# PATIENT INFORMATION

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**325 Strathmartine Rd**

**Dundee DD3 8NE**

**Telephone: 01382 812111**

**Fax: 01382 858315**

**Email: downfieldsurgery.tayside@nhs.scot**

**Website:** [**www.downfieldsurgery.co.uk**](http://www.downfieldsurgery.co.uk)

**WELCOME TO DOWNFIELD SURGERY**

The doctors and staff at Downfield Surgery are committed to providing the highest standard of patient-centred healthcare. We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including minor surgery, and well-person checks. We also offer private medicals including UK Oil & Gas, HGV and Taxi Medicals (although these are currently suspended due to capacity issues).

Situated on Strathmartine Road, the surgery covers primarily the DD3 and DD2 postcode areas (see map at end of leaflet). The surgery offers ample parking and is fully adapted for disabled access.

***OPENING TIMES***

The surgery is open from 8am to 6pm Monday to Friday, excluding Public Holidays and on certain training days which are publicised in advance. We also hold early morning surgeries every Tuesday morning.

***APPOINTMENTS***

GP appointments are available at Downfield Surgery between the hours of 9am to 12 noon and from 2pm to 5pm Monday to Friday. Due to capacity issues, appointments are done over the phone initially and if the GP or patient feels they need seen face to face, the GP will then arrange this. Most of our GP appointments are “on the day” appointments. However, we do have a limited number of appointments that can be booked up to 2 working days ahead. To book an appointment with a doctor either telephone the surgery on 01382 812111 or visit the surgery in person. Nurse appointments can be booked up to one week ahead.

**Extended Opening:** In addition to our normal surgeries, the practice offers early GP appointments on Tuesday mornings between 07:00 and 08:30 These appointments are available to all patients but are especially suited to workers or others who may find it difficult to attend during normal surgery opening hours. Like all other appointments these **must** be booked in advance. Very occasionally, due to annual leave or sickness, these early morning surgeries may be held on a different week day. These too are initially telephone consultation.

**Nurse Clinics:** We offer daily nurse appointments between the hours of 8.30am and 5.30pm Mon – Fri.

Nurse clinics and GP surgeries are all by appointment only

**WHEN WE ARE CLOSED**

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Should you require urgent medical advice when the surgery is closed please contact **NHS 24 Tel No 111** and your symptoms will be assessed by a nurse. If the nurse decides that you require contact with a doctor, the details of your consultation will be sent to your local Out of Hours service.

**However, in cases of emergency please dial 999. Chest pains and / or shortness of breath constitute an emergency.**

If you would like further information about NHS 24, please visit their website at [www.nhs24.com](http://www.nhs24.com/)

**Telephone Consultations:** You will be given a time frame within which the doctor will call you.

Please note, you must be available during this time to take the call as the GP will not have time allocated in their surgery to ring you again.

**Cancellations:** If you find that you are unable to keep your appointment you must contact us to cancel, giving as much notice as possible so that the appointment can be offered to someone else. If you fail to attend for a booked appointment we will record the missed appointment and write to you. Patients who consistently fail to attend appointments may be removed from our list.

If you are late for your appointment, the GP or practice nurse may not be able to see/speak to you.

**Home Visits**: Home visits are for those who are housebound due to illness or disability. If at all possible, please come to the surgery rather than requesting a home visit. Please remember that there are better facilities for examining and treating patients at the surgery, and that several patients can be seen in the practice in the time that it takes to make one home visit.

If you feel that a home visit is necessary, please try to telephone **before 10am** so that we can plan the visits as efficiently as possible. The reception staff will ask you for a contact telephone number and a GP will ring back to discuss further and assess.

**Students:** We are a university teaching practice and occasionally medical, nursing or health visitor students are attached to us for training. Your permission will always be requested before a student is present during a consultation. We are also a post grad teaching practice and will often have fully qualified doctors who are undertaking their 3 year GP training placement with us in practice.

We are very grateful to patients for your co-operation with this important element of student/post graduate teaching.

