.g. for diabetic care.

**If you do not wish anonymous information about you to be used in such a way, please let us know.**

**HEALTH BOARD** You can contact the Health Board at:

**Lanarkshire Health Board, Kirklands Hospital, Fallside Road, Bothwell G71 8BB. Tel (01698) 281313, Fax (01698) 423134.**

Details of **PRIMARY MEDICAL SERVICES** in the area are available from: Practitioner Services, Meridian Court, 1st Floor, 5 Cadogan Street, Glasgow G3 6QE. Telephone 0141 300 1300.

**Cadzow Health Centre, Hamilton holds a General Medical Services (GMS) Contract with Lanarkshire Health Board, Kirklands Hospital, Fallside Road, Bothwell G71 8BB. Telephone (01698) 281313.**