
THE GREEN PRACTICE

Whitefriars Surgery
Whitefriars Street
Perth, PH1 1PP

Telephone: 01738 627912

Email: whitefriarsgreen.tayside@nhs.scot

Repeat Prescriptions (24 Hours): 01738 620012

www.greenpracticeperth.co.uk



-
- Dr D T Carey • Dr J R Hamilton • Dr N A Moloney • Dr S A Elliott •
• Dr D N A Smith • Dr J Crichton • Dr S Smith • Dr C Stein •
-

WELCOME

to

THE GREEN PRACTICE

WHITEFRIARS SURGERY

PRACTICE HISTORY

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

THE PRACTICE

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

The surgery is located in Whitefriars Street, off Riggs Road. There is parking within the grounds, including disabled parking. The building is easily accessible to the disabled with all the practice facilities at ground level. There are play areas within the waiting areas. We operate an appointment system for all our surgeries. Please telephone to make an appointment. Receptionists are present Monday, Tuesday and Thursday 8.00am to 7.30pm, on Wednesday 8.00am to 6.00pm and Friday 8.00am to 6.30pm. Part of the purpose of this booklet is to help you make the most effective use of the services available to you in this practice.

THE PRACTICE TEAM

PRACTICE MANAGER

Nicola Nicolson

OFFICE MANAGER

Jo Elliott

RECEPTIONISTS

Louise Comerford

Trudy Torrie

Gillian Wilson

Laura McPhail

Hilda Proudfoot

Michelle Fullerton

Michelle Robertson

Rachael Lipp

Alicia Coe

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

HEALTHCARE ASSISTANT

Laura Geddes

Ann Blair

PRACTICE NURSES

Arlene Earaker

Annie Coorey

HEALTH VISITORS (01738 445173 - 24 HRS)

Fiona Duncan Lisa Murray Lisa Dawson Sarah McManamon Nicola MacKenzie

DISTRICT NURSE (01738 473317 – MESSAGING SERVICE ONLY)

Leeanne Doull

COMMUNITY STAFF NURSES

Karen Cobb

Jill Clark

Steffny Alison

Lisa Dewar

Katie Aston

MIDWIVES

The midwife booking line number is 01738 473494. Midwife Unit - 01738 473425

FACILITIES FOR THE DISABLED

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

DOCTORS

There are three male doctors and five female doctors in the practice who work as a partnership.

Dr Daniel T Carey

MB BCh BAO DCH DGM FRCGP
(Dublin 1988)

Dr Noirin A Moloney

MB BCh BAO DCH Dip Pall Med
(Dublin 1988)

Dr Daniel N Smith

MB ChB MRCP
(Dundee 2003)

Dr Sara Smith

BSc (hons) Physio MB ChB MRCP
(Dundee 2011)

Dr Steven A Elliott

MB ChB DRCOG DCH FRCGP
(Dundee 1994)

Dr Julia R Hamilton

MB BCh BAO DCH DFSRH MRCP
(Belfast 1990)

Dr Jane Crichton

MB ChB DCH DFSRH DRCOG MRCP
(Aberdeen 1998)

Dr Claire Stein

BMBCh MA
(Oxford 2012)

CONSULTING DAYS

Monday	Dr Carey Dr Hamilton Dr Elliott Dr D Smith Dr Crichton
Tuesday	Dr Carey Dr Elliott Dr S Smith Dr Crichton Dr Moloney
Wednesday	Dr Carey Dr Hamilton Dr Moloney Dr D Smith Dr Stein
Thursday	Dr Carey Dr Moloney Dr D Smith Dr Elliott Dr Stein
Friday	Dr Elliott Dr Hamilton Dr Crichton Dr S Smith Dr Stein

SURGERY OPENING HOURS

Monday, Tuesday and Thursday 8.00am - 7.30pm, Wednesday 8.00am - 6.00pm, Friday 8.00am - 6.30pm. We are closed between 12 noon and 1.30pm every Wednesday for staff training.

CLINICS AND HEALTH PROMOTION

The practice provides annual chronic disease review clinics which include diabetes, COPD, Asthma, chronic heart disease (CHD), blood pressure (hypertension) & Thyroid. These clinics run throughout the week, and appointment invites are issued from the practice.

We also run 6 - 8 week Child Screening Clinics. Appointments are issued by Child Health.

ANTENATAL CARE

Antenatal care is available in normal surgery hours from all the doctors and community midwives.

CONTRACEPTIVE SERVICES

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

TRAVEL VACCINATIONS

Please consult a travel clinic for advice on vaccinations. Some vaccinations are available on the NHS.

CERVICAL SMEARS, NEW PATIENT SCREENING AND MINOR SURGERY PROCEDURES

These are also carried out during normal consulting hours. Please arrange with the receptionist.

