

SHAWLANDS SURGERY
1413 POLLOKSHAWS ROAD
GLASGOW G41 3RG
Tel: 0141 632 9141
Fax: 0141 636 0414
Out of Hours: 08454 242424

Information For Patients

DR. NORMAN J.F. LINDSAY
M.B.Ch.B. D.R.C.O.G.
DR. DAVID W. LESLIE
M.B.Ch.B. D.R.C.O.G. M.R.C.G.P.
DR. MARGO F. MCNICOL
M.B.Ch.B. D.R.C.O.G. M.R.C.G.P.
DR. MARGARET DODDS
M.B.Ch.B. M.R.C.G.P.

Surgery Times

Monday – Friday: 8:30am – 5:30pm
Telephones answered: 8:00am – 6:00pm

Practice Area

We accept patients living in the postcode areas of G41, G43 and G46. Please remember to let us know of any change of address or telephone number.

Home Visits

If you require to see the doctor but are too ill to come to the surgery please telephone **between 8.00 and 9.30am** to request a home visit. Please note that home visits are reserved for patients who are medically unfit to come to the surgery or who are housebound.

In case of sudden emergencies during surgery hours then telephone the normal surgery number (632 9141).

Clinics

The doctors, Practice Nurses and Health Visitor provide a variety of clinics including: Child Health Screening, Ante-natal, Immunisation, Diabetic/Asthma Clinics. These are held at various times. Please ask any of the receptionists for further details.

How to see your doctor

You may consult any doctor in the practice regardless of which doctor you are registered with. If you are attending for treatment of an on-going problem, it is normally best if you see the same doctor. For appointments, please telephone 632 9141 or call in at the surgery. Urgent appointments can be made within 24 hours with the first doctor available. If you prefer to see a specific doctor, you may have to wait for a few days more. Children under 16 years should come with an adult.

Please let us know as soon as possible if you cannot keep your appointment.

Emergency Calls

During surgery hours telephone 632 9141. The receptionists are trained to ask for details to help the doctor judge the urgency of the visit.

Out-of Hours Calls: telephone 08454 242424

(Evenings, Weekends and Public Holidays)

Please note that out-of-hours calls are for urgent medical problems which cannot wait until the surgery re-opens. Your call will be routed to a local out-of-hours GP Emergency Centre. You will normally be asked to attend this out-of-hours centre unless you are housebound or have developed a serious illness.

Repeat Prescriptions

If the doctor has started you on regular repeat medication, you can obtain this by telephoning the surgery **Monday to Friday only 1.30 - 5.30p.m.** If you prefer, you may call in at the surgery and see the receptionist. Requests can also be faxed to 636 0414 or e-mailed to *prescriptions.shawlands@nhs.net* at any time. You should allow **one working day** for all repeat prescription requests. Please remember to give the receptionist your computer list of medicines if the doctor has given you one, and tick the items you need. If you would like us to post your prescription to you, please include a stamped addressed envelope. Many local chemists can now collect repeat prescriptions from the surgery – please ask your chemist for further details.

There is no facility for repeat prescriptions to be produced on Saturdays or public holidays so please make sure you order your prescription in plenty of time to avoid any problems. Local chemists can provide an emergency supply of medication if necessary.

Test Results

For results of blood tests, urine tests, x-rays, etc., please telephone between **1.30-5.30 pm**. It is important not to phone outwith these times, as the telephones can be very busy with requests for appointments and home visits.

The Practice

There are two full time and two half-time doctors, and each year we also have GP Registrars who are fully qualified doctors gaining experience of general practice.

The Doctors

Dr Norman Lindsay graduated from the University of Glasgow in 1977.

Dr David Leslie graduated from the University of Glasgow in 1984.

Dr Margo McNicol graduated from the University of Dundee in 1991.

Dr Margaret Dodds graduated from the University of Aberdeen in 1985.

GP Registrar - GP Registrars are fully qualified doctors from a hospital background who are with the practice for 1 year to gain experience of General Practice.

Medical Students

Our practice has been selected to help with the training of medical students from Glasgow University. One or two students may occasionally be present when you see the doctor. You will be asked if you agree to this **before** you make your appointment. *If you prefer to see the doctor alone please tell the doctor or receptionist and we will be happy to arrange this.*

Practice Manager and Receptionists

Practice Manager: Barbara Watson

Reception Supervisor: Christine Christie

Our receptionists are here to welcome you and help with any administrative or non-medical aspect of your health treatment. They are fully trained and bound by the same rules of confidentiality as the doctors.

