

THE MURRAY SURGERY

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**General Medical Services
In Primary Care**

50 The Murray Road
East Kilbride
G75 0RT

Telephone 01355 225374

Fax 01355 239475

PRACTICE INFORMATION



The Lawful Basis for Processing (Holding) Your Information

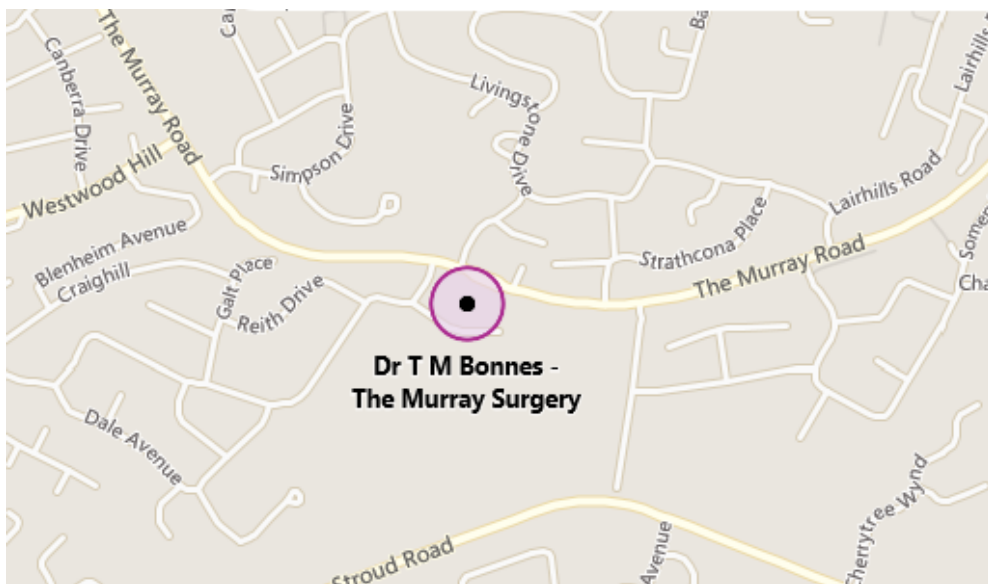
Contractual - where processing of your information is necessary for a contract we have with the health board to provide primary care under the new General Medical Services contract 2018.

From time to time this may change to **Consensual** where clear consent has been given for us to process your personal information for a specific purpose for example, when you provide us with your mobile phone number and consent to us contacting you with appointment reminders.

Less frequent are times when the basis for processing your information may fall under **Legal Obligation** (to comply with the law), **Vital Interests** (to protect someone's life). Even less common are times when our lawful basis could fall under the heading of **Public Task** (public safety) or **Legitimate Interests**.

For more information about Complaints Handling Procedures, Subject Access Requests and Individual's Rights please see NHS website:

<http://www.nhslanarkshire.org.uk/Privacy/Pages/data-protection.aspx>



THE PRACTICE

We are five-partner practice based at 50 The Murray Road, East Kilbride. We hold a General Medical Services Contract with NHS Lanarkshire, Kirklands Hospital, Fallside Road, Bothwell. G71 8BB – Telephone 01698 855500

PERSONNEL

Practice Doctors

Dr Susan H Milloy, MB ChB MRCP DRCOG DFFP – (F)

Dr Diana J Lyall, MB ChB DRCOG MRCP – (F)

Dr Tekla Silva, MB ChB DFFP MRCP – (F)

Dr Catriona Nisbet, MB ChB MRCP MRCP DRCOG – (F)

Dr Rakhshan Ali, MMBS MRCP – (F)

Advance Practitioners

Sister Gillian Hall (F) - Advanced Practitioner – BA in Nursing Studies, Post-Graduate Certificate in Advanced Practice, Independent Nurse Prescriber

Mr Jonathon Lyons (M)– Advance Practitioner – BSc in Adult Nursing, Post-graduate Diploma in Advanced Practice, Independent Nurse Prescriber

