

Hawkhill

Medical Centre



215 Hawkhill, Dundee, DD1 5LA

Tel: 01382 669589 Fax: 01382 645526

www.hawkhillmedicalcentre.co.uk

This booklet tells you all about the medical centre,
how to see a doctor, the people who work here and what we offer

WELCOME TO HAWKHILL MEDICAL CENTRE

The Partners and Staff would like to welcome you to Hawkhill Medical Centre. The present Practice was established when the GPs from three well established Practices in the West end of Dundee joined together to form a new partnership to consult from a modern purpose built medical centre.

Hawkhill Medical Centre was designed with their patients in mind with a vision to provide a wide range of services in the best possible facilities, yet still retaining a firm commitment to provide a traditional family doctor approach. As one of the Practices close to Dundee University campus we are used to providing help to students as we understand the pressures University life can bring.

We are always striving to improve our knowledge and the quality of our services and we proudly achieved Practice Accreditation status and are also an Approved GP Training Practice. Our aim is to provide all our patients who are seen and treated by the Doctors and Staff at Hawkhill with the highest standard of medical care and efficient administrative services from our hardworking Administration Team behind the scenes.

We would find it extremely helpful if you would spend a little of your time to read this Practice Booklet. It has been put together to ***Help us to Help you.***

FACILITIES FOR DISABLED

Hawkhill does not discriminate against patients with any form of disability. The building, corridors, waiting area and consulting rooms have all been designed with the welfare of disabled people in mind. There are no steps for wheelchair users to negotiate either inside or outside the building. Ramps lead up from the main street to the main entrance of the building. Toilet facilities are also provided for disabled people.

ARE YOU A CARER or BEING CARED FOR?

If you are a patient who is being cared for or you are caring for a patient, please make the Practice aware of this as soon as possible. This allows us to update our records to ensure that we can discuss a patient's medical history with an authorised person.



THE DOCTORS

Dr Andrew J H Cowie	MBChB, MRCGP (Ed) 1995, MRCGP, Dip.Occ Health (Edinburgh 1992)
Dr Kelly D Frullani	MBChB, MRCGP, DRCOG (Dundee 2003)
Dr Emma J Fardon	MBChB, BSc (Hons), MRCGP, MPhil (Dundee 2006)
Dr Elaine Franks	MBChB, MPharm, MRCGP, DFSRH
Dr Muhammad Zafar	MBBS, MRCGP
Dr Timothy Esler	MBChB, MRCGP, DGM
Dr Louise Bowie	MRCGP

TRAINING & MEDICAL STUDENTS

Doctors in **training** to be General Practitioners will regularly be consulting at Hawkhill. They are qualified doctors who bring hospital experience and expertise to the Practice and are supervised by Dr Kelly Frullani and Dr Emma Fardon. Senior medical students from Dundee University will often be in evidence as part of the Hawkhill Team. You will always be asked if you wish to have them present during your consultation.



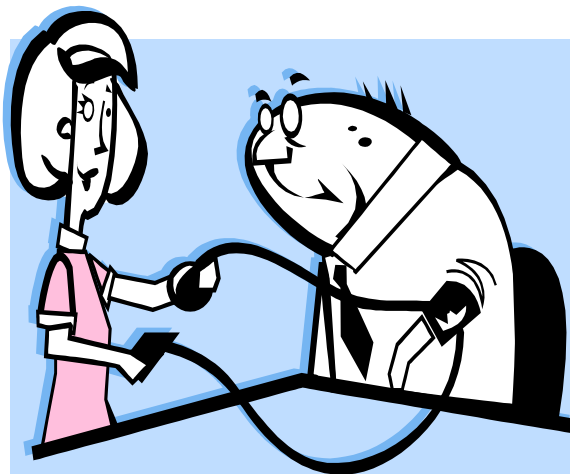
THE NURSES

Gladys	Senior Practice Nurse and Nurse Practitioner RGN, RM, BSc Midwifery BA (GPN), PG Dip. Health Studies, Nurse Prescriber/Practitioner
Christine	RGN, Asthma and COPD Dip
Lesley	RGN, COPD Dip
Gillian	RGN, BSc Adult Nursing
Linzi	RGN
Claire	Health Care Assistant

NURSE PRACTITIONER

Hawkhill Medical Centre has a Nurse Practitioner. Our Nurse Practitioner is a registered Nurse who has trained and specialised in advanced education and in the training and management of common medical conditions. They can diagnose, treat and prescribe medication for acute illnesses, infections and injury. They work closely with the Doctors at the Practice and should you require more specialised treatment, the Nurse Practitioner will arrange an appointment for you to see a Doctor to discuss further.