Practice Nurses

Nancy Ralph & Julie Lewis

Our Practice Nurses are available by appointment for routine health checks, vaccinations, cervical smears, routine blood tests, dressings and ear syringing etc. They also assist with the Diabetic Clinic and have had special training in treating patients with asthma.

Phlebotomist – Jane McShane**Health Care Support Worker** – Lynsey McDermott

Both of these staff are fully trained in taking blood, blood pressure readings and various other treatment room services.

Health Visitor

Karen Barbour & Vivien Scott

Our Health Visitors are qualified nurses who have special training to offer advice and health education to people of all ages. They also carry out Immunisation and Child Health Clinics. Their telephone number is 649 8976.

District Nurses

Liz McLure and Margaret Ann O'Donnell

The District Nurses visit patients who are confined to the home to provide care and advice. They also perform blood tests, ear syringing, dressings etc.

Community Midwives

Our Community Midwives act as a link between the hospital midwives and our practice and help with the weekly Antenatal Clinic.

New Patients

You should bring your NHS card if available along with photographic proof of ID and proof of your address. A receptionist will complete a registration form with you and give you a health questionnaire which should be completed and brought back to the practice

Vaccinations

If you have not had a vaccination against tetanus or polio in the last 10 years, you may require a booster – please ask for further details at the reception desk. For advice about travel vaccinations, please make an appointment with one of the practice nurses.

We recommend flu vaccination in autumn every year for all patients with diabetes, chronic heart or chest complaints or certain other conditions, and for patients aged 65 and over.

Childhood Vaccinations – The Health Board will post you an appointment card when these are due. Vaccinations are given by the Health Visitor or Practice Nurse.

Cervical Smear Tests

We recommend a smear test every 3 years for all female patients age 20-60. Routine smear tests can be done by one of our nurses and a female doctor is also available. If you are not up to date with your smear tests, please ask the receptionist for an appointment.

Family Planning

We offer a range of family planning methods, including 'the pill' and emergency contraception ('morning after' pill). Please ask any of the doctors or nurses for further details.

Parking

There is a large car park to the rear of the surgery. Please avoid parking on the main road outside the surgery as this can lead to congestion and access difficulties.

There is a cycle rack near the entrance to the surgery.

Access for the Disabled

There is a wheelchair ramp at the front of the building and all consulting rooms are easily accessible by wheelchair. In addition, there is a W.C. for the disabled and a single parking bay at the front entrance for the use ONLY of drivers with a Disabled badge.

Suggestions & Complaints

We welcome suggestions or ideas for improvements. A suggestions box is situated in the waiting room.

If you feel that you have been unfairly treated or have any complaint to make about the running of the practice, please contact Mrs Barbara Watson, our Practice Manager, who will be pleased to explain our practice complaints procedure.

Patient Rights & Responsibilities

Patients can expect to be treated with courtesy in all dealings with the practice. In return, we expect patients to attend booked appointments or cancel if no longer required. In the event of a patient being violent or abusive to any member of staff, we may call the police and will remove the patient from our practice list.

Information Sharing

The practice complies with Data Protection and Access to Medical Records legislation. Further information is available from Reception.

USEFUL TELEPHONE NUMBERS

| | |
|---------------------------------------|-------------|
| AIDS Helpline | 0800 567123 |
| Alcohol Services (Leverndale) | 211 6492 |
| Childline | 0800 1111 |
| Drugline Scotland | 0800 776600 |
| Family Planning Clinic | 211 8130 |
| Glasgow Association for Mental Health | 570 3077 |
| NHS Helpline | 0800 224488 |
| Royal Hospital for Sick Children | 201 0000 |
| Samaritans | 248 4488 |
| Shawbridge Alcohol & Drug Service | 636 0471 |
| Social Work Department | 287 1601 |
| Southern General Hospital | 201 1100 |
| Victoria Infirmary | 201 6000 |

Surgery Opening Hours:

MONDAY – FRIDAY 8:30am – 5:30pm
TELEPHONES ANSWERED 8:00am – 6:00pm

APPOINTMENTS 8.30am – 12:40pm
 2:00pm – 5:20pm

***PLEASE PRINT & KEEP THIS
INFORMATION FOR REFERENCE***