

Greenlaw Surgery

Patient Information Leaflet



**Greenlaw Surgery
Duns Road
Greenlaw
TD10 6XJ**

**Telephone 01361 885161
Repeat prescription 01361 885161 (option 2)**

Out of Hours Care (NHS 24)-111

Welcome to the Greenlaw Surgery

Please read this important information about our practice to help you make the most of our services.

Practice Area

The practice area covers 7.0 road miles from Greenlaw Surgery TD10 6XJ.

Patients who move out of our practice area will be advised to re register with a new practice as soon as possible.

Surgery Facilities

The surgery has full disabled access and facilities.

A baby changing unit is available.

There is a hearing loop available at reception and in the consultation rooms for patients with hearing aids. Please ask if you wish to use the hearing loop.

Registration

To register with the practice you need to fill in a registration form (available from reception) and provide some form of photo ID. You will then be asked to make a new patient appointment with the practice nurse. For this appointment you will need to bring a urine sample (urine containers available at reception or the pharmacy) and evidence of any medications you are currently taking.

Your registration will be with Greenlaw Surgery.

Students

Greenlaw Surgery is not a training practice, however on some occasions the midwife or health visitor may have a student in attendance. There is no obligation for this student to be included in your consultation.

Smoking

Greenlaw Surgery operates a strict no smoking policy on any of its grounds (including the car park), this policy extends to e cigarettes.

Who we Are

Based at Greenlaw Surgery

Contact number 01361 885161

Senior Partner	Dr Laura Gillan
GP Partner	Dr Graham Sutherland
Practice Nurse	Stella Lathangie
Practice Manager	Catherine Cotton
Assistant Practice Manager	Emma Smail
HCA/Receptionist	Dawn Darling
HCA/Receptionist	Morag Cairns
Receptionist/Secretary	Gina Davies
Receptionist	Tracy Burn
Domestic	Cath Cairns

Based at Coldstream Health Centre

Contact number 01890 885288

Health Visitor
District Nurse Team

Based at Kelso Health Centre

Podiatrist
Community Health Care Team
Midwife

Contact number 01573 223001

Doctors

Dr Laura M Gillan (Née Macfarlane), MBChB DRCOG DFFP registered as a Medical practitioner in Aberdeen 1992.

Dr Graham Sutherland - MBChB MRCGP registered as a Medical Practitioner in Edinburgh 1990.

Practice Nurse

Stella Lathangie will monitor patients on long term medication and those with chronic conditions such as diabetes, asthma and COPD. She will assist the GP's with minor surgery. Stella also performs cervical smears.

Health Care Assistant

Dawn & Morag perform new patient checks, blood pressure checks, ECG, dressing changes, routine blood tests.

Admin Team

Emma, Dawn, Gina, Morag & Tracy will be your first point of contact at the surgery. They deal with all surgery and clinic appointments, requests for home visits and repeat prescriptions. They will help with any queries you may have.

Surgery Hours

The surgery is open from 8 am—6 pm Monday to Friday. To make an appointment please book online (24 hours) , call into the surgery or phone 01361 885161 (during surgery hours). **All surgeries are by appointment only.**

Morning Surgery—mainly pre bookable until clinic is full & a limited number of on the day morning appointments.

Afternoon Surgery the majority of appointments are booked on the day. To be as flexible as possible there are now a limited number of pre bookable PM appointments available in advance. Wednesday Afternoon appointments are **EMERGENCY ONLY**

Evening Surgery appointments must be pre booked in advance. The surgery holds 2 evening clinics per month from 6pm. Please ask the receptionist for details. These clinics are aimed at those patients who find it difficult to attend the surgery during normal surgery hours. Patients must pre book an appointment. There will be no reception cover or telephone access to the surgery after 6pm.

Telephone Consultations are available each day. Please ask the receptionist.

Monday – Friday Approximate Clinic Times

8.30 – 11.00 am □ 3.30 – 5.30 pm (These hours may change to accommodate other clinics).

Sessions Worked by GP's and Practice Nurse/Health Care Assistant

Mon	Tue	Wed	Thur	Fri
Dr Gillan	Dr Sutherland	Dr Gillan/ Sutherland (alt weeks)	Dr Gillan	Dr Sutherland
	AM CTAC /HCA	0845-1600 Nurse	AM HCA	AM HCA

Although we try to keep our appointments system running to time there will be occasions when we run late. To help prevent this we would be grateful if you could limit the number of problems discussed during a consultation to two. Please do not ask to discuss another member of your family during your appointment time, separate appointments need to be booked for each patient.