**Forms:** GPs are asked to complete lots of forms / paperwork on behalf of patients. Please do NOT book an appointment for this. Most forms, along with specific types of medicals, are not funded by the NHS and as such are classed as private work. You should hand any relevant paperwork into the reception along with your contact details. The surgery will get in touch with you once they have reviewed the paperwork, ascertained what is required and worked out the relevant fee.

***REPEAT PRESCRIPTIONS***

If you are on repeat medication, details of your required medication will be recorded on our computer system and you will be able to order these without having to be seen by your doctor each time.

Patients on regular medications can order these in the following ways:

* Online – Register with the surgery for Vision Online and you will then be able to order all you repeat medication online. For details of how to register, contact the surgery on 01382 812111 or download the form from our website [www.downfieldsurgery.co.uk](http://www.downfieldsurgery.co.uk)
* By Telephone – Please call the surgery on 01382 812111 and choose the appropriate option.
* In Person – Tick the items you require on the re-order slip attached to your prescription and hand it in to the surgery.
* By Post – Tick the re-order slip and post it to the surgery (please enclose a stamped SAE if you wish us to post it back to you.

Please allow 48 hours from when we receive your request until the prescription has been signed by a GP and is ready for collection at the surgery. If collecting prescription directly from a pharmacy you will need to allow additional time for prescriptions to reach the pharmacy.

***CLINICS AND SERVICES***

In addition to GP consultations, the practice provides a wide range of specialist clinics and healthcare services:

Chronic disease management clinics – including Asthma, COPD, Coronary Heart Disease, Diabetes and Hypertension

Cervical screening services

Contraceptive services including insertion of intra uterine contraceptive devices (IUCD) and contraceptive implants

Child health surveillance, together with the health visiting team

Keep Well Clinics

Minor surgical procedures such as joint injections

Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems

***TRAVEL VACCINATIONS***

If you are travelling abroad and require travel vaccinations, please contact the NHS Travel Vaccination service on 01382 423108 for further information. These vaccinations are no longer available within practices.

*NON-NHS SERVICES*

Certain services are not provided free of charge under the NHS and any request for these services will incur a charge in line with the British Medical Association recommendations. Examples of some of these services are shown below:

* Medicals for pre-employment
* HGV, PSV or Taxi medicals
* DVLA medicals
* UKOG – UK Offshore Oil and Gas Medicals
* Insurance claim forms and/or reports
* Power of Attorney / Guardianship
* Private sick notes
* Holiday cancellation forms
* Vaccination certificates

For more information and/or charges, please contact the surgery on 01382 812111

***TEST RESULTS***

The doctor or nurse who requests the test will check your results when they are received from the lab. We would only contact you if further action was needed (e.g. change to medication) or if the doctor wishes to see you. If you have not heard from us within 10 days of the test then feel free to ring the surgery to confirm that the results were indeed normal.

**Hospital Tests:** If the tests are carried out in hospital, it is the responsibility of the consultant looking after you to advise you of the results. He will write to us if further action needs taken and we will then get in touch with you. Always make sure we have your correct contact details, especially your telephone number.

**Confidentiality:** Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

***NEW PATIENTS***

The doctors welcome new patients who live within the practice boundary. To register with the practice you will be asked to complete a registration form. This can be collected from our reception area or downloaded from our website. Adults will be asked to attend a new patient medical and complete a new patient questionnaire. Please note that patients register with the practice and not with an individual GP. All patients can choose which GP they wish to see at each appointment, although for ongoing issues it is obviously best to see the same GP for continuity.

**Temporary Registration:** You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to permanently register with the practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

**CHANGE OF PERSONAL DETAILS**

Please keep us informed of any change to your name, address or telephone number (including mobiles) so that we can amend our records and notify the Health Board. Please note if you move house, we will have to check to see if your new address is still within our boundary. If it isn’t then you would have to register with a GP practice covering your new address.

**THE SURGERY TEAM**

Downfield Surgery is a partnership comprising of four partners and is contracted by NHS Tayside to provide General Medical Services.