If there are no available Nurse Practitioner appointments at the time of your call and you feel that you require to be seen before the next routine appointment, your details will be passed onto the Triage Nurse who will speak to you with regards to this. The Triage Nurse will return your call if she is unable to speak to you directly. You will be asked to provide information with regards to your condition and from there the Triage Nurse will discuss with you the best way forward.



ADMINISTRATION TEAM

PRACTICE MANAGER

Tracy Shillan

Manages the daily running of the Medical Centre

OFFICE MANAGER

Jacqueline Cadger

MIHM

Assists in the daily management of the Practice.

ADMINISTRATION TEAM

Jodie

Jenny

Nicola

Kirsteen

Kirsty

Andrea

Joanna

Amy

Laurie



HEALTH VISITOR TEAM

Aileen

Angela

DISTRICT NURSING TEAM

Pamela
(Staff Nurse) RGN

Wendy
(Staff Nurse) RGN

Lindsey
(Staff Nurse) RGN

Angela RGN

Debbie Health Care Assistant

Jane Health Care Assistant

HEALTH VISITORS & DISTRICT NURSES

The Health Visitors based at Hawkhill are available to see and advise patients with regards to antenatal and postnatal care as well as child development. They will also advise on care of the elderly and patients suffering from learning disabilities.

You can contact the Health Visitors by telephone (01382 – 740191) Monday to Friday 8:30am – 10:00am and 4:00pm – 5:00pm.

The District Nurses based at Hawkhill are available to providing nursing care for those patients who are **housebound**. Care for these patients is generally arranged by the Doctor, nevertheless should you wish to contact the District Nurses by telephone (01382 – 740188) where you can leave a message on their answering service between 8:00am and 4:00pm.



HAWKHILL MEDICAL CENTRE OPENING HOURS

Hawkhill is open Monday to Friday from 8:00am to 6:00pm. The Practice is closed on weekends and Public Holidays along with occasional afternoons for training purposes which will be advertised. Hawkhill is open for extended hours for those patients who have difficulty getting to appointments during their working hours. Extended hours are available with the Doctor on: Tuesday/Wednesday morning/evening 7:30am to 8:30am and/or 5:30pm to 6:30pm, and with Practice Nurse Monday to Thursday 5:30pm to 6:30pm. **Please note that Extended Hours are strictly by appointment only.**

MAIN PRACTICE TELEPHONE – (01382 – 669589)

When you contact the Practice, please provide the Administration Team with the nature of your call e.g. Doctor/Nurse Practitioner/Nurse appointment, Home Visit, Test Results or a general enquiry – this will enable your call to be directed appropriately – this will help us ensure your enquiry/request is dealt with appropriately and in a timely fashion.

OUT-OF-HOURS & EMERGENCIES

If you require urgent medical care whilst the Practice is closed, you can contact NHS24 for assistance on **111**. When calling NHS24, a Call Handler/Nurse will assist you by obtaining information with regards to your symptoms. An assessment will be made where either advice will be provided or arrangements will be made for you to be provided with an appointment at the nearest Out-of-Hours Centre. **In cases of a serious emergency, dial 999 and request for assistance by the ambulance service.**

The Practice will always endeavour to provide you an appointment with your choice of Doctor, if your chosen Doctor is unavailable you may wish to consider making an appointment with an alternative Doctor.

NEW PATIENT REGISTRATION

Patients who wish to register with Hawkhill Medical Centre will require to complete a New Patient Registration Form. Two forms of identification will be required to register with the Practice – these require to be photographic identification (*e.g. passport or driving licence*) and proof of your current address (*e.g. utility bill, landlord lease*). New patients will also be asked to complete a routine medical health form – this will assist the Doctor to treat you until your medical records are received from your previous Doctor.

Patients are registered with the Practice rather than a named Doctor but retain the right to see a Doctor of their choice.

The Practice has an agreed Practice boundary which is shown on the back page of this booklet.