Please remember to cancel your appointment as soon as possible if you cannot attend so that it can be offered to another patient.

Surgery Information

Home Visits

If you are unable to get into the surgery and require a home visit, please phone the surgery **before 10.30 am** where possible.

Statement of Fitness for Work

If you are unwell and are unable to work you do not need to attend the doctor for a certificate until you have been off work for 5 working days. For periods of sickness less than this, you should obtain an **SC2** form from your employer or from the surgery. For longer periods of sickness you will need to see the doctor for a medical certificate.

Out of Hours Medical Cover

Out of hours medical care is organised by NHS Borders. For urgent medical advice or attention out of surgery hours please call NHS 24 on **111**

Prescription Policy

Ensuring prescriptions are ordered in time is the patient's responsibility.

We have a 24 hour prescription line at the surgery **01361 885161 (option 2)** all telephone orders for prescriptions **MUST** be left on this answer phone, we will not take any orders over the surgery telephone. Prescription requests left on the answer phone are dealt with morning and afternoon each day the surgery is open ready for the morning and afternoon pharmacy collection.

If you do not wish to ring the prescription line please hand in your repeat prescription slip to the surgery or Greenlaw pharmacy or write down your request and hand it in to the surgery or post it to us.

Ordering of prescriptions can also be done online via **EMIS ACCESS**. If you wish to register for this service please ask at the reception desk for a registration form.

Greenlaw surgery will send prescriptions to **Greenlaw Pharmacy, Duns Pharmacy** or **Gordon** at your request, if you require your prescription to go anywhere else you must send a stamped address envelope.

If you are out of the area and have forgotten or run out of your medication you will need to either; send us an **SAE** and detail what medications you require, we will then post the prescription to you. Alternatively if you are out of the area and do not wish to do this you will need to see a GP locally as a temporary resident and request a prescription from them. It may be worthwhile checking with the local pharmacy first as they can provide an emergency supply of some medications.

Under no circumstances will we fax a prescription to an out of area pharmacy

Greenlaw Surgery Clinics/Services

Antenatal

The midwife will provide antenatal care. The midwife is based at Kelso Health Centre.

Baby Clinic & Child Health Surveillance

Every child under 5 years old will be seen regularly by the health visitor to check their health and development.

Carers

The practice offers help and support for carers. If you provide unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without your help then please let a member of staff know.

Further advice and support for carers of all ages can be found at **www.borderscarecentre.co.uk**

Cervical Smears

Cervical Smear Clinics are run by the practice nurse. Eligible patients from 25—65 years old will be called by SCCRS (Scottish Cervical Call Recall System) every 5 years or as required.

Chiropody

Our podiatrist holds clinics at Kelso Health Centre for those patients who are eligible. Self referral forms for podiatry are available from reception.

Chronic Disease Clinics

Clinics are held throughout the year for all eligible patients. These include: Asthma, COPD, Diabetes, Epilepsy, Heart Conditions, Hypertension and Mental Health Problems.

Family Planning

We provide a range of family planning advice and care including fitting of implants. Please make an appointment with the GP to discuss.
For coil fitting contact the Borders Sexual Health Clinic on 01896 663700

Greenlaw Surgery Clinics/Services

Flu Clinics

Flu vaccinations are run each year between September and March. All flu immunizations are now run by Borders Health Board. The surgery will no longer hold any flu clinics.

General Health Checks

Patients not seen within the previous three years may request an appointment with our practice nurse or GP for a general check on their health.

Patients aged 75 or over may request a similar appointment. This can be undertaken in the home if the doctor decides it would be more appropriate in light of the patient's medical condition.

Wellbeing Advisor

The Wellbeing advisor is available to discuss health and lifestyle issues including weight and fitness issues. If you would like to contact the lifestyle advisor please ask at reception. You can self refer to the lifestyle advisor.

Minor Surgery

We perform a range of minor surgical procedures here in the surgery. Please make an appointment to discuss with the GP.

Physiotherapist

The practice has a first contact physiotherapist for all muscle and joint related problems. Please ask at reception for details. You can self refer to this clinic.

Routine Immunisations

As of October 2021 immunisations clinics will be run by Borders Health Board. This includes baby immunizations.

Smoking Cessation

If you would like help to give up smoking this is available at the local pharmacy or with the lifestyle advisor.

