NHS 24
Dial 111
For medical advice or assistance
Out of Hours
From 5.30pm to 8.30am
Weekends and Bank Holidays

In the event of a medical emergency, Dial 999 for an ambulance.

NHS Direct
Round the clock health advice and support
08 45 46 47
www.nhs.direct.nhs.uk

The NHS Inform is a FREEPHONE network, which provides free, confidential information on a range of health issues on 0800 2244 88.

Eglinton Family Practice
Main Line
01294 279178

Eglinton Family Practice
Results Line (10am – 12pm and 2pm – 4pm)
01294 204896

Eglinton Family Practice
24hr Repeat Prescription Line (Answering Service)
01294 204897

For all other prescription queries (10am—12pm and 2pm—4pm)
Please dial 01294 279178 and hold for assistance

EFP Publication
Revised April 2017
Welcome To Eglinton Family Practice

We hope that this booklet will provide you with the information necessary to help you make the best use of our services. Many of our patients come from families who have been our patients for several generations. We are delighted to continue and encourage this continuity of care for family medicine. We welcome new patients to the practice and would encourage them to read the information in this booklet and to contact our staff if they have any questions about any aspects of our service. If you have any questions or comments about the information in this booklet then please do not hesitate to contact our practice manager.

SURGERY OPENING TIMES

Monday - Friday 8.30am - 5.30pm

APPOINTMENT TIMES

Monday - Friday 9.00 – 11.30 2.00 - 5.30pm

EVENING SURGERIES

The practice has evening appointments available to patients. An evening surgery runs once a week with one GP consulting. Appointments are available between 5.30pm and 7.30pm. Please note, during these surgery times, it will not be possible for blood tests and certain physical examinations to be carried out.

EMERGENCIES

Should you consider this to be a life or death situation, please dial 999 at any time.

Monday - Friday 8.30am - 5.30pm

Emergencies are covered by the partners. Please phone 01294 279178.

OUT OF HOURS EMERGENCIES

Monday - Thursday 5.30pm - 8.30am the following morning
Friday 5.30pm - 8.30am on Monday

For medical attention out with normal working hours, please contact the out of hours service NHS 24 on 111 who will be able to triage your call. House visits and hospital-based clinics are provided by NHS Ayrshire Arran Out-of-Hours Service; they have taken over from “ADOC” who previously delivered this service. PLEASE DO NOT ABUSE THE EMERGENCY SERVICES.

The Out-Of-Hours Service Is Able To Offer:

1. Advice by phone from either doctor or nurse.
2. An appointment (up to midnight) for you to see a GP in the nearest emergency treatment centre.
3. If the patient is too ill or unable to attend the surgery and the doctor or nurse thinks a home visit is necessary, then a doctor will call at your home. Should the patient be unconscious, suffering from severe chest pains, collapsed etc please dial 999 and request an ambulance. There is no need to consult a GP first.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a code of practice on protecting patient confidentiality. Further information on this can be found in the document by NHS Scotland - NHS Code of Practice on Protecting Patient Confidentiality. Please ask a member of our team should you wish a copy of this guidance. Anyone who receives information from us is also under a legal duty to keep it confidential.

USEFUL TELEPHONE NUMBERS

ACH X-ray Department – For Appointments (9am – 12pm and 2pm – 4pm) 01294 322006
Ailsa Hospital 01292 610556
Alcoholics Anonymous 0845 7697555
Ayr Hospital 01292 610555
Ayrshire Central Hospital, Irvine 01294 274191
Ayrshire Maternity Unit 01563 825306
Ballot Road Health Visitors 01294 204810
Ballot Road District Nurses 01294 276008
Ballot Road Midwives 01294 323061
Chemist, Boots, (Frew Terrace) 01294 271806
Chemist, Boots (Mall, Rivergate) 01294 312611
Chemist, Boots (East Road) 01294 279312
Chemist, Boots (High Street, Irvine) 01294 274533
Chemist, Lloyds (High Street, Irvine) 01294 279183
Chemist, Shergills (Caldon Road, Irvine) 01294 278539
Crosshouse Hospital, Kilmarnock 01563 521133
Heathfield Hospital (Out-patients) 01292 610557
Home Detoxification 01292 472250
National Drug Helpline 0800 77 66 00
NHS Helpline (open seven days per week) 0800 22 44 88
RELATE (Couple Counselling) 01292 265270
Samaritans 01563 531313
(North Ayrshire) Social Work Department 01294 317700
Three Towns Resource Centre (Community Mental Health Team) 01294 470010
Our use of your personal health information is covered by a duty of confidentiality, and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a code of practice on protecting patient confidentiality. Further information on this can be found at www.nhsis.co.uk/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact our practice manager.

