THE GREEN PRACTICE

Whitefriars Surgery
Whitefriars Street
Perth PH1 1PP
Telephone: 01738 627912
Fax: 01738 643969
Repeat Prescriptions (24 Hours): 01738 620012
www.greenpracticeperth.co.uk

• Dr D T Carey • Dr J R Hamilton • Dr N A Moloney •
• Dr S A Elliott • Dr D N A Smith • Dr J Crichton • Dr L Cormack •
WELCOME to THE GREEN PRACTICE WHITEFRIARS SURGERY

PRACTICE HISTORY
We are one of the longest established practices in Perth. In 1981 we moved from Atholl Place to Drumhar Health Centre. During 1996 we moved to a new purpose-built surgery called Whitefriars Surgery. The partnership holds a number of hospital attachments and advisory appointments. Our main concern is your care and, as far as possible, we like to maintain a service based on the traditional values of Scottish family medicine. In the 21st Century we are well aware of the need for greater efficiency and many of our practice methods are geared towards this.

THE PRACTICE
The practice is a training and teaching practice, which means that we often have a doctor and a medical student coming to us for up to one year's experience in general practice. Occasionally it may be necessary to have some video recording consultation as part of their on-going training. These will only be organised with a patient's consent and we don't mind if you decline to participate in this experience. The video recording consultations are used only for training and teaching purposes. If you wish to see a doctor alone then please tell the receptionist as this is not a problem.

The surgery is located in Whitefriars Street, off Riggs Road. There is parking within the grounds, including disabled parking. The building is easily accessible to the disabled with all the practice facilities at ground level. There are play areas within the waiting areas. We operate an appointment system for all our surgeries. Please telephone or look in to make an appointment.

Receptionists are present Monday, Tuesday and Thursday 8.00am to 7.30pm, on Wednesday 8.00am to 6.00pm and Friday 8.00am to 6.30pm. Part of the purpose of this booklet is to help you make the most effective use of the services available to you in this practice.

Visit our website: www.greenpracticeperth.co.uk
THE PRACTICE TEAM

PRACTICE MANAGER
Derek Hope

OFFICE MANAGER
Nicola Nicolson

RECEPTIONISTS
Muriel McInnes    Louise Comerford    Kate Fleming
Laura McPhail    Michelle Robertson   Paula Potter
Jo Elliott       Heather Hutt          Wendy Penman

The reception team is there to help you to access the services that you require.

HEALTHCARE ASSISTANT
Jan Jackson

PRACTICE NURSES
Katrina Blacklaw  Arlene Earaker  Annie Coorey

HEALTH VISITORS (01738 445173 - 24 HRS)
Virette Swift     Fiona Duncan

DISTRICT NURSE (01738 445163 - 24 HRS)
Vicky Park

SENIOR STAFF NURSE
Yvonne Young

STAFF NURSES
Karen Cobb

THE MIDWIVES
The midwives' telephone number is 01738 473274. The emergency number is 01738 473425.

FACILITIES FOR THE DISABLED
We have disabled car parking and the surgery has all the consulting rooms on the ground floor; we have full access for all disabled needs.

DOCTORS

There are three male doctors and three female doctors in the practice.

Dr Daniel T Carey                         Dr Steven A Elliott
MB ChB BAO DCH DGM FRCGP                 MB ChB DRCOG DCH FRCGP
(Dublin 1988)                             (Dundee 1994)

Dr Noirin A Moloney                   Dr Julia R Hamilton
MB ChB BAO DCH Dip Pall Med             MB ChB BAODCH DFSRH MRCGP
(Dublin 1988)                            (Belfast 1990)

Dr Daniel N Smith                        Dr Jane Crichton
MB ChB MRCGP                             MB ChB MRCGP DCH DFSRH DRCOG
(Dundee 2003)                             (Aberdeen 1998)

Dr Lesley Cormack
MB ChB BMSc Forensic and Legal Medicine (Dundee) 2010 MRCGP
(Dundee)
CONSULTING DAYS

Monday
Dr Carey
Dr Hamilton
Dr Elliott
Dr Smith
Dr Crichton

Tuesday
Dr Carey
Dr Elliott
Dr Smith
Dr Crichton
Dr Cormack

Wednesday
Dr Carey (am only and off all day every 3rd Wed)
Dr Hamilton
Dr Moloney
Dr Elliott (am only and off all day every 3rd Wed)
Dr Smith (am only and off all day every 3rd Wed)
Dr Cormack

