

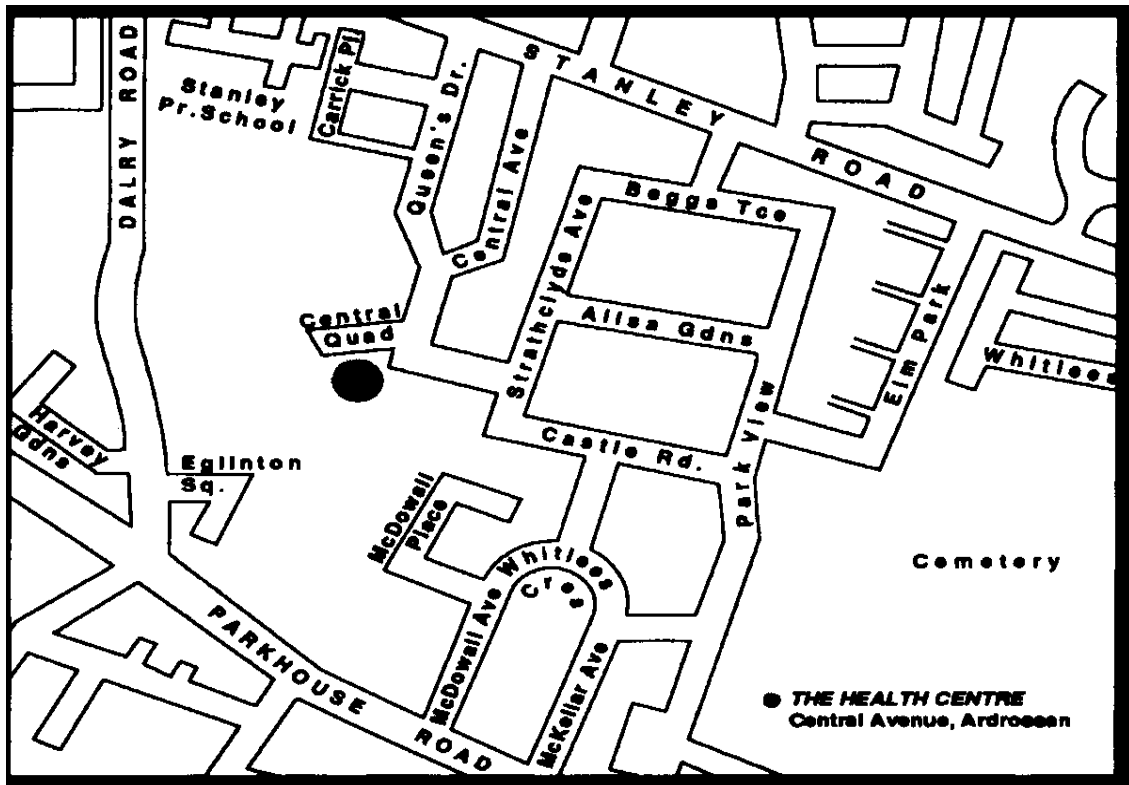
**DRS HAGGERTY, ADAMS, SWORD & EVES
THE HEALTH CENTRE
CENTRAL AVENUE
ARDROSSAN KA22 7DX**

TEL 01294 463838

Fax 01294 462798

www.ardrossanhealthcentre.co.uk

**EVENINGS, WEEKENDS & PUBLIC HOLIDAYS
please telephone 08454 24 24 24 for urgent medical
attention**



WELCOME

Ardrossan Health Centre serves the towns of Ardrossan, Saltcoats, Stevenston, Seamill and West Kilbride.

Our team includes 4 GP's, a Practice Nurse, a Healthcare Assistant, and Treatment Room Nurse as well as the Practice Manager and Administration Staff.

On occasion, we may have student nurses undertaking training within the practice. Patients are at liberty to request the student nurse does not take part in their consultation.

All the administration staff are experienced and will be pleased to help with matters such as appointments, messages to and from the Doctors, Doctors comments on test results, which clinic or professional you should see, etc.

In addition we have attached District Nurses, Health Visitors, Midwife and the services of the Community Clinics within the same building.

We offer a full general practice service and run clinics by appointment. For an appointment or further details please contact reception on 01294 463838.