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.

THE DATA PROTECTION LAW
We comply with current data protection laws. All information is confidential and is divulged to third parties only with the patient’s written prior consent. Information may be shared with other NHS bodies on a ‘need-to-know’ basis. All NHS employees have a duty both professionally and legally to keep information about patients confidential and only share this information in line with the Caldicott Principles recommended by the Caldicott Guardian. The Caldicott Committee was set up to review all patient identifiable information passing from NHS organisations to other NHS and non-NHS bodies for purposes other than direct patient care, medical research or where there is a statutory requirement for Information.

The Caldicott Principles are:
• Justify the purpose
• Do not use patient identifiable information unless it is absolutely necessary
• Use the minimum necessary patient identifiable information
• Access to patient identifiable information should be on a strictly need-to-know basis
• Everyone should be aware of their responsibilities
• Understand and comply with the law

CANCELLATIONS
If you find that you are no longer able to attend for a booked appointment, we encourage our patients to contact our surgery on 01294 279178 and select option 2 to advise a member of our team so that this may be offered to another patient.

YOUR DOCTORS
Dr Satyesh C Sharma MBBS
Dr Iain S Jamieson BSc MB ChB DA.DFM MRCGP
Dr Fiona M McBride MB ChB
Dr Mhairi A Bender MB ChB Special interests in Diabetes
Dr Michael Rainey MB ChB Special interests in Sports Medicine, Dermatology and child health

NES ACCREDITED TRAINING PRACTICE
The practice has been an accredited training practice since 2013. As a Training Practice, we are appointed fully qualified doctors, known as Registrars, who are at differing stages of their training in General Practice. They are attached to the practice for a six month or one year placement.

The GP Trainees have got numerous years of experience in hospitals and NHS posts. They will be observing GPs in their clinics and seeing patients themselves. A GP will be supervising the trainees at all times. Patients’ acceptance and co-operation with this will be greatly appreciated.

SURGERY CHARTER
Your doctors and their staff will always do their best for you. But they need your help to provide the best care for all patients. Please show your support by following these simple guidelines:
• Please treat your doctor and their staff as you would expect to be treated by them - with politeness and respect.
• Please cancel appointments that you cannot attend or no longer need - somebody else is always waiting.
• Please think twice before calling a doctor to your home - is a visit really necessary?
• Please do not expect a prescription every time you visit the surgery - good advice is often the best treatment.
• Please remember that you can find basic health information elsewhere - for example your local pharmacist and NHS 24 on 111
• Please request your repeat prescriptions at least three days in advance - this will help avoid delays.
• If you do have a genuine complaint, please contact the practice manager to discuss your concerns. This is the quickest way to solve any problems.

ZERO TOLERANCE
Violent or abusive behaviour will not be tolerated under any circumstances. The police will be called if necessary and patients found to be conducting themselves in this manner towards team members
Our team of practice nurses run the treatment rooms during normal surgery hours. Sessions are run for dressings, removal of sutures, injections, immunisations and ear syringing. Appointments may be made by contacting reception. Chronic disease management clinics are also offered if you suffer from heart disease, asthma, COPD, diabetes, hypertension or stroke.