Practice Nurses

Sister Jackie Grant, RGN (F)– BSc in Nursing Studies, COPD Diploma, Family Planning Certificate, independent nurse prescriber

Allison Cross (F) – Health Care Support worker

PRACTICE STAFF

Business Manager - Marjorie Stewart

Deputy Practice Manager – Karen Morrison

Medical Administrators

We have twelve medical administrators who are employed to deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality. Adequate modern medical care is provided, not by doctors alone. As such, in order to provide a comprehensive service for our patients, we work as a team not only with the nursing, secretarial and reception staff directly attached to the surgery, but also with the attached public health nurses and district nurses who cover our practice.

DISTRICT NURSES

Attached District Nursing Staff

The district nursing team carry out nursing care for the patient at home and liaise daily with the GPs to ensure continuity of care. They are based at Greenhills Health Centre. Please telephone them on 03003030107 and select option 2. Alternatively leave a message for them at the surgery (01355 225374)

PUBLIC HEALTH NURSES

The public health nurses affiliated with the practice have special responsibilities to mothers and children and are based at Alison Lea Medical Centre. They offer health advice and support mainly to families with young children. This includes help with parenting and behaviour management and also support to women with Post Natal Depression. They see children for development checks and they also hold a baby clinic with no prior appointment being necessary. Please telephone the surgery for current information on time and place. Please feel free to attend this clinic if you have any concerns or questions about your baby. They also run childhood immunisation clinics which are held at the Hunter Health Centre and are by appointment. At other times they are available for home visits as necessary. Please telephone them on 01355 573777 (Alison Lea) or alternatively leave a message at the surgery for them (01355 225374)

GDPR 2018 PRIVACY NOTICE How We Use Your Information

- We collect and hold data about you for the purpose of providing safe and effective healthcare. Under new GDPR rules we are known as Data Controllers and hold this post jointly with NHSL.
- Your information may be shared with the health board and allied healthcare professionals to audit services and help provide you with better care.
- Information sharing is subject to strict agreements on how it is used.
- We will only share your information outside of the health board and allied healthcare professionals with your consent*
Unless the health and safety of others is at risk, the law requires it or it is required to carry out a statutory function.
- If you are happy with the way we use your information you do not need to do anything.
- You can object to sharing information with other health care providers but if this limits your treatment options we will tell you.
- Our guiding principle is that we are holding your personal information in the strictest confidence and only for the relevant length of time required.
- Personal information should be:
 - Processed lawfully, fairly and in a transparent manner
 - Collected for specified, explicit and legitimate purposes
 - Adequate, relevant and limited to what is necessary
 - Accurate and where necessary kept up to date
 - Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which those data are processed
 - Processed in a manner that ensures appropriate security of the personal information.

CONSULTATIONS

The GPs consult between 8.30am and 12 noon and 2.00pm – 5.00pm (on a rota system). Times may vary due to other commitments and also to address patient needs. If possible please leave evening appointments for those who have to work during the day. Outwith these times the doctors have other duties to undertake, including but not limited to specialist clinics and home visits.

In May 2008 the practice adopted the Advanced Access appointment system, the aim being to offer you access to a suitably qualified medical professional (this will either be a face to face consultation or, if suitable, a telephone consultation) on the day of your choice.

Medical emergency appointments are available every day in the am and pm. If you need an emergency appointment you will be seen as soon as possible on that day, urgent cases will always be accommodated. Please help the receptionists by telling them what your problem is. The doctor on call may speak to you in order to triage requests for emergency appointments.

EMERGENCIES

Emergency medical attention is available at all times by phoning the surgery number. During normal working hours a receptionist will contact the doctor on call. Outwith surgery hours (evenings and weekends) you will hear a recorded message giving you the number to call for the out of hours services (111).

HOME VISITS

These are available for patients who are unable to attend due to their medical condition. If possible please try to telephone before 10.00 am and indicate the nature of the problem. A doctor will phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. **House visits are only available for patients who are housebound because of illness or disability.** Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery

TEST RESULTS/LABORATORY SPECIMENS

Specimens are sent to the hospital daily Monday to Friday. If you are asked to bring a specimen on those days, please ensure that we receive it before 12 noon.