Thursday
Dr Carey
Dr Moloney
Dr Smith
Dr Elliott
Dr Cormack

Friday
Dr Carey
Dr Hamilton
Dr Moloney
Dr Elliott
Dr Smith
Dr Crichton

SURGERY OPENING HOURS
Monday, Tuesday and Thursday 8.00am - 7.30pm, Wednesday 8.00am - 6.00pm, Friday 8.00am - 6.30pm. We are closed between 12 noon and 1.30pm every Wednesday for staff training.
CLINICS AND HEALTH PROMOTION
The practice runs a range of different clinics which include diabetes, COPD, Asthma, chronic heart disease (CHD), blood pressure (hypertension) and wart clinic (cryotherapy – every 4th Thursday) and travel advice & vaccinations. These clinics run throughout the week, and should you wish to make an appointment please contact our reception.
There are also clinics run by the Health visiting team for Childhood immunisation & a Health Visitors clinic. Please see your health visitor for an appointment.

ANTENATAL CARE
A full antenatal service is available in normal surgery hours from all the doctors and community midwives.

CONTRACEPTIVE SERVICES
These are provided during normal surgery hours by all the doctors and practice nurses.

TRAVEL VACCINATIONS
We are happy to advise on, and provide you with, immunisation for travel. These are sometimes available on the NHS. A fee may be charged for them otherwise.

CERVICAL SMEARS, NEW PATIENT SCREENING AND MINOR SURGERY PROCEDURES
These are also carried out during normal consulting hours. Please arrange with the receptionist.

HOME VISITS
Home visits may be made to patients who are too unwell to attend the surgery. Please make requests for home visits by 10.00am whenever possible. It is helpful to the doctor if the patient can give the receptionist some indication why the home visit is required so that the doctor can see to urgent cases first. A doctor may call you back to clarify the need or urgency of a home visit.

OUT-OF-HOURS COVER
In the evenings and at weekends NHS 24 provides the emergency cover. The telephone number is 111. Please only use this service for problems that cannot wait until the next working day. If it is an emergency and you are having difficulty contacting NHS 24, please dial 999.

REPEAT PRESCRIPTIONS
The repeat prescription telephone number is 01738 620012. You may call this number, hand in a medication slip to the surgery or send in a stamped, addressed envelope for return, or by email through our website.
www.greenpracticeperth.co.uk. Please allow at least 48 hours as we require this time to process prescriptions. We can also have your prescription sent directly to the chemist of your choice, if you sign a mandate at the chemist. Drugs supplied are monitored by computer and from time to time it will be necessary to call you into the surgery to review your treatment. Repeat prescription requests are dealt with Monday to Friday.

**APPOINTMENTS**

To make an appointment either telephone the surgery on 01738 627912 or call into reception. We have changed the doctors' appointment system, and are offering appointments on the day that you require them. It is also possible to pre-book an appointment four weeks in advance. It may be appropriate for your query to be dealt with by the doctor over the telephone, and the receptionist will be able to advise you of a time when the doctor will contact you or offer you a telephone consultation. Please report to reception on arrival.

If you cannot keep an appointment for any reason, please let the surgery know so that we may offer it to another patient.

Following a brief discussion of the problem you may be offered:

- A routine appointment with a GP or nurse
- A house call
- A GP telephone consultation
- Referral to the district nursing team if appropriate
- Referral to the health visiting team if appropriate
- Referral to the practice pharmacist if you have a specific query about medication

**Requests for same-day appointments or house calls should be made before 10.00am where at all possible.**

This will ensure that your problem is dealt with as swiftly as possible. We hope that our system will allow us to deal with your request for help more rapidly and ensure that the most appropriate member of the practice team assists you.

**Same-day appointments should only be requested if you feel you have an urgent problem that requires prompt assessment or if you have an ongoing illness and your symptoms have changed or deteriorated in the last few days.**

**Same-day appointments should not be requested for routine problems, fit notes or repeat prescriptions.**
RESULTS/ENQUIRIES
Can you please call for results and general enquiries after 2.30pm as the telephone lines will be less busy.

IMPROVED SERVICE
It is your responsibility to inform us if you change your name, address or telephone number.