Healthcare Assistant
Carolyn Macfarlane is the practice healthcare assistant. Carolyn has been trained in the following clinical areas;

- BP Monitoring
- Simple Dressings
- Specific chronic disease management clinics

Practice Manager
Miss Leanne Kidd is involved in managing all of the business aspects of the practice such as making sure the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises, equipment and information technology. The manager supports the GPs and other healthcare professionals in delivering patient services and also helps to develop extended services to enhance patient care.

Administrative Team
Our Administrators provide an important link for patients with the practice and are your initial point of contact for general enquires. They can provide you with information on our services and can direct you to the right person depending on your health issue or query. Our team perform a very difficult task of coping with the needs of our patients within the constraints of the appointment system. They will always endeavour to provide the best service to our patients in total confidence.

Karen Alexander (Office Supervisor)  Pauline McCubbin (Medical Administrator)
Irene Smart (Medical Administrator)

Our practice secretary is Shelagh Stacey. She is responsible for providing full secretarial support to our clinical team and is our main liaison between the practice and hospitals in relation to patient referrals, both NHS and private. Medico-legal work undertaken by our GPs is also processed through our secretary.

COMPLAINTS PROCEDURE
The practice operates a complaints procedure. Complaints can be made in writing, by telephone or in person by appointment. Please direct all complaints to our Practice Manager, Leanne Kidd. We aim to offer an early resolution to complaints raised, however, for those that are more complex this will require additional time for investigation to ensure that we can fully respond to concerns that you have raised. A copy of our complaints leaflet is available from our Reception desk or by visiting our website.

YOUR PERSONAL HEALTH INFORMATION
To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment e.g. GP, health visitor, practice nurse. This information may be stored on paper or electronically on computer files.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds, and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services. Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed. We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so. Where you need a service jointly provided with a local authority we would seek your permission before giving them your details.

Sometimes we are required by law to pass on information e.g. the notification of births and deaths and certain diseases or crimes to the government is a legal requirement.
PHARMACY AVAILABILITY

There are a number of local pharmacies who serve patients within the local Irvine area;

Lloyds  (Main Street, Irvine)
Mon – Fri 09.00 – 17.30, Saturday 09.00 – 17.00, Sun - Closed

Boots  (East Road, Irvine)
Mon – Fri 09.00 – 19.00, Saturday 09.00 – 18.00, Sun - Closed

Boots  (The Mall – Rivergate, Irvine)
Mon – Sat 09.00 – 17.30, Sunday 11.00 – 17.00

Boots  (Frew Terrace)
Mon – Fri 09.00 – 17.30, Saturday 09.00 – 12.00, Sun - Closed

Boots  (High Street, Irvine)
Mon – Thur 08.30 – 18.00, Fri – 08.30 – 17.45, Saturday 08.45 – 13.00, Sun – Closed

Shergill Pharmacy  (Caldon Road, Irvine)
Mon – Fri 09.00 – 18.00, Saturday 09.00 – 17.30, Sun - Closed

In the event of requiring chemists please contact the local police station who will be able to give details of the duty chemist.

HELP US TO HELP YOU

The practice asks you to help us by:

1. Arriving on time for your appointment. The practice has a late arrivals policy in place, we ask that in the interest of your own care and the care of your fellow patients you arrive on time for your appointment.
2. Informing the practice as soon as possible if you cannot make your appointment or if it is no longer necessary.
3. Booking appropriately - if more than one person needs to be seen. Individual Appointments are for one person only.
4. Informing us if you change your address or telephone number. Please also inform any Hospitals/Clinics you attend; we do not inform them of this.
5. Only asking for home or night visits if really necessary. Remember the doctor can see three to four patients in the surgery in the time it takes to see one patient at home. It may be that advice over the telephone will be sufficient or it might be more appropriate for the patient to visit the surgery where the doctor will have access to any necessary equipment.
6. Showing the same courtesy and respect to reception staff as you would wish shown to yourself.

STAFF ATTACHED TO THE PRACTICE

Health Visitor

Ballot Road Clinic, 01294 204810

Health visitors are registered general nurses who specialise in community health care. Our Health Visitor, Fiona Roden is based at Ballot Road Clinic, Irvine. They provide a service to all age groups. They also provide information and guidance on all aspects of healthy living, ongoing help for individuals and families who have special needs, counselling and support for personal concerns, advice on local services/benefits and information on voluntary services. They also provide clinics for the elderly.