***The Partners:***

**Dr Jane E Calvert**

MBChB DRCOG DCH DFFP MRCGP

**Dr Elizabeth A Doherty**

BSc(Hons) MBChB DFFP MRCGP

**Dr James Donald**

MBChB MRCGP

**Dr Kirstin Pearson**

MBChB DFFP MRCGP

***Salaried / Retainer GPs:***

**Dr L Ducat**

MBChB MRCGP

**Dr M Ismail-Zade**

MBChB MRCGP

***Practice Manager:***

**Anne Littlejohn**

SCQF 11 Operational Management

***Practice Nurses:***

Jerry Rufolo

Laura Logan

***Health Care Assistants:***

Arlene Meldrum

Sharon Sullivan

***Administrative Staff:***

Tracy Mulholland Kimberley Muir

Lynsey Thomson Kerry Buchan

Claudia Anderson Joyce Tivendale

Isobelle Vincent-Searle

Linda Anderson Wilma Douglas

***Attached Staff:***

Downfield Surgery works in conjunction with Health Board midwives, Health Visitors and Pharmacists. There is a team of District Nurses based within the surgery. The practice also benefits from support from Patient Assessment & Liaison Mental Health Service , Sources of Support, Listening Service and First Contact Physio.

***Community Nurses:***

Our team of District Nurses cover all aspects of nursing care in the home for housebound patients. They have a wide variety of nursing experience that ensures our patients receive a high standard of care. They may be contacted by telephoning 01382 740189 Mon – Fri 8am to 4.30pm or 01382 7402086 after 4.30 pm.

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**PATIENTS’ RIGHTS & RESPONSIBILITIES**

**As a patient of the NHS you have the following rights:**

You are entitled to receive health care on the basis of clinical need, regardless of your income

You are entitled to be registered with a General Practitioner (GP)

You are legally entitled to accept or refuse treatment as you see fit

You can refuse to be examined or treated in the presence of medical students

You can refuse to be involved in research trials

You are entitled to equal treatment regardless of race, gender, age or disability

You have the right to information on GPs in your area and the services they provide

You are legally entitled to make a complaint about health services

You have the right to confidentiality

You have a legal entitlement to view your health record

**As a patient you have the following responsibilities:**

To keep an appointment and arrive on time

Ensure that your address is correct at all times. If you move house, change address or telephone contact number, please inform the surgery

Treat all health care staff in a reasonable, courteous manner

Use emergency services in a responsible manner

Take care with medicines. Medicines are for one person only and should not be shared.

Unwanted medicines should be taken to a chemist for safe disposal.

**ACESS TO MEDICAL RECORDS**

All patients have a right of access to their medical records. If you wish access to your records, please ask to speak to the Practice Manager in the first instance.

Downfield Surgeryprocesses personal identifiable information that relates to patients and is therefore required by law to comply with the General Data Protection Regulations (GDPR), which protect your privacy and ensure that your personal information is processed fairly and lawfully.

The personal information we use includes information that identifies you like your name, address, date of birth and postcode etc.

We take care to ensure your personal information is only accessible to authorised people. Our staff has a legal and contractual duty to keep personal health information secure, and confidential. The following security measures are in place to protect personal information:

* All staff undertake training in Data Protection and IT Security
* Compliance with NHS Scotland Information Security Policy
* Organisational policy and procedures on the safe handling of personal information
* Access controls and audits of electronic systems

For more in depth information on this subject, please ask the Surgery for a copy of our Data Protection Notice, which can also be downloaded from our website.

**PHYSICAL / VERBAL ABUSE**

If a patient is violent towards any staff member, or another patient whilst in the surgery, we will immediately notify the Health Board and request that the offending patient is removed from our list.

Any patient being verbally abusive towards any staff member will receive a final written warning and will be removed from our list should there be further instances of this.

**COMPLAINTS**

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 wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception and a complaints form can also be downloaded from our website.

**CONTACT DETAILS**

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Dundee

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