Existing patients who reside outwith the Practice boundary will **not** be asked to leave the Practice, although if existing patients move to an address outwith the boundary then they will be asked to register with a Practice nearer to their home address. **This policy applies to patients who live inside or outside the Practice boundary at present.**

MAKING APPOINTMENTS

You can make appointments by contacting the Practice (01382 – 669589) or by calling in person to the Reception Desk. The telephone lines are open from 8:00am to 6:00pm, Monday to Friday.

The Practice offers three types of appointment:

On-the-Day appointments – this type of appointment can only be booked each day (*on-the-day*) by patients for acute health issues. These appointments will be >60% of the appointments on offer.

Advance appointments – this type of appointment can be booked up to 28-days in advance for review of ongoing longterm health issues.

Emergency appointments – this type of appointment is to be used for **emergency** only situations and will only be accessed by the Triage Nurse on-the-day on medical necessity.

If you arrive late for an appointment with the Doctor/Nurse you may be asked to wait to be seen at the end of the clinic. Unfortunately, if you arrive more than 10mins late for your appointment, you will be asked to make a new appointment to be seen. If you cannot attend a scheduled appointment, the Practice would appreciate it if you would call to cancel your appointment. Failing to attend appointments is not deemed acceptable to the Practice and this stops other patients being able to access medical attention. Please always cancel your appointment with notice so that it can be offered to someone else.

Failure to attend appointments – due to an increase in the number of wasted appointments through patients failing to attend appointments without informing the surgery, it has become necessary to implement the following policy: **“If you repeatedly fail to attend appointments you may be removed from this practice list and required to find an alternative doctor”**. If you cannot attend your appointments for any reason please let us know as soon as possible, giving at best 24 hours notice. We can then offer the appointment to someone else.

HOME VISIT REQUESTS

Home visits requests should **only** be requested for patients who are too unwell or infirm to attend the Practice. The Doctors desire that home visit requests are made by contacting the Practice **before 10:00am**. The Triage Nurse may be asked to assess the urgency and nature of your condition; this is to determine if a visit is required or if some other form of treatment would be more appropriate. You will **only** be visited by the Doctor if he/she agrees that a visit is necessary.

Doctors do not have to visit patients at home unless there is a medical requirement. If you are unable to contact the surgery yourself, please ensure your nominated person requesting the visit knows the details of your condition so that they can provide this to the Administration Staff – this will help prioritise urgency of home visits. **Lack of transport is not a reason for a Home Visit.**

TEST RESULTS

When calling the Practice for your test results, please allow five working days before calling. The Practice asks that you telephone after 2:00pm for these as our Nursing Staff are more readily available to answer any questions that you may have and/or to give advice if necessary. To maintain patient confidentiality, the Practice will only give out test results to the patient themselves or to the parent/guardian of a minor.

TELEPHONE MESSAGES

If you require to speak to a Doctor by telephone and he/she is not immediately available, the Administration Staff will take a message and advise you when the Doctor **may be** available to speak to you. Please provide the Administration Staff with as much information as you can with regards to your enquiry as they may have an answer available for you from the Doctor when you call back. The Doctor may request that the Triage Nurse to phone you on their behalf.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered by the following suggestions:

In **person** by calling at the Practice and completing a repeat prescription request form, these can be found at the Reception Desk. Once you have completed the form please place it into the Prescription Request Box situated at the Reception Desk and allow two full working days before collecting your prescription.

By post – you can post in your repeat prescription request form to the Practice. If you require your prescription to be returned by post, please include a stamped addressed envelope with your request. Please note we have no control on the postal service, therefore please order your medication in plenty of time.

Online – you can request your repeat prescription via our Practice website: www.hawkhillmedicalcentre.co.uk – when you enter the website, please proceed to the section marked “click here to order repeat prescriptions online” and follow the instructions provided.

Vision Online - this service will allow you to order your repeat prescriptions as well as book and cancel appointments via the internet. Registration forms for this service is available at the Reception Desk.

Please allow us **two full working days** following receipt of your prescription request to process this. For example, a repeat prescription received on a Monday will be available for you to collect **after 4:00pm** on the Wednesday.