TELEPHONE CONSULTATIONS
We have a number of telephone consultation slots available each day, and there may be times when you would find it more convenient to seek advice from a doctor over the telephone. The receptionist will arrange a suitable time for the doctor to phone you back.

PATIENT TRANSPORT SERVICES
This service is supplied by the Scottish Ambulance Service. To arrange transport for HOSPITAL APPOINTMENTS ONLY call 0300 123 1236. To cancel a transport request call 0800 389 1333 between 9.00am and 5.00pm Monday to Friday.

GENERAL NURSES’ CLINIC
The nurses run general clinics in the treatment rooms and you can book an appointment with the receptionist. They offer a whole range of services including:
• Dressings
• Blood tests
• Dietary advice
• Smoking cessation
• Contraception advice
• Blood pressure testing
• Diabetic clinic
• Hypertension clinic
• Asthma clinic
• CHD clinic
The nurses also offer travel advice and vaccinations but this is outside the remit of the NHS, therefore please check the charge for this at reception.

PREVENTIVE MEDICINE
Patients with long-term conditions, such as diabetes, asthma and high blood pressure, are offered regular appointments for assessment and discussion, and any necessary adjustments in their treatment.
On reaching adulthood you will be offered our well man and well woman screening sessions with our practice nurse, who will, through a health questionnaire and examination, identify so-called “risk factors” of all the common major diseases. Built into this programme for our female patients, is the cervical smear screening, where a smear of cells of a woman’s cervix (the neck of the womb) is checked for the presence of pre-cancerous changes. This we carry out every three years. Patients with long-term conditions, such as diabetes, asthma, cardiac disease and high blood pressure, are offered regular appointments for assessment and discussion, and any necessary adjustments in their treatment.
LIFESTYLE
Those who wish to adopt a healthier lifestyle will be offered advice on how to lose weight, stop smoking or drinking and achieve greater fitness. We try to encourage, not to preach! For most of these, invitations will be sent out when each patient is due to be seen, but if anyone is in any doubt then a quick talk to the practice nurse should sort out any problems.

AREA OF PRACTICE
The geographical area covered by the practice extends to about an eight mile radius from the city centre. In cases of doubt, please discuss with our Practice Manager who will be happy to help. A map showing the boundaries can be seen in the health centre and on the back cover of this booklet.

COMPLAINTS PROCEDURE
Sometimes misunderstandings can happen. If you have a problem with any of the services or staff please contact the practice manager in writing or pick up a complaints procedure leaflet at reception. Complaints will be investigated promptly and thoroughly and you will be informed throughout of conclusions or actions taken.
If you are not satisfied with the outcome of our internal investigation, or if we are unable to deal with your complaint, there is an NHS-wide complaints leaflet, copies of which can be obtained from the Complaints and Advice Team at Ninewells Hospital.
STILL UNHAPPY?
If you are still unhappy after the NHS procedure has been exhausted, you can ask the Health Service Commissioner (the Ombudsman) to investigate your case. The Ombudsman is totally independent of both the NHS and the Government. As well as complaints about NHS services, he can look into any misgivings you may have about how the complaints procedure itself is working.
Please remember, however, that the Ombudsman is not obliged to investigate every complaint made to him and in general he will not take on a case which is being dealt with by the courts.
He can be contacted in writing or by phone at:
The Ombudsman
The Health Service Commissioner for Scotland
Ground Floor
1 Atholl Place
Edinburgh EH3 8HP
Visit our website: www.greenpracticeperth.co.uk

SUGGESTIONS
If you have any suggestions which may improve our service, please drop us a line in writing and hand into reception, or if you prefer, send an email to whitefriarsgreen.tayside@nhs.net or contact the practice manager.

CONFIDENTIALITY
Our staff are trained in keeping all information strictly confidential. Laboratory results will only be given to patients themselves or to the parents of minors.

HOW TO REGISTER WITH THE PRACTICE
We are happy to register new patients who reside within the practice area (see map on the back cover). Please contact the practice by telephone or come into the surgery where our Receptionist will advise. You will be required to complete our “Application to Register Pack” and produce 2 forms of I.D. - photo I.D. (if you have one) and a document with your current address. We will then issue you with a new patient appointment with a practice nurse who may arrange a new patient appointment with a GP.

OUR RESPONSIBILITY
We are committed to giving you the best possible care and advice. You will be treated as an individual and given courtesy and respect at all times.