District Nurses

The District Nurses attached to our practice are based at Ballot Road Clinic, Irvine; they provide essential nursing care for patients who are housebound.

01294 276008 Weekdays between 8.30am and 5.00pm
01563 545544 Weekdays from 5.00pm until 8.30am, and at weekends and public holidays

Community Midwives—01294 323061 and Out-of-Hours Emergencies 01563 521133 (Ask For Assessment Unit)

The community midwives help to look after our expectant mums and their babies. The practice attached Midwife is Ruth Irvine. After hours and at weekends the midwives can be contacted, for emergencies only, at Ayrshire Maternity Unit on 01563 521133: please ask for Assessment Unit.

All non-urgent messages can be left on the answer machine, telephone number 01294 323061.

All the doctors undertake maternity medical services but not home deliveries.

Community Mental Health Team

Three Towns Resource Centre 01294 470010

The multi-disciplinary teams look after our patients with memory problems or other mental health problems and are normally referred through the doctor.

An answer machine is available out of normal hours to record messages.

Dental Services

For urgent care or advice on weekdays, between 8.30am-6.00pm, including advice on registering with an NHS Dentist, contact the NHS Ayrshire & Arran Daytime Advice Line on 01563 578664.

For dental emergencies out-of-hours, please contact NHS 24 on 111.
**REPEAT PRESCRIPTIONS—24hr Answering Service 01294 204897 or 01294 279178, Option 4**

If you require regular medication and your doctor does not need to see you before hand, you will be issued with a 'repeat prescription'. When you collect a prescription you will see that it is perforated down the centre. The left-hand side is the actual prescription. The right-hand side is a list of medicines that you can request without booking an appointment to see a doctor (your re-order slip). Please tear off this section (and keep it) before handing the prescription to the chemist for dispensing.

When you need to re-order your medicines please tick the items you require on the re-order slip, place the re-order slip in the box, which at our main reception desk or post it to us if at all possible. Please note, should you wish to receive your prescription by post, an SAE should be enclosed with each re-order slip.

Our 24hr answering service allows patients to re-order their medications anytime time of the day, where and when it is most convenient to them. Please follow instructions when calling.

We ask that if you are ordering items that do not appear on your re-order slip, to please call in between 10am and 12pm the next day to check that your GP has left a prescription for you.

Please note, your GP may request that you are seen before your prescription is next issued. Friday will not be available until the following Tuesday.

**PATIENT PARKING**

Patient parking is located to the side of the premises. We have dedicated patient car parking with adjoining paths leading into the front of the surgery.

We ask that patients do not park their vehicles at the front of the premises.

This area is strictly for staff, blue badge holders and emergency vehicle parking only.

Please note, if your vehicle is found to be causing an obstruction within this area, you will be prompted to move it into the car park by a member of our team.

We thank you for your co-operation in advance for this.

**MINOR AILMENTS**

There is a scheme whereby pharmacists are now authorised to diagnose minor ailments e.g., cold sores, hay fever etc and supply certain medication without the need to see your doctor.

At the present time this service is only available for patients who do not normally pay for their prescriptions, and who are registered with the pharmacy. Please ask at your local pharmacy if they offer this service and if to find out if you are eligible for it.

**SMOKING CESSATION SERVICES - Where to Start with Stopping**

If you are considering stopping or have decided to make that lifestyle change, we can help by pointing you in the right direction.

NHS Ayrshire & Arran have a team of specialist smoking cessation advisors who can give individual patient support, information, advice and access to treatments such as Nicotine Replacement therapy (NRT) and other treatments to help you quit the habit.

This team are known as Fresh Air-shire. To start afresh with Fresh Air-shire please call free on 0800 783 9132 or email FreshAir-shire@aapct.scot.nhs.uk

Your local Community Pharmacy Advisors, in your local pharmacy, also offer this service. They will be able to assist you with your registration, let you choose your quit date and then on return offer you advice and access to appropriate treatments.