Patients may wish to make use of the Repeat Prescription Service that may be offered by their local pharmacy. Patients can ask their local pharmacy to manage their repeat prescriptions. This allows the pharmacy to order and collect repeat prescriptions on behalf of the patient. Patients can then call into their local pharmacy to collect their dispensed medication without having to attend the Practice. It is advised when using your local pharmacy for this service that you allow approximately one week before collecting your medication from the pharmacy. Prescriptions will **not be** faxed to Pharmacies unless deemed medically urgent by a doctor – please ensure that you order your prescription in plenty of time

Please note that urgent prescription requests for the “same day” will be considered on a case-to-case basis. The Practice cannot guarantee that all such requests will be met.

ACUTE PRESCRIPTIONS

Acute prescriptions are medication that has been started and will require monitoring by the GP to determine whether or not you need to stay on this long term – this medication does not appear on your prescription re-order form. Your GP may in due course switch this over to your repeat medication if appropriate.

Therefore it may take longer than two working days to action your acute prescription request – this is because your GP may require more time to review this particular type of prescription. Please allow sufficient time when requesting your medication – we would recommend **five full working days** following your prescription request to check and process this.

PRIVATE PRESCRIPTIONS & MEDICAL CERTIFICATES

Private prescriptions, medical certificates and medical examinations are not covered by the NHS and the Doctors reserve the right to charge for these services. Advance payment will be required for any of the afore mentioned services. Medical examinations require specific private appointments which can be arranged by contacting the Office Manager. Claim forms or medical questionnaires that require completion from a Doctor should be given to the Receptionist who will advise you that completed paperwork will be available for collection in 7 – 14 working days.

CLINICS & HEALTH PROMOTION

A full health promotion service is offered by the Doctors and Nurses at Hawkhill Medical Centre. Clinics for Asthma, Diabetes, COPD, Coronary Heart Disease are run by our Practice Nurses. They can also provide advice and information on a variety of topics including: migraine, weight control, alcohol reduction, smoking cessation and travel advice. Please advise the Administration Staff when booking your appointment what you wish to see the Nurse for, this is to ensure that you are allocated a suitable appointment.

ASTHMA & COPD CLINICS

The Practice Nurse is highly trained in the management of Asthma/COPD. Your Doctor will refer you to these clinics when appropriate.

CHD CLINICS

The Practice Nurses are trained in chronic heart disease management. Your doctor will refer you to this clinic when appropriate.

DIABETIC CLINICS

The Practice Nurses are available for routine checks and are trained in the management of this condition.

CERVICAL SMEARS

Cervical smears are carried out by our Nurses. It is recommended that most female patients (*aged 21-60*) have a regular cervical smear (*every 3 years*). If you have any questions or concerns regarding this test, please do not hesitate to contact one of our Practice Nurses to discuss further. When booking your cervical smear appointment, please advise the Administration Staff that this is what you are attending for, this will assist in allocating your appointment appropriately.

FAMILY PLANNING & CONTRACEPTION

The Practice provides a specialist service on a Friday morning to meet all family planning and contraceptive requirements. This service includes the fitting of IUD (coils), caps as well as Implanon insertion and removal.

TRAVEL ADVICE

An appointment must be made with the Nurse to obtain travel advice (*no less than six weeks before date of travel*). A number of travel vaccinations are **not** available on the NHS therefore a private prescription will be arranged. There is a charge for these prescriptions and for the administering of the vaccinations. Prices are available from the Nurses or Reception Staff.

VACCINATIONS & IMMUNISATIONS

Childhood immunisations are administered by the Health Visitor. Other routine vaccinations and immunisations are carried out by the Practice Nurses (*appointment only*), these include seasonal flu and travel vaccinations. Further information on immunisations can be found on: www.immunisationscotland.org.uk

MINOR SURGERY

Hawkhill hosts a minor surgery clinic every Friday afternoon – minor surgery procedures are performed (*under local anaesthetic*) by one of our Doctors who has specialised in this service. Appointments for these procedures can be arranged by your Doctor.

ANTENATAL & POSTNATAL CARE

Antenatal care is provided in conjunction with the Antenatal Clinic at Ninewells Hospital. Those patients receiving antenatal care at Hawkhill will in normal practice attend the Midwife Clinic hosted at the centre every Tuesday 9:00am to 5:00pm and by the Doctor during normal Practice hours.

After your baby is born, it can on occasion take a few days for details of the birth to be received from the hospital. For this reason it would be helpful if the Practice could be contacted once mother and baby have been discharged home.

