

MOUNT FLORIDA MEDICAL CENTRE



183 Prospecthill Road, Glasgow G42 9LQ

Appointments/Enquiries: 0141 632 4004
Repeat Prescriptions: 0141 636 6681

www.mountfloridamedicalcentre.co.uk

Welcome

We are Dr Crorie and Partners, Mount Florida Medical Centre, 183 Prospecthill Road, Glasgow G42 9LQ, **telephone 0141 632 4004** and **fax 0141 636 6036**. We hold a General Medical Services (GMS) contract with Greater Glasgow NHS Board, Dalian House, 350 St Vincent Street, Glasgow G3 8YZ, **telephone 0141 300 1300**.

The practice was established in Mount Florida in the 1920s and moved to the current premises in 1995. The building is B listed and a summary of its use since being built in 1907 is on display in the entrance hallway.

The General Practitioners

Partners

Dr John Crorie	(male)	MBChB (Glasgow) 1979 DRCOG
Dr Louise Sheil	(female)	MBChB (Manchester) 1984 DRCOG MRCGP
Dr Alan Robertson	(male)	MBChB (Glasgow) 1966 FRCS
Dr Sheila McKechnie	(female)	MBChB (Glasgow) 1981 MRCGP DRCOG
Dr Angèle Carruthers	(female)	BSc MBChB (Glasgow) 1990 DFFP MRCGP

Salaried GP

Dr Elizabeth Murphy	(female)	MBChB MRCGP DRCOG DFFP
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Retainer (Qualified GP employed by the practice on a part-time basis)

Dr Lara McTaggart	(female)	MBChB (Glasgow) 1999 BSc (Hons)
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The Practice Staff

Business/IT Manager

David Kirkwood

Responsible for IT systems and supporting the partners by co-ordinating and auditing the business functions of the practice. Also responsible for the accounts, practice team and any complaints received.

Receptionists

The receptionists deal with overall enquiries, appointments, prescriptions and computer work. Please remember they have a difficult job and they may ask for some medical details to help the doctors and nurses establish if a patient's need is urgent.

Practice Nurses - Telephone 0141 632 4004

Muriel Dysart	RGN Dip Asthma
Morag Gillies	BSc RGN Dip Asthma Dip Diabetes & Nurse Prescriber
Elizabeth Balkeen	RGN ITN Dip Asthma Dip COPD Family Planning

Both nurses have extensive specialist training and expertise. They have responsibility for management of many chronic diseases including diabetes, asthma, high blood pressure, heart and stroke illness, chronic obstructive pulmonary disease and epilepsy as well as health promotion including family planning, sexual health, cervical smears and travel advice.

Healthcare Assistants

Jan Dick and Linda Rae

Jan and Linda assist the practice nurses in various roles.

District Nurses

Telephone **0141 632 3591** Monday to Friday 8.30am - 4.30pm

For out of hours telephone **0141 531 8200**

Gillian Birnie	RGN DN Dip
Gillian Carbury	EN
Marie Burns	RGN
Mary Martin	EN

District nurses carry out specialist in-home care nursing, working closely with other health professionals in order to provide the most effective, high standard of care for patients, carers and families in their home.

Health Visitor - Telephone 0141 632 9133

Dorothy Hardy	BSc RGN HV PGD in Community Health
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Our health visitor offers advice and support mainly to families with young children. She carries out child health reviews and immunisations. You can contact her if you have any concerns about your child's health or development.

Health Visitor Staff Nurse

Liz Campbell	RGN
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Liz helps Dorothy in the above roles.

Junior Doctors in Training

We have a junior doctor attached to the practice as part of the medical Postgraduate Foundation Programme. They will be undertaking consultations under supervision as part of their ongoing medical training. We hope you will co-operate with us and help these doctors to continue their learning in the General Practice setting. You will be advised if you are being offered a consultation with a doctor in training.

Medical Students

Medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about General Practice. However, you will be informed of their presence in advance and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

Surgery Opening Times

Monday	8.45am - 6.00pm
Tuesday	8.45am - 8.00pm
Wednesday	8.45am - 6.00pm
Thursday	8.45am - 6.00pm
Friday	8.45am - 1.00pm & 2.00 - 6.00pm

Appointments

All appointments to see a doctor or nurse are made by telephoning the surgery or attending in person. During normal opening hours your call will be answered by a receptionist who will make an appointment for you. When the surgery is closed, your call will be automatically re-directed to the out-of-hours service. Where possible the appointment will be made with your own doctor.

If You Cannot Keep An Appointment

We understand that patients are occasionally unable to keep appointments. If this is the case, we would appreciate as much notice as possible so that your appointment may be offered to someone else.

Emergencies

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness or severe chest pains, telephone 999 before calling the surgery.