Travel Immunisations

From October 2021 travel clinics will be run by Borders Health Board and not the surgery.

Wart Clinic

A liquid nitrogen clinic is held by the practice nurse/GP if required.

Patients' Rights and Responsibilities

Your Rights

Everyone has certain rights. You have the right to:

- Receive treatment from a general practitioner (please refer to section titled GP services)
- Receive information on health services
- Have your treatment explained to you
- Refuse to be treated in front of students or be involved in medical trials
- Have access to an interpreter or signer
- Confidentiality
- Have access to emergency medical care
- Complain without fear of subsequent discrimination
- Have access to contraceptive and maternity services
- Receive treatment regardless of your race, gender, age, social class, religion, sexual orientation, appearance, disability or medical condition

Your Responsibilities

You can help yourself and health care staff by doing the following:

- Be on time for appointments
- Tell the surgery or clinic if you cannot keep an appointment
- Tell your GP, or any hospital you are attending, if your address or telephone number change
- Use emergency services responsibly
- Treat health care staff politely
- Pass on your comments to healthcare staff
- Take care with medicines. Do not use medicines which are out of date; your pharmacist can safely dispose of these for you

Problems

We hope that we provide a good service. However, if things do go wrong and you have an issue you wish to discuss or a complaint, please ask to speak to Catherine Cotton, Practice Manager. Alternatively, The NHS Scotland Complaints Handling procedure leaflet is available in the waiting room or please ask at receptionist for a copy.

There is a suggestions box situated in the waiting room for any comments or suggestions you wish to make anonymously.

GP Services

You have the right to be registered at a surgery and receive NHS treatment from a GP. Ask your preferred surgery if you can be registered on their list. GP's can refuse to register you if you are out of their practice area.

Unacceptable, aggressive or violent behaviour from patients is not acceptable under any circumstances and may result in their removal from our list. We will normally discuss the problem with the patient and if removal from the list is appropriate, we will provide a written reason. The patient will be expected to register with another practice.

You can get a list of GP's in your area from; NHS Borders, Newstead, Melrose, TD6 9DB, Tel 01896 825500, www.nhsborders.org.uk

Data Protection Act 1998 & General Data Protection Regulation 2018

For the purpose of your present and future treatment, your personal and care details will be documented and used to your benefit. These details may be on paper (your medical records) or on computer. At all times great care is taken to ensure that high standards of confidentiality are maintained in respect of records held.

There may at times be other healthcare professionals looking at your records for the purpose of improving your care, or for reasons of audit, planning or research.

At all times confidentiality is maintained.

The Data Protection Act 1998 gives you the right of access to your information held in both electronic or on paper records. You may ask your Doctor to see the records about your health.

General Data Protection Regulation 2018

The GDPR is Europe's new framework for data protection laws – it will apply from 25th May 2018 and replaces the previous 1995 data protection directive, which current UK law is based upon.

When the Data Protection Act 1998 was written we didn't have the uses of data that we have now via the internet and services, such as Facebook and Google.

The new legislation is designed to "harmonise" data privacy laws across Europe as well as give greater protection and rights to individuals. It includes new rights for people to access the information companies hold about them, obligations for better data management for businesses, and a new regime of fines.

The practice already complies with the **Data Protection Act (1998)** and the new legislation will strengthen many of the principles we adhere to.

What is personal data?

Personal data is information that is related to a single person, such as their name, age, medical history, etc

What is consent?

Consent is permission from you. An individual's consent is defined as:-

- Any freely given
- Specific and informed
- Indication of their wishes by which the data subject (you) agrees to relevant personal data being processed

The changes in GDPR mean that we must get explicit permission when using your data **for purposes other than care directly related to your health**. This is to protect your right to privacy and we may ask you to provide consent to do certain things like send you general healthcare information not specific to you.

You have the right to withdraw consent at any time.

For further information about how the practice complies with GDPR please ask at reception for full a copy of the Greenlaw Surgery Privacy Notice.

Non NHS Services

Non NHS services are available on request. These include;

- HGV/LGV medicals £90.00
- Filling out of insurance forms from £30.00—£150, depending on content.
- Renewal of Firearms/Shotgun Certificates £20.00
- Passport applications £30.00
- Various letters—housing, fitness to travel & carry medication etc from £30.00 depending on content.