Should your smoking cessation advisor inform you that you are unsuitable for the cessation therapies that are currently available, please contact the practice to arrange a routine GP appointment to discuss this further. Your GP will be able to advise you on other cessation therapies that can be prescribed for you.

Please ask a member of administrative team for further details on Fresh Air-Shire.
Child Health Surveillance
All of the GPs are currently accredited to hold clinics in child health surveillance.

Newly Registered Patients
All newly registered patients will be asked to complete a questionnaire and have a consultation with the practice nurse/healthcare assistant within one month of registering. If you are currently taking prescribed medication(s), please bring these with you. This appointment allows our clinicians to gather as much medical information as possible, including medical history and details of current medications, until the practice receives your medical records. We will routinely contact your previous practice to ask them to provide us with a summary of your medical history, your medications and allergies. This is to ensure that we have vital health information whilst waiting receipt of your medical records. Patients who are found to fall into a specific disease category will be added to our register and will be cared for appropriately. Medical care is provided from the date you register.

Under the current contract for general practice, you will no longer be registered with a specific doctor. Instead, you will be registered with Eglinton Family Practice.

Non-NHS Examinations and Fees
Medical examinations for special purpose e.g. elderly drivers, pre-employment, fitness to undertake sports, fitness to travel, HGV, PSV, life insurance etc are undertaken at various times. A special appointment must be made and a fee will be payable. Our GPs provide additional services that are charged at practice or nationally agreed rates. These services include examinations as indicated above, completion of forms and signed GP letters. For an exhaustive list, please see notices displayed within our waiting areas, or ask a Receptionist for assistance. Our fees are updated on a regular basis in accordance with BMA guidance.

ACCESS
The practice has dedicated parking bays for patients who are blue badge holders and/or those who use wheelchairs or other walking aids. These are located within the main entrance area into our grounds. The practice has an automated front door, which works on a push button system, followed by a sensor door. In the event of a fire, both doors will open and remain open until the alarm has been reset. Should you require any further assistance, please ask at reception.

The prescription (and another re-order slip) will be ready for collection at reception, your local chemist, or delivery as requested 48 hours (two full days) later. Therefore requests received on a For those patients who have chosen for a local pharmacy to re-order their repeat medication, please be aware that we may not receive the request until the next working day. Please take this into consideration when requesting your next prescription and allow additional time Please remember:
1. Make your request for medicines at least one week before you need them.
2. Do not run out of medicine.
3. Telephone requests will only be accepted on the repeat prescription line.
4. Always bring your re-order slip when visiting the health centre or any hospital department. Unfortunately a small minority of patients are repeatedly running out (or just about to run out) of their medication. ‘Urgent’ requests of this nature cause a great deal of disruption to the smooth running of the practice. Please be aware that such requests will be questioned very carefully by the reception staff and may well be refused by the GP.

HOME VISITS - 01294 279178, Option 1 (IF IT IS AN EMERGENCY, PLEASE DIAL 999)
The doctors will only make a home visit to those patients who are unable to come to the surgery because of the severity of their illness or because of disability. We no longer routinely visit patients discharged from hospital or “mother home with new baby”. If it is possible for you to attend the surgery then please do so. Requests for home visits should be made before 10.30am, where possible. This allows the doctor to plan their calls efficiently. Please be prepared to give some information about your condition to the member of staff to determine the urgency of the call. Your request will be placed with our available On Call GP who will in turn call you back. Please ensure you provide the most appropriate telephone number and ensure that we have the correct address for you.

TELEPHONE ADVICE
If you require to speak to a GP urgently, your request will be passed to the available On Call GP. Please ensure you provide the most appropriate telephone number so that he/she can return your day. If you are seeking non-urgent telephone advice, you will be offered the next available telephone slot with a GP and given a date/time for your call back. Please note this may not be the same day as your request or with a preferred GP.