Telephone Consultations

We now offer telephone consultations by appointment, in addition to face-to-face consultations. Please ask the receptionist if you are unsure about the appropriateness of a telephone consultation.

Interpreter Service

If you require an interpreter, this can be arranged through the Glasgow Interpreting Service.

Home Visits

All requests for home visits must be made **before** 10.30am. Visits will be after morning surgery unless of a very urgent nature. Visits requested **after** 10.30am will only be dealt with that day if they are of an urgent/semi-urgent nature and will be done by the practice doctor on call. Otherwise, your own doctor will call the following working day.

If you feel your problem requires urgent attention, please make this quite clear. Please remember that in the time it takes a doctor to perform a single home visit, they could see five patients at the surgery. In all our interests, please keep house calls to a minimum. House calls can be requested by phone or by a representative calling at the surgery.

Weekend And Night Cover

In the case of emergencies, phone NHS 24 on **0845 601 8697** or alternatively phone **0141 632 4004** and your call will automatically be re-directed to the out-of-hours service. Please remember this is an emergency service and should not be used for longstanding or non-urgent problems.

Repeat Prescriptions - Telephone 0141 636 6681

If you are on regular medication, the doctor may agree for you to obtain a repeat prescription without needing to see the doctor in surgery. In this case either put a note of your required prescription to the surgery or telephone the request to us.

Please note repeat prescriptions can only be taken by telephone between the hours of 11.00am - 3.00pm. This will soon be changing to a 24-hour answerphone. Please check with reception. You can now order repeat prescriptions by email at gg-uhb.mfmcprescriptions@nhs.net. **Please allow a minimum of 48 hours (two working days) to process prescriptions.**

Test Results

Contact the practice between the hours of 11.00am and 4.00pm, Monday to Friday.

New Registrations

In order to register with the practice you must bring your passport and either your NHS medical card or an official document with your National Insurance Number. If you prefer a particular doctor eg female for a female patient and vice versa, we will note this and do our best to respect your choice. However, please bear in mind that specific doctors may not be immediately available.

New Patient Assessment

All newly registered patients must see the practice nurse or health care assistant for a screening health check.

Clinics And Services

Antenatal Clinic

Patients are seen by the midwife at the clinics by appointment.

Child Health Checks

The child health programme in Scotland changed in 2006 to reflect the recommendations of Dr David Hall's report (Hall 4). Children are no longer routinely given appointments for child health development assessments apart from the six to eight week examination which is usually carried out at the same time as mum's postnatal. The health visitor visits regularly in the first two months and most children are seen for routine immunisations at 2, 3, 4, 12 and 13 months. At two years, parents are invited to discuss any health or developmental concerns. Children are invited to the practice for booster immunisations in their pre-school year.

If you have any concerns at any time about your child's health or development, please contact the health visitor or GP.

The health visitor runs a child health clinic on Tuesday mornings (by appointment). Please contact her if you would like to be seen at a different time.

Childhood Immunisations

We recommend that all children receive a full course of routine immunisations as follows:

- 2 months** Diphtheria, Tetanus, Pertussis, Polio and HIB* - one injection
Pneumococcal - one injection
- 3 months** Diphtheria, Tetanus, Pertussis, Polio and HIB* - one injection
Meningitis C - one injection
- 4 months** Diphtheria, Tetanus, Pertussis, Polio and HIB* - one injection
Meningitis C - one injection
Pneumococcal - one injection
- 12 months** HIB, Meningitis C - one injection
- 13 months** Measles, mumps and rubella (MMR) - one injection
Pneumococcal - one injection
- 3 years 4 months to 5 years** Diphtheria, Tetanus, Pertussis, Polio and HIB - one injection
Measles, mumps and rubella (MMR) - one injection

(*HIB protects against Haemophilus Influenzae, one important cause of meningitis.)

Appointments for immunisations on a Wednesday morning are sent by the Health Board. If you have any questions about your child's immunisations, please speak to our health visitor.

Influenza

Immunisation is available annually and is appropriate for over 65s, those with chronic heart or lung problems and diabetics. Please enquire at reception around September each year.

Pneumonia

Vaccination is as above but is a once-only injection.

Immunisation For Foreign Travel

Please make an appointment for the practice nurse, preferably at least two months before travel. A pre-travel questionnaire is required to be completed before your appointment. There will be a small charge levied for non-NHS injections.

Specialist Medical Examinations

A full range of medical examinations for insurance purposes, plus PSV, LGV and pre-employment is available.

When making an appointment, please specify, as extra time needs to be allotted.

Asthma Clinic

By appointment only.

Six month checks are recommended.

Diabetic Clinic

Monday 9.00 - 11.30am.