The information regarding you is stored on paper or electronically. We need to use some of your personal health information for administration purposes in order to receive payments for services provided to you. The use of your personal health information is covered by the Data Protection Act, which gives you a number of rights, including a right to access the information that we hold about you.

All staff adhere to the rules governing patient confidentiality.

We make every effort to ensure that you receive that information which directly affects your health and wellbeing.

People will give you their names and ensure that you know how to contact them.

We will try to answer the telephone promptly and ensure that the staff are pleasant in dealing with you.
YOUR RESPONSIBILITY
Please be punctual for your appointments as late arrival can cause delays and inconvenience for other patients. Please ask for more than one appointment if you want more than one patient to be seen. If you have to telephone between 8.00 - 10.30am, please keep your call brief as this is the busy time.
You are responsible for following the medical advice offered and any medication as advised; please ask any questions if you are unsure of anything. If a patient is violent or abusive toward any of our health professionals or practice staff, we do have the right to remove patients from our list immediately. We also have the right to remove patients who repeatedly and persistently ignore their responsibilities to us and to other patients.

INSURANCE AND MEDICAL EXAMINATIONS
(NOT COVERED BY NHS)
The receptionist will arrange an appointment for you to see the doctor. There is a charge for this service; please check with the receptionist when booking your appointment.

REMOVAL OF PATIENTS FROM THE PRACTICE
The doctors have the authority to remove a patient if they are violent or aggressive to any member of the team. In the case of violence toward the doctors or staff, patients will be removed immediately. All verbal or aggressive behaviour to staff will be reported to the practice manager who will keep a record of all incidents. No abuse to staff, verbal or physical, is acceptable.

FREEDOM OF INFORMATION – PUBLICATION SCHEME
The Freedom of Information Act (Scotland) 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available. This scheme is available from reception.
SELF TREATMENT OF COMMON ILLNESSES

BACK PAIN
Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

BURNS AND SCALDS
Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

COUGHS, Colds AND Sore Throats
No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

DIARRHOEA AND VOMITING
Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist

EARACHE
Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

HEAD LICE
Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

THREADWORMS
All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

HEAD INJURIES/CONCUSSION
Most bumps on the head cause no damage. A slight headache can be helped with paracetamol.
If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

**SPOTS**
Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

**INSECT BITES/STINGS**
Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

**NOSE BLEEDS**
Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

**SPRAINS**
R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

**SUNBURN**
Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.

**THE FAMILY MEDICINE CHEST**
Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

**PARACETAMOL TABLETS**
For adults and older children. Good for headaches, colds, sore throats and painful bruises.

**PARACETAMOL MIXTURE**
For relief of pain or fever in young children.

**SEDATIVE COUGH LINCTUS**
Seek the advice of your normal chemist.
MENTHOL CRYSTALS
Add to hot water to make steam inhalations for treating stuffy noses, catarrh and dry or painful coughs.

VAPOUR RUB
Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose. otherwise without the prior written permission of the publisher.

ANTISEPTIC SOLUTION
One teaspoon diluted in warm water for cleaning cuts and grazes.

ANTISEPTIC CREAM
For treating septic spots, sores in the nose and grazes.

CALAMINE LOTION
For dabbing (not rubbing) on insect bites and stings and sunburn.

DRESSING STRIPS
For minor cuts.

3" WIDE CREPE BANDAGE
To keep dressings in place. To support sprained or bruised joints.

COTTON WOOL
For cleaning cuts and grazes.

TWEEZERS
For removing splinters.

Remember that your local chemist can give you advice about medicines.
This map above is to illustrate the general area we serve and should not be used to decide if your home address is within our boundary. Our website has an accurate OS map that will provide detailed information about whether your home is within our boundary.

**USEFUL TELEPHONE NUMBERS**

- **Perth Police** 999 (emergency only) or 101 (non-emergency)
- **NHS24** 111 (free phone number)
- **Perth Royal Infirmary** 01738 623311
- **Murray Royal Hospital** 01738 623311
- **Social Work Department** 01738 475000
- **Samaritans** 01738 626666 or 08457 909090
- **Alcoholics Anonymous** 0845 7697555
- **Citizens Advice Bureau** 01738 450580
- **Perth Association for Mental Health** 01738 639657

Visit our website: [www.greenpracticeperth.co.uk](http://www.greenpracticeperth.co.uk)