Useful Information

Public Holidays 24/25

Monday 1st January 2024
Tuesday 2nd January 2024

Monday 1 April 2024 (Easter Monday)
Monday 6 May 2024
Monday 15 July 2024
Monday 14 October 2024
Wednesday 25 December 2024
Thursday 26 December 2024

Wednesday 1 January 2025
Thursday 2 January 2025

**For urgent medical attention out of surgery hours please contact
NHS 24—111
<http://www.nhs24.com>
www.nhsinform.scot**

**Textphone for users with hearing and speech difficulties
1800 1084 54242424**

Useful Telephone Numbers

Borders General Hospital	01896 826000
Borders Sexual Health Clinic	01896 663700
Coldstream Community Nurses	01890 885288
Dental Enquiry Line	0845 3000930
Duns Pharmacy	01361 883753
Greenlaw Pharmacy	01361 810684
Greenlaw Surgery	01361 885161

SAVE TIME BY SEEING THE RIGHT PROFESSIONAL

PHYSIOTHERA-

Do you need help with a muscle or joint problem?
Is it interfering with your life or work?
To self refer phone the musculoskeletal advice and triage service on 0800 917 9390

PHARMACY

Pharmacists are qualified to provide advice and treatment for the following:-
- Coughs & Colds - Conjunctivitis for those aged over 1 year - Constipation
- Warts & Verrucas - Sore throats & earache for less than 3 days -Smoking cessation
- Hay Fever - Mouth ulcers - Dry skin, nappy rash, small patches of impetigo
- Bruises, insect bites & sunburn - Emergency contraception - Head Lice - Thrush
- Cold sores - Pain relief - Piles - Athletes Foot - UTI

DENTIST

Any condition affecting your teeth and gums, NHS dentists will provide an examination free of charge and can prescribe appropriate medication or refer to a hospital dentist if required. The emergency dental telephone number is 0845 300 0930

OPTICIAN

All eye problems should be seen by an Optician first. They have the specialist knowledge and equipment to diagnose and treat eye conditions. You are entitled to have your eyes examined for free by an Optician who provides NHS services, and they can refer you on to the eye hospital if required.

PODIATRY

You can make a self referral to podiatry by going to www.nhsborders.org and select 'P' and select Podiatry and click on the link to a self referral form. Forms are also available from your local GP Practice.

WELLBEING SER-

The Wellbeing service offers support to people who wish to improve their lives in one or more of the following areas:-
1. Mental health and wellbeing 2. Being more active
3. Eating more healthily 4. Quitting Smoking
You can make a self referral to the Wellbeing service by going to their website at www.nhsborders.scot.nhs.uk/wellbeing or by phoning 01896 824502 or email wellbeing@borders.scot.nhs.uk.

SEXUAL

Patients can contact the following numbers directly to request appointments for coil and nex-planon fittings/changes or indeed for any sexual health and contraception query. Clinics in Hawick and Galashiels and call between 9am – 1pm Tel : 01896 663700

DRUGS/

There are 3 drug and alcohol services in the Scottish Borders and they all accept self referrals.
Addaction Borders Tel 0800 028 6664
NHS Borders Addictions Service Tel 01896 664430
Action for Children Tel 01896 750173

OTHER USEFUL

NHS 24 – 111
Borders General Hospital – 01896 82 6000
Social Work SBC – 01835 82 4000
NHS Inform - www.NHSinform.scot
Citizens Advice – 0800 917 2127

Additional Services at Greenlaw Surgery

The following staff are employed by NHS Borders to help provide additional services for our patients.

Practice Physiotherapist

The practice physio can see patients with joint or muscle related problems.

You can directly make an appointment with the physio. There is no need to see a GP first.

We have a Wellbeing Advisor.

You can refer yourself directly to this service without seeing the GP first.

The wellbeing service can help with:

- Mental Health and Wellbeing
- Being more Active
- Eating more Healthily
- Quitting Smoking

Practice Pharmacy Advisor

The pharmacy advisor helps us provide efficient cost effective prescribing in line with NHS Borders policy. The pharmacy advisor works closely with the GP, patient and local pharmacy to achieve this.

Patient Access online **booking of appointments*** and ordering of repeat prescriptions.

Please ask at reception for a registration form.

*online appointment booking currently suspended.

Practice Email Policy

At the present time we do not have the facilities to allow patients to email the practice. Many external emails are blocked and we cannot guarantee secure sending and receiving of emails to or from external email addresses. This is something NHS Borders is working on but for the time being this practice does not agree to patients emailing documents or information.

As soon as we have a safe and secure system in place for emails we will inform patients.