RESULTS OF MEDICAL TESTS

These may be obtained by telephoning the surgery 01355 225374 between 2.00pm and 5.00 pm Monday to Friday. The receptionist may then inform you of the results or she may ask you to arrange an appointment with your doctor to discuss your result. We will only release test results to the person to whom they relate unless that person has given permission for the release of the results or they are not capable of understanding the results.

REPEAT PRESCRIPTIONS

Please complete the tick box request form (the tear off page opposite your last prescription) and put it in the "prescription box" situated in the entrance foyer (available during normal surgery hours). Please note that 48 hours notice is always required to prepare your prescription, alternatively you can arrange for your regular chemist to collect the prescription for you. You can also post your tick box request form and if you enclose a stamped addressed envelope we will post your prescription back to you within 48 hours of receiving it. Please allow extra time if posting to avoid problems due to postal delays. You can also order your repeat prescription online, this being the preferred method.

COMPLAINTS PROCEDURE

We make every effort to give the best service possible 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 aim for the matter being settled as quickly, and as amicably, as possible. Our practice runs an in-house complaints procedure approved by NHS Lanarkshire. Simply complete a complaints form that can be found at reception or alternatively send a letter.

SUGGESTIONS

The practice continually strives to improve our service. We therefore welcome any constructive suggestions that may further improve the service we provide. We would ask you to please feel free to talk to a member of staff or submit ideas in writing; we have a suggestion box which is located in the foyer area.

PATIENT RIGHTS AND RESPONSIBILITIES

Our doctors, nurses and reception staff strive to provide you with quality service in our modern, well-equipped surgery, basing our care on the best traditions of family medical practice, while keeping up to date with the advances of modern medicine.

You will be treated with courtesy and respect and as a partner in your care. Being a partner means you will 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 within 48 hours of your initial contact during surgery hours where this is medically indicated this includes telephone access or in an urgent case, 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 or your medical care.

The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- 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.
- Let us know if you intend to cancel an appointment or are running late.
- Inform the practice staff of any alterations in your current 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.
- Please comply with our repeat prescription request policy.

You will note within your registration pack an "acceptable behaviour contract". Please sign and return along with your registration papers. In the event of a serious breach of this contract, it will act as a first warning letter.

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".

- 1 Contraceptive services, this is available for all practitioners. Other specialist services are available at the Family Planning Clinic in the Hunter Health Centre
- 2 Maternity services in the antenatal and postnatal period.
- 3 Routine immunisation of children, together with the Health Visiting team.
- 4 Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our Practice Nurse for details.
- 5 Cervical smears.

We also have arrangements, under contract, with NHS Lanarkshire to provide the following "enhanced services"

- 1 Non invasive minor surgery procedures eg joint injections
- 2 An annual flu immunisation programme to protect the elderly and at risk.
- 3 Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems, modifying anti-rheumatic drugs; the practice monitors drugs and checks bloods.
- 4 Review clinics for Asthma/COPD
- 5 Regular reviews of patients with chronic diseases, such as diabetes/asthma etc. We prepare a program called House of Care which provides a holistic approach to managing long term conditions using consultative and collaborative methods to put a patient's wishes central in the decision-making process.

INTERPRETER SERVICES

Our staff are English speaking only. Interpreter services would need to be arranged in advance where possible. It is advisable to be accompanied by your usual interpreter, however, if this is not possible NHS Lanarkshire provide, by arrangement, access to professional interpreting and sign language services.

OTHER SERVICES

Other services may be more appropriate to access rather than contacting your GP practice.

LENS – Lanarkshire Eye-Health Network Scheme - Participating local optometrists provide a service in the community for assessment of any acute eye complaints and potentially treatment of minor eye conditions – Listings of participating optometrists are available from your local optician or GP Surgery

NHS Minor Ailments Service - This service is provided by community pharmacists who will give advice and where appropriate, treatment for common clinical conditions such as athlete's foot, cold sore, constipation, diarrhoea, head lice, mouth ulcers etc. Contact your local pharmacist for further details.