During the first few weeks following your baby's birth, care is provided at home mainly by the Midwife and Health Visitor and all mothers are offered a six week postnatal check-up and family planning advice from a Doctor, this check up will be arranged alongside your baby's child health surveillance screening. **Please register your baby with the Practice as soon as possible.**

CHILD HEALTH SURVEILLANCE

As part of routine screening for children under 5-years, developmental screening starts at the age of eight weeks. Child Health Surveillance Clinics are by appointment and are hosted every Monday from 15:00 – 16:00 – your child will receive an appointment through the post for screening.



COMPLAINTS PROCEDURE

If you have any complaints regarding the services at Hawkhill Medical Centre, please do so in writing to:

Jacqueline Cadger
Office Manager
Hawkhill Medical Centre
Hawkhill
DUNDEE DD1 5LA

Tel No: 01382 – 669589

We prefer that complaints are made in writing. Any complaint will be acknowledged within three working days and we will respond within 20 working days. A copy of the Practice Complaint Procedure is available at the Reception Desk.

ACCESS TO YOUR MEDICAL RECORDS

The General Data Protection Regulations (GDPR) gives you the right to see health information about yourself. If you feel you require to look at your medical records, please ask at Reception for a copy of our Privacy Policy and information leaflet.

The Freedom of Information (Scotland) Act 2002 provides individuals with a right of access to recorded information held by Scottish Public Authorities. Under the act, General Practices are considered to be holders of such information. A large proportion of recorded information held by GPs is personal information that can be withheld under the act.

Under GDPR you have the right to access your own personal information. This right includes making you aware of what information we hold along with the opportunity to satisfy you that we are using your information fairly and legally. You have the right to obtain:

- Confirmation that your personal information is being held or used by us
- Access to your personal information
- Additional information about how we use your personal information

Although we must provide this information free of charge, if your request is considered unfounded or excessive, or if you request the same information more than once, we may charge a reasonable fee.

If you would like to access your personal information, you can request this information by contacting: Tracy Shillan, Practice Manager.

Once we have received your request and you have provided us with enough information for us to locate your personal information, we will respond to your request without delay, within one month. However if your request is complex we may take longer, by up to two months, to respond. If this is the case we will tell you and explain the reason for the delay.

CONFIDENTIALITY OF MEDICAL RECORDS

As a patient of this Practice, your medical records are confidential, and are accessible only to members of the Primary Health Care Team involved in your care. This includes not only the GPs but also Practice and District Nurses, Health Visitors, Administration Staff and the Practice Pharmacist. As a Teaching/Training Practice other professionals such as Medical Students and Audit and Research Assistants may require access to your records are bound by the same rules of confidentiality as members of the Primary Health Care Team. Please ask at Reception for a copy of our "Privacy Policy".

PATIENTS RIGHTS AND RESPONSIBILITIES

Our Practice Team will at all times endeavour to deliver a courteous, informed and clinically correct service to our patients. We care for you and your family.

- Patients have the right to be greeted in a welcoming manner
- The Administration Staff will endeavour to meet your requests for an appointment at your convenience. If you have an **urgent** medical problem, our Triage Nurse will assess the urgency and provide you with advice or appropriate treatment.
- If you require to speak confidentially to the Receptionist, please indicate this on arrival at the Reception Desk and a room will be made available
- We endeavour to keep designated appointment times as far as possible. If you have been waiting for more than 20mins after your booked appointment, please enquire at Reception as to the nature of your delay
- The Staff will ensure that the telephone is answered as promptly as possible, but please remember that at certain times of the day the telephone lines may be extremely busy
- Information regarding developments in the Practice will be provided in newsletters or leaflets available at the Reception Desk
- Suggestions and complaints from patients will be dealt with seriously and promptly

With these rights come responsibilities and as patients we would respectfully ask you to become aware of the following:

- Patients should attend their appointment at the arranged time. Please let us know as soon as possible if you intend to cancel your appointment. Consistent failure to attend appointments may result in removal from the Practice List
- Delays can be reduced by remembering that an appointment is for one person only. We expect you will understand that if another member of your family requires to be seen, a separate appointment should be made
- Patients are responsible for their own health and the health of their children, and should co-operate with the Practice in endeavouring to keep themselves healthy
- Requests for help and advice for non-urgent matters should be made during surgery hours only
- Home visits should be requested for patients who are seriously ill or housebound. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well equipped surgery or hospital. Patients should realise that home visits are made at the Doctor's discretion
- Many problems can be solved by advice alone, therefore patients should not always expect a prescription
- Please inform the Practice of any alterations in your circumstances, such as change of surname, address or telephone number, even if it is ex-directory
- As the Receptionists should treat patients with courtesy and friendliness, so patients should treat the Staff and Doctors with courtesy and respect. The Reception Staff have a very difficult job to do, juggling with limited resources and without detailed medical knowledge. **DO NOT** blame the Receptionist if the Doctor is delayed or not available. They are trying to do their best to help you.

POLICY FOR CONSENT TO THE TREATMENT OF CHILDREN

All Clinical and Administration Staff at Hawkhill Medical Centre are aware of their responsibilities in protecting the rights and confidentiality of children and young people.

As stated in Section 2(4) of the Age of Legal Capacity (Scotland) Act 1991 provides that “A person under the age of 16 years shall have legal capacity to consent on his/her own behalf to any surgical, medical or dental procedure or treatment, including psychological or psychiatric examination, where, in the opinion of an attending qualified medical practitioner, he/she is capable of understanding the nature and possible consequences of the procedure of treatment”

The Practice acknowledges that the following are generally regarded as children’s basic health rights:

Children have rights:

- ❖ To child-centre health care
- ❖ To be looked after appropriately, without discrimination of any kind, to be encouraged in every possible way to develop their full potential
- ❖ To take opportunities to be involved, from the beginning and to choose not to be involved in decision making
- ❖ To receive clear information about matters closely affecting themselves and the right to decline detailed information at a particular time
- ❖ To have opportunities to express opinions without pressure or criticism
- ❖ To ask someone else to decide a particular issue
- ❖ To receive an explanation of the reasons when their preference cannot be met
- ❖ To confidentiality – subject to constraints; and to redress – where appropriate – through a fast, accessible complaints procedure

Hawkhill Medical Centre’s personnel follow these guidelines when dealing with children and young people. All health professionals should ensure that young people are aware of their rights to confidentiality and consent and must assess the individual’s maturity and ability to reason when giving consent. The Practice is aware that a person of any age has the right to determine their own health care treatment without recourse to the views and wishes of their parents. We are committed to helping children and young people who present with difficulties or problems by speaking to them, getting to know them, listening and taking their concerns seriously, involving them with any decisions regarding their health and any treatment and respecting their privacy. If a child is felt to be legally capable then their consent should be sought before giving information from or allowing access to the child’s health records to a parent.

Administration Staff are aware that they must not divulge any information to anyone other than the patient unless there is the proper authorisation to do so. If, in the opinion of the Medical Practitioner, the child is not capable of understanding the nature and possible consequences of any procedure or treatment, the Medical Practitioner should seek the consent of the child’s parent or guardian. Where children give their consent, parents or carers should also be consulted as a matter of practice.

THE PRACTICE OPERATES A ZERO TOLERANCE POLICY

The Practice considers aggressive behaviour such as personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures. The Practice reserves the right to remove any patient from our list who is in anyway aggressive to the Doctors or Staff.

No abuse of Staff is acceptable whether verbal or physical. All abuse will be reported to the Practice Manager/Office Manager and a log of all incidents will be kept.