At this medical practice we aim to treat all patients promptly, courteously and in complete confidence.

GENERAL PRACTITIONERS

Dr Gerard Haggerty
M.B. Ch.B (Glasgow 1978)
M.R.C.G.P. D.R.C.O.G. Diploma in Sports Medicine.
F.F.S.E.M. (Ireland) F.F.S.E.M. (UK)

Dr Steven Adams
M.B.Ch.B. (Belfast 1991) D.R.C.O.G.

Dr Linda Sword
M.B.Ch.B (Aberdeen 1994)
D.F.F.P. D.R.C.O.G.

Dr Sheila Eves
M.B.Ch.B. (Edinburgh 1989)
D.F.F.P. D.R.C.O.G M.R.C.G.P.

PRACTICE NURSE - MRS BARBARA ELLIOTT
RGN. RFN
Dipl. Asthma Studies
Registered for Diabetes, CHD, Cervial Screening clinical care

HEALTH CARE ASSISTANT - MANDY KERR

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information.

If you live in our Practice area and would like to register with us, please complete one of our registration forms that are available from reception. Registration is with the practice rather than an individual GP.

All new patients are invited to complete a medical questionnaire. Please hand completed forms to the receptionist who will then arrange for you to attend for a simple health check.

SURGERY HOURS

Monday – Friday 8.30am to 5.45pm. The GP's are available during these hours by appointment. Prebookable appointments are available for up to 4 weeks in advance.

Each day there are a certain number of appointments released at 8.30am for the GP's who are consulting that day.

Not all GP's consult every day of the week, so you may have to wait for a routine, prebookable appointment if you wish to see a particular GP, or be asked to call back on the days that GP consults.

Outwith these hours, weekends and public holidays the practice has an arrangement with NHS 24.

Please contact NHS 24 on 08454 24 24 24 or access general medical information on www.NHS24.com. If you use a textphone or are deaf or hard of hearing, you can call on 18001 08454 24 24 24.

HOME VISITS

Normally, we would expect you to come to us. If, however, you cannot visit us, a house call can be arranged. For a visit the same day, please call the surgery before 10.30 am. There are very few situations in which a visit to the surgery would harm you or your child.

EMERGENCIES

If something serious or life threatening occurs, the staff will arrange the fastest response from a Doctor. Minor accidents will be dealt with according to the severity of the injury. In the event you cannot contact the surgery dial 999.

YOUR MESSAGES FOR GPs AND PRACTICE NURSES

If you wish advice or to leave a message for a GP, or the Practice Nurse, the receptionist will take the details. The details will be passed to the GP's via our computer system, who will contact you directly. The GP's and Practice Nurse often make these return calls during breaks at lunchtime. Be prepared to give your contact telephone number and, if possible, a brief reason for your call. This is so the Doctor can prioritise all telephone advice calls.

For Community Nurses please telephone 01294 471251 or for other services, please make contact via Community Reception on 01294 463578

REPEAT PRESCRIPTIONS

We keep a record of the prescriptions you have repeated, and give you a counterfoil which you may tick, and hand or post to the receptionist. You may phone your request but you must name the medication you require. If you wish your prescription to be posted to you, please include a stamped, addressed envelope, or allow 24 hours for collection. Certain local pharmacies will collect prescriptions on patient's behalf – you will need to contact them for information.

You may also request repeat prescriptions via the online services link on the practice website. You can **ONLY** order medication items that are currently on your repeat prescribing record, i.e. that are listed on the right hand side of your last printed prescription. Please contact the surgery on **01294 463838** for other requests.

Our last check on this system will be at or around 1600 hrs (4.00 pm) daily; any requests received after this time will not be processed until the following morning i.e. a request submitted at 1800 (6.00 pm) on a Monday will be processed on Tuesday, and be issued by us on Wednesday. This 1 day period is "working days" and does not include weekends and public holidays. If you really need your prescription sooner than these time limits please do not submit an on-line request but call us as above.

CLINICS

We run a range of clinics as noted below. Please contact reception for details.