OUT OF HOURS COVER

The surgery is closed between the hours of 6.00 pm and 8.00 am Monday to Friday and 6.00 pm Friday to 8.00 am Monday. In order to obtain medical advice at these times, you can call direct to NHS 24.

OUT OF HOURS COVER DIAL 111 (Free call number for NHS 24)

If you dial the surgery number you will be given the number of NHS 24 to call. A receptionist in the emergency call centre will answer your call. They will either:

- 1 Arrange for you to speak to a doctor or nurse
- 2 Invite you to attend the centre to be seen by the doctor.
- 3 Arrange a home visit if you are too ill to visit the centre.

Transport to and from the centre is available if you cannot arrange this yourself. Out of hours cover is now the responsibility of *NHS Lanarkshire*. Further information can be obtained from the NHS 24 website at www.nhs.24.com or by telephoning their switchboard on 0141 337 4501

IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE

CONFIDENTIALITY AND INFORMATION SHARING

The practice complies with Data Protection and Access to Medical Records legislation. All staff working within the NHS have a professional and legal duty to maintain confidentiality and safeguard personal health information. However, there are occasions when it is important that personal health information is shared. Identifiable information about you will be shared with others in the following circumstances:-

- 1 When you have agreed to treatment which requires communication between health professionals and partnership organisations e.g. hospitals, district nurses.
- 2 To help you get other services e.g. from the Social Work Department. This requires your consent.
- 3 When we have a duty to others e.g. in child protection cases.
- 4 To undertake health screening programmes, e.g. cervical cancer.
- 5 To manage outbreaks of communicable diseases such as meningitis.
- 6 To inform health registers such as cancer registers.

Anonymous patient information will also be used at local and national level to help the Health Board and Government undertake planning of services e.g. for diabetic care.

REGISTRATION

When registering, please bring proof of identity (photo ID or birth certificate and a utility bill) for both yourself and for those of any other persons registering with you. You will be asked to complete a registration form for each person registering with the practice. In addition, all patients will 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. If you move out of the practice area, you will need to register with a new practice as soon as you move. Our practice is restricted to postcodes G74 and G75.

Online services You can now order repeat prescriptions and book appointments online. To set up an account please bring photographic ID and ask at reception for a registration form. We expect all patients to register for this service where possible and a form is included with the registration pack.

Preference of Practitioner Patients are registered with the practice, not an individual GP. However, you can express a preference for a particular doctor/type of doctor e.g. female for a female patient and vice versa for either all of your medical needs or on a case-by-case basis. 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.

VIOLENCE STATEMENT

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. At no time will any violent, threatening or abusive behaviour be tolerated in this practice.

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. The acceptable behaviour contract gives more information and can be viewed as a first warning in the event of aggressive or abusive behaviour.

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.

TEACHING/TRAINING

GP Registrars The Murray practice is accredited as a training practice, with an attached GP registrar. The GP Registrar is a fully qualified doctor with at least three years experience in various hospital specialities, undertaking their first full year in General Practice.

Medical Students At times we will also have medical students from Glasgow University present for teaching purposes. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

OPENING HOURS/ACCESSIBILITY

Monday to Friday 8.00am to 6.00pm

The surgery is open from 8.00am – 6.00pm and closed for lunch between 12.30pm and 1.45pm.

ONLY Emergency Telephone Calls 8am - 8.30am and 5.30pm - 6pm

Doors open for pre-booked appointments at 8am, however reception **DOES NOT OPEN** until 8.30am.

This means that routine matters, such as the making of appointments, are dealt with between 8.30am and 5.30pm.

Our doors close at 6.00pm, except alternating Wednesdays and Thursdays, when the practice provides late evening surgeries from 6.00pm – 7.30pm

DISABLED ACCESS

Our premises have suitable access for disabled patients. We have a disabled toilet with wheelchair access and an emergency call alarm. A hearing loop is in place at the front reception.