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"Unfortunately we had to send it via a shipping company, so we didn't get to drop it off ourselves!" David and his experienced team are, however, happy to deliver items to almost any location in central Scotland.

"We provide the very best in carpets, solid wood, laminate and rubber flooring to clients, and have even been as far as Inverness with a carpet," he said.

The family-run company cover every aspect of flooring, from their free measuring service right through to fitting and aftercare.

"We understand that this isn't an everyday purchase, but an investment that should last years," said David.

"That's why we only stock carpets and flooring by trusted, high quality manufacturers, including Ulster Carpets, bespoke carpets by Brontë, Karndean and Amtico specialist flooring, as well as porcelain tiles sourced direct from Italy."

Once a choice of flooring has been made, it's over to the specialist fitting team. "Unlike some of our larger competitors, who have fitters covering all types of installation, we have specialist fitters for each type of floor," added David.

"It's all part of the high standards of service we have set for over 25 years."

Convenient parking and disabled access is available. Quotes can be provided for most major insurance companies.

Call in today, or phone (0141) 423 1533 for more information.

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URGENT PROBLEMS SEEN TO IMMEDIATELY

Smile With Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

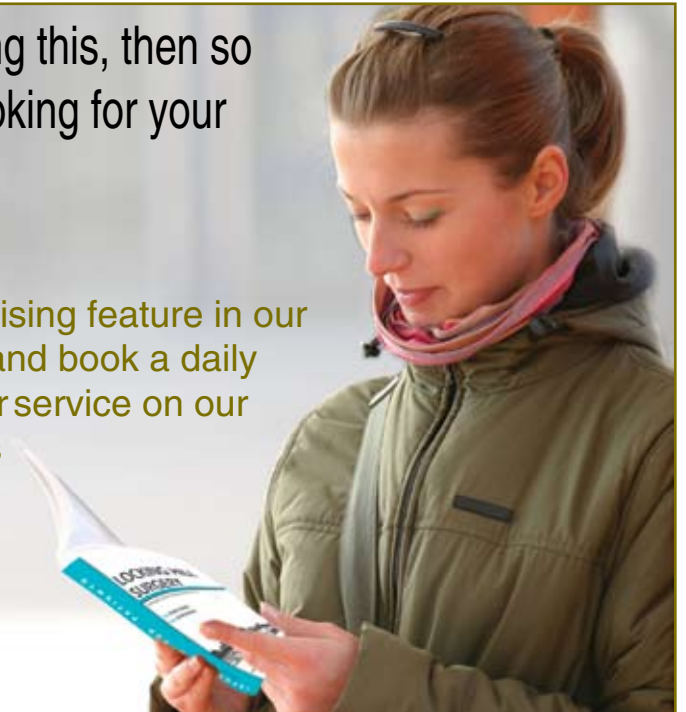
However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

Advertising Feature

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516.





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1000 Cathcart Road, Glasgow G42 9XL

0141 632 1202

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To advertise your business in our booklet call 0800 612 1516

Cervical Smears

Cervical smears are simple tests and recommended for women aged 20 - 60, every three years. All ladies receive invitations if appropriate.

Regular times for cervical smear tests, which are undertaken by the practice nurse, are as follows:

Tuesday and Thursday 9.00 - 10.30am

Tuesday 6.00 - 6.45pm

If you are coming for a cervical smear test and also a medical problem, simply ask the receptionist for a double appointment with a female doctor.

Minor Surgery Clinic

Removal of minor skin lesions such as warts, skin tags and polyps can be performed by arrangement.

Family Planning

A full range of family planning services is available. This includes the fitting of diaphragms, coils and implants. Postcoital contraception (morning after pill) is available and effective up to 72 hours. If required, please ask for an urgent appointment or ask to speak to the practice nurse.

Car Park

Please note that we now have a car park with two disabled spaces. Entrance is from Cathcart Road.

Comments And Suggestions

We aim to provide the highest level of service to all of our patients and we welcome your views, suggestions or complaints to enable us to do so. If you have any comments regarding any aspect of our service, please write to our practice manager, David Kirkwood.

Disabled Access

Wheelchair access to the building is via the ramp, at the right hand side of the front entrance. A disabled patients' WC is provided near to the surgery waiting area.

Complaints Procedure

We always try to offer the best services possible, but there may be times when you feel this has not been sufficient. If you wish to register a complaint, please write to the practice manager, David Kirkwood. We will confirm receipt of your complaint and indicate a timescale of the investigation.

If you are dissatisfied with the outcome please contact the Complaints Manager at NHS Greater Glasgow on 0141 211 3986.

www.mountfloridamedicalcentre.co.uk

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Self Treatment Of Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Sore Throats

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should NOT be given to children under 16).