Children Vaccinations

Travel Vaccinations - Questionnaire downloadable from website

Asthma

COPD

IHD/Heart Disease

IUCD fitting, checking and removing

Implanon fitting and removal

Ring Pessary fitting and removal

Well Woman/Cervical Screening

Warfarin/DMARD Monitoring

Epilepsy

Flu Vaccinations (as per government guidelines)

Pneumococcal vaccinations (as per government guidelines)

Warts, Verrucas and Minor Surgery

Blood pressure monitoring

Nursing Home Reviews

Well patient checks – for all ages

Contraception – yearly reviews.

PATIENTS WITH PARTICULAR NEEDS

Each of our consulting rooms are accessible to patients using a wheelchair. We also have a parking space reserved for patients displaying a disabled sticker.

CARERS

If you are a carer please notify the receptionists, we may be able to offer you help and advice. You may also be entitled to receive a flu vaccination each year. You do not need to identify the person you care for. We have an information for carers leaflet which can be downloaded from our website.

PRIVATE SERVICES

There are several private services available at the surgery, which are not part of the NHS and thus a fee will be charged. These include insurance reports, Pre-employment or LGV license medicals, certificates for holiday cancellation insurance etc, Private sickness certificates, Freedom from infection certificates etc.

NHS DIRECT

NHS Direct offers free expert health information and advice 24-hours a day on 0845 24 24 24 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. If you use a textphone or are deaf or hard of hearing, you can call on 18001 08454 24 24 24.

ACCIDENT AND EMERGENCY/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

CONFIDENTIALITY

In order to maintain confidentiality, details of consultations and hospital or laboratory reports will only be given to the patient involved or to parents or guardians of children.

No information can be given to any other person without the patient's written consent.

Information about patients is stored on computer by the surgery, and registered under the Data Protection Act (1998). The practice may share your anonymised information with the Health Board for payment verification purposes.

ACCESS TO YOUR MEDICAL RECORDS

Under the Data Protection Act (1988) patients may request a copy of this data.

Details on how to request access is displayed in the waiting area and the reception staff have an information leaflet available. An access to records application form must be completed and a fee is payable. It is not possible to grant access immediately.

FAILURE TO ATTEND APPOINTMENTS

Due to the amount of wasted medical appointments, the practice has a policy which involves the Practice Manager writing to a patient when they have failed to attend two missed appointments within 6 months. This letter states that if the patient has another missed appointment within another 12 months, they will be removed from our Practice List.

There is a notice on display in the waiting area informing patients of the amount of wasted appointments and consulting times over the past three months.

New patients who fail to attend their first appointment will be removed from the list immediately.

SUGGESTIONS AND COMPLAINTS

We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. Speak to whomever you feel most comfortable – your GP or Practice Manager, M Anderson. In the majority of cases, concerns can be resolved quite easily.

However, if you feel that we have not dealt with the issues you have raised you can write to the Complaints Manager, NHS Ayrshire and Arran, Eglinton House, PO Box 13, Ailsa Hospital, Dalmellington Road, AYR KA6 6AB.

PATIENTS RIGHTS AND RESPONSIBILITIES

The Practice will aim to treat every patient as an individual with dignity, courteous, respect and confidentiality at all times irrespective of ethnic origin, religious belief, gender or sexual orientation, personal attributes or the nature of your medical problem.

In the return the Practice will expect our patients to treat our staff in a similarly respectful way, be on time for appointments, use emergency appointments for emergencies and not for routine care and notify us if you change any of your contact details. We take very seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent, or abusive, we will exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

NHS Ayrshire and Arran Contract Details and Primary Medical Services

Contact NHS Ayrshire and Arran
 Heathfield House
 Heathfield Road
 AYR
 KA8 9DX

Telephone: 01292 513823

Fax: 01292 513860

Email: Jacqui.McCall2@aapct.scot.nhs.uk

Point of Contact: Ms Jacqui McCall

Website: www.nhsayrshireandarran.com

NHS National Services Scotland (Practitioner Services)

Practitioner Services provide patient focused services such as the transfer of medical records between GP practices, assisting patients to access GP and dental practices, as well as assisting practitioners to maintain accurate and up-to-date patient registers.

For further information go to www.psd.scot.nhs.uk

THERE IS NO SMOKING ANYWHERE WITHIN THE HEALTH CENTRE

M ANDERSON
17th November 2011