SECURITY
In addition to the sophisticated alarm system, CCTV (closed-circuit television) has been installed inside our premises. Our alarm system is linked to a central monitoring office. The monitoring office is also in direct contact with the police.
**TELEPHONES**

We now have a system that will put you through to the person best able to deal with your call. When phoning the surgery you will be asked to choose either:

Option 1  To arrange a house visit or to request urgent telephone advice

*All requests for urgent telephone advice should be made before 12pm*

Option 2  To arrange an appointment

Option 3  To obtain test results between 10am – 12pm and again 2pm – 4pm.

Option 4  To re-order medication using our 24 hour prescription line.

For all other enquiries, please hold the line.

**If your call is in relation to a medical emergency, please hang up and redial 999**

You can make your choice at any time as soon as you hear the recording; you do not have to listen to the whole message each time.

We hope that this important change is an improvement when you call the surgery, as your call will now be diverted to the most appropriate person who can help you.

**RESULTS**

Please phone 01294 204896 between 10am – 12pm and again 2pm – 4pm.

You will be asked for some personal details when calling to confirm your identity.

Our administrators have the right to refuse the release of medical information if he/she feels that it does not pertain to the person calling. We hope that our patients find our high standards of confidentiality satisfactory with regards to releasing this type of information.

**OTHER SERVICES**

**Family Planning**

A comprehensive service is available during normal surgery consultations. Dr Fiona McBride is available for the insertion and removal of subcutaneous contraceptive devices such as Nexplanon. Please ask at reception for further information or to arrange an appointment.

**Cervical Smears**

These are carried out by Drs McBride, Bender and Nurse Jamieson. The Practice has regular cervical screening appointments. Cervical screening is routinely offered every three years to women aged between 25 and 49 years of age and every 5 years to women aged between 50 and 64.

Women on non-routine screening (where screening results have shown changes that require further investigation/follow up) will be invited up to age 70 years. Screening is a simple procedure. You will receive a computer generated letter asking you to make an appointment.

Please request a smear appointment at or by calling reception. You will then receive a letter directly from Scottish Cervical Cytology Recall System notifying you of your results.

**Vaccinations and Immunisations**

We have dedicated appointments for children’s vaccinations. These are on a Tuesday, Wednesday and Friday afternoon. These appointments are longer to ensure that our Nursing team have enough time to discuss the vaccination ensuring that you are able to make an informed decision and for the vaccination to be performed.

It is important that your children are fully immunised against all the childhood diseases. Seasonal Vaccination Clinics (Flu and Pneumococcal) will be advertised when the vaccine becomes available (normally September/October each year). If you are aged over 65 or suffer from any of the chronic diseases shown in bold type below, the GPs strongly recommend that you are vaccinated. If you are a voluntary carer for a family member, neighbour or friend, who, without your help, could not cope on a daily basis; it is recommended that you are vaccinated against flu.

The practice offers a Nurse Led Travel Vaccination service to ensure you are adequately vaccinated against possible disease whilst travelling. Vaccinations are tailed to your holiday type and destination. Please contact our Reception for additional information on this service, including travel forms, appointment details and any charges that may be incurred.

It is recommended that you arrange your travel review at least 8 weeks in advance of your holiday date.

**Chronic Disease Clinics**

We offer a wide range of clinics to manage specific conditions and to promote better health. These include:

- Asthma/COPD
- Child Health Surveillance
- Diabetes
- Hypertension

- Heart Disease
- Thyroid Disorders
- Epilepsy
- Immunisations

- Medication Monitoring
- Anti-coagulation
- Heart Failure
- Stroke/TIA

- Dementia
- Kidney Disease
- Peripheral Arterial Disease

If you have any of the above conditions, we will routinely invite you to attend for a review by letter/telephone call. We ask that patients arrange their own appointment, which allows you the freedom to choose a day and time when it is most convenient for you to attend. However, if you are experiencing problems relating to your condition, we ask that patients contact the practice at their earliest convenience to discuss this with your GP.

For those patients who suffer from multiple diseases, we will, where we can, try and arrange for you to attend an extended review with our Nursing Team.