HOME VISITS

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

OUT-OF-HOURS COVER

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

REPEAT PRESCRIPTIONS

Ordering your repeat prescription can be done in a variety of methods:

- Online through our website at www.greenpracticeperth.co.uk
Instructions of how to use our online services are available on our website.
- Leave a message on our repeat prescription line - 01738 620012.
- Hand or post in a medication slip to the surgery

Repeat prescription requests are dealt with Monday to Friday. Please allow the practice at least 2 working days to process your prescription. Your prescription will then be sent directly to the chemist of your choice. Please allow additional time for this to be dispensed.

From time to time it may be necessary for the practice to arrange a medication review appointment to discuss your treatment.

APPOINTMENTS

To make an appointment, telephone the surgery on 01738 627912 where you will be asked some questions, in confidence, to help our Medical Receptionists direct you to the most appropriate service. These services include: GP, Practice Nurse, Mental Health & Wellbeing Nurse, Physiotherapist, Optician, Dentist and Pharmacy.

The practice offers the following GP appointment options: same day or 3 day advance telephone, video and face to face appointments.

Various nurse & healthcare assistant appointments are available to book up to 4 weeks in advance.

If you have a booked appointment at the surgery, please report to reception on arrival. If you cannot keep an appointment for any reason, please let the surgery know so that we may offer it to another patient.

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

This will ensure that your problem is dealt with as swiftly as possible.

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

RESULTS/ENQUIRIES

Please call for results and general enquiries after 2pm as the telephone lines will be less busy.

PERSONAL DETAILS

It is really important that you keep us informed of any changes to your personal details including name, address, telephone number and email address. It is your responsibility to ensure the practice has the most up to date personal details.

PATIENT TRANSPORT SERVICES

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

GENERAL NURSES' CLINIC

The nurses run general clinics in the treatment rooms and you can book an appointment with the receptionist. They offer a whole range of services including:

- Dressings • Blood tests • Contraception advice • Blood pressure testing •
- Diabetic clinic • Hypertension clinic • Asthma clinic • CHD clinic •

PREVENTIVE MEDICINE

Patients with long-term conditions, such as diabetes, asthma and high blood pressure, are offered regular appointments for assessment and discussion, and any necessary adjustments in their treatment.

Our female patients can participate in the national cervical smear screening programme, where a smear of cells of a woman's cervix (the neck of the womb) is checked for the presence of pre-cancerous changes. This we carry out every three years. Patients with long-term conditions, such as diabetes, asthma, cardiac disease and high blood pressure, are offered regular appointments for assessment and discussion, and any necessary adjustments in their treatment.

AREA OF PRACTICE

The geographical area covered by the practice extends to about an average 5 mile radius from the city centre. In cases of doubt, please discuss with our Practice Manager who will be happy to help. A topological map showing the boundaries can be seen on the back cover of this booklet as well as a detailed OS style map available in the health centre and on the practice website at <http://www.greenpracticeperth.co.uk/location.php>

COMPLAINTS PROCEDURE

Sometimes misunderstandings can happen. If you have a problem with any of the services, or staff, please contact the practice manager, or pick up a complaints procedure leaflet at reception where full details are available about the complaints process.

SUGGESTIONS

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

CONFIDENTIALITY

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

HOW TO REGISTER WITH THE PRACTICE

We are happy to register new patients who reside within the practice area (see map on the back cover). Please contact the practice by telephone or see our Practice website for further details and to access Registration documents. We may request that you attend a new patient appointment with a Practice Nurse or GP.

OUR RESPONSIBILITY

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

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

All staff adheres to the rules governing patient confidentiality.

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

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

We will try to answer the telephone promptly and ensure that the staff are pleasant in dealing with you.

YOUR RESPONSIBILITY

Please be punctual for your appointments as late arrival can cause delays and inconvenience for other patients. Please ask for more than one appointment if you want more than one patient to be seen.

You are responsible for following the medical advice offered and any medication as advised; please ask any questions if you are unsure of anything.

If a patient is violent or abusive toward any of our health professionals or practice staff, we do have the right to remove patients from our list immediately. We also have the right to remove patients who repeatedly and persistently ignore their responsibilities to us and to other patients.

INSURANCE AND MEDICAL EXAMINATIONS (NOT COVERED BY NHS)

The receptionist will arrange an appointment for you to see the doctor. There is a charge for this service; please check with the receptionist when booking your appointment.

REMOVAL OF PATIENTS FROM THE PRACTICE

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

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act (Scotland) 2002 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception or from the practice website at <http://www.greenpracticeperth.co.uk/practice-policies.php>

SELF TREATMENT OF COMMON ILLNESSES

BACK PAIN

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

BURNS AND SCALDS

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

COUGHS, COLDS AND SORE THROATS

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

DIARRHOEA AND VOMITING

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

EARACHE

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

HEAD LICE

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

THREADWORMS

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

HEAD INJURIES/CONCUSSION

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol.

If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

SPOTS

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

INSECT BITES/STINGS

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

NOSE BLEEDS

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

SPRAINS

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

SUNBURN

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

