



Hillbank Health Centre

1A Constitution Street

Dundee

DD3 6NF

General Tel: (01382) 221976



www.hillbankhealthcentre.co.uk

Dear Patient(s)

We are looking for your support in taking forward changes that have happened within the Practice.

Due to changes in the clinical team in previous years, the practice has advertised for an additional Doctor and Advanced Nurse Practitioner both locally and nationally, however, so far, we have been unable to recruit.

The current clinical staffing levels have an impact on our capacity and the number of appointments and house visits we are able to offer each week. In order to sustain general medical services, the practice reduced their catchment area and would advise that the area within which you reside is no longer within our practice catchment.

As part of this process we have taken into consideration the impact on the environment and subsequent health of the general population. At a recent presentation we were advised that for every urban mile driven 3.5 minutes of life are lost which equates to 1 hour for every 17 urban miles driven.

Given these circumstances, we would kindly ask and encourage you and any family members from within your household who are registered with the practice, to register with another practice which covers the area in which you reside. Registering closer to your home address is also more convenient and safer to you as a patient, reducing your journey, protecting the environment and subsequent impact on health.

To register with an alternative practice, you should approach a practice of your choice, which will support you through the simple registration process. I have also enclosed an information leaflet advising on how to register at a practice. We fully understand that it may be unsettling for patients to be asked to move to another practice and would invite you to contact Fiona Neill, Practice Manager or in her absence Gillian Harper, Deputy Manager on Tel: 01382 221976, Email: Tay.hillbankadmin@nhs.scot for assurance over any concerns, or if you need further information on this process.

If you experience difficulties or require assistance in making alternative arrangements, please contact the Primary Care Services Department, who can provide advice on the practices whose lists are currently open to patients from within the area in which you reside Tel: 01382 424176 or Email: tay.primarycareservices@nhs.scot.

Thank you for your support and understanding.

Yours sincerely

J. Clarkson

Mathieson

S. Haines

F. Neill

Dr J Clarkson
GP Partner

Dr L Mathieson
GP Partner

Dr S Haines
GP Partner

Fiona Neill
Practice Manager

DOCTORS: J H CLARKSON, L MATHIESON & S HAINES

How to register/change your family doctor

Developed and issued by Primary Care Services, Kings
Cross Hospital, Dundee.

Revised: 09/2023 Review: 09/2025 LN0935

This leaflet can be made available in other languages and
formats on request

Speak to the healthcare professional looking after you to
arrange this

Primary Care Services

The aim of this leaflet is to give you information on how to register/change your Family Doctor.

1. Patients have the right to register/change their family doctor at any time. You should approach the practice of your choice who, if willing to accept you and you live in the practice boundary, will support you through the simple registration process. You may be asked to provide some form of personal identification by the practice.

2. A list of all GPs who practise in Tayside can be seen at:

Primary Care Services
Kings Cross Hospital
Cleington Road
Dundee DD3 8EA
Telephone: 01382 424176

Alternatively, a list of GPs who practise in your area can be provided by Primary Care Services, by contacting the above address or telephone number

3. If you are unable to gain acceptance by a practice or find it difficult to do so, you may write to, or email Practitioner Services, requesting assignment to the list of a practice. Please note that patients are assigned to a practice on a rotational basis and it may be unlikely that you will be assigned to the practice of your choice. The practice has no choice either.

4. If you write to Practitioner Services, or request assignment, please provide full details of your:

- Name/previous names
- Date of birth
- Current address
- Community Health Index Number if known
- Last registered practice
- Address of residence when last registered with a practice

This assists the staff to deal with your request promptly.

5. If, for any reason, you are not on the list of a practice at a time when you require treatment urgently, then you can request treatment from any practice in whose practice area you reside.

6. Practitioner Services staff will be pleased to give further information and advice on how to register with a family doctor. The contact details are:

Practitioner Services
1 Marischal Square
Broad Street
Aberdeen AB10 1BL

Telephone: 01224 358400

Email: nss.psd-gmsaberdeen@nhs.scot