For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing.

If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice, milk or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling.

Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Freedom Of Information Act Publication Scheme

The Freedom of Information (Scotland) Act 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 on request from the practice manager.

Notes

Useful Telephone Numbers

Surgery - Appointments/Enquiries	632 4004
Surgery - Repeat Prescription Line	636 6681
Health Visitor	632 9133
District Nurses	632 3591
District Nurses (Out of Hours, Weekends and Public Holidays)	531 8200
NHS Direct	08454 24 24 24

Hospitals

Dykebar Hospital	884 5122
Gartnavel General	211 3000
Glasgow Royal Infirmary	211 4000
Glasgow Royal Maternity	211 4000
Huntershill Hospice	558 2555
Leverndale Hospital	211 6400
Prince & Princess of Wales Hospice	429 5599
Queen Mother Hospital	201 0000
Ross Hall Hospital	810 3151
Royal Hospital for Sick Children	201 0000
Southern General Hospital	201 1100
Mansionhouse Unit	201 6161
Victoria Infirmary	201 6000
Western Infirmary	211 2000

Others

The Sandyford Initiative (Sexual & Reproductive Health Services)	531 8349
Citizens Advice Bureau	331 2345
Social Work Department	420 8000
Emergency Social Work Out of Hours	FREEPHONE 0800 811505
Direct Access Physiotherapy and Podiatry	531 8597 / 531 8338
BNA Nursing Agency	221 1625
BUPA Nursing	332 5868
HMS Medical Personnel	248 4857

A comprehensive list of addresses and phone numbers of various self-help organisations is available via the reception staff.

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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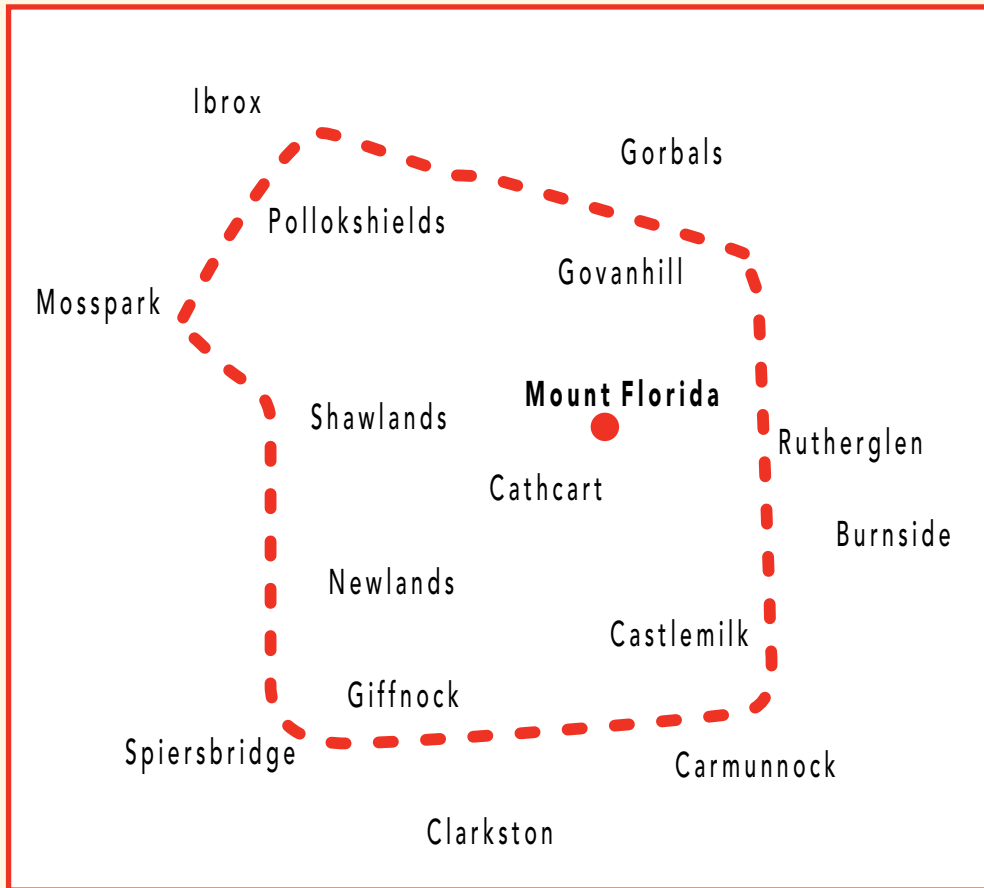
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Practice Area



Useful Website Addresses

www.glasgowsteps.com Source of information about stress.

www.prodigy.nhs.uk Source of clinical knowledge about the common conditions generally managed in Primary Care.