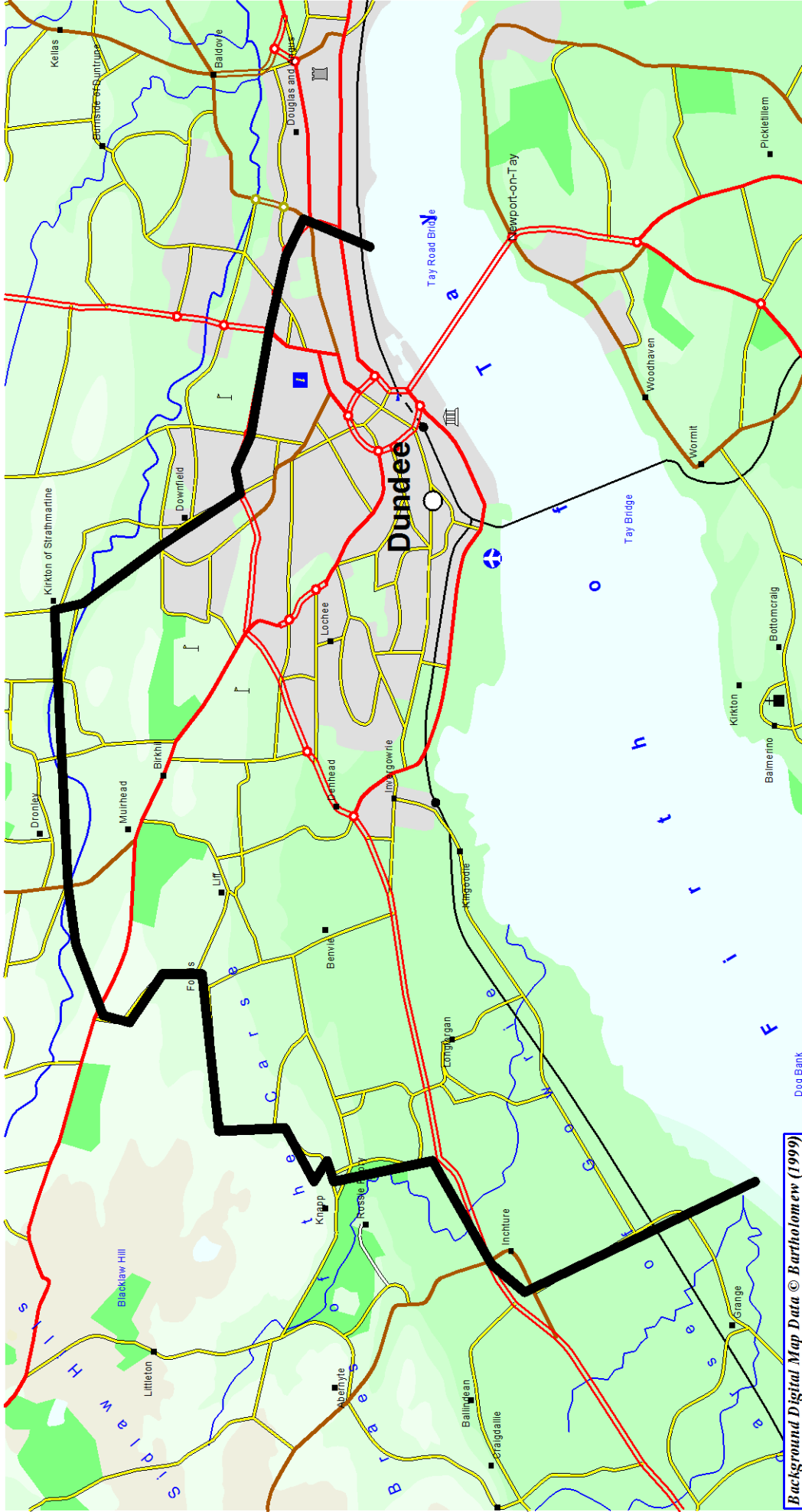
All incidents of verbal abuse will be considered by the Partners and appropriate action taken, which may include the removal of the patient from the Practice list.

Any physical abuse of our Staff by patients or general public will be reported to the Police. The patient will then be removed from our Practice list. In these circumstances the patient will have seven days to find a new doctor. If you are unable to find another doctor, Practitioner Services will allocate you one.

Useful Telephone Numbers

District Nurses	01382 740188
Dundee Age Concern	01382 825624
Addiction Helper	0800 024 1479
Childline	0800 1111
Blood Transfusion Service	0131 536 5700
Citizens Advice Bureau	01382 307494
NHS24	111
Ninewells Hospital (switchboard)	01382 660111
Police Scotland	101
Royal Victoria Hospital (switchboard)	01382 423000
Roxburghe House – East Wing	01382 423133
Roxburghe House – West Wing	01382 423143
Relate (Marriage Guidance)	01382 640123
Rape Crisis Centre	01382 201291
Dundee Registrar (Births & Deaths)	01382 435222
NSPCC	0808 800 5000
Samaritans	01382 832555
Tayside Drug Problems Centre	01382 632542
Practitioner Services	0345 300 1023
Social Work – First Contact Team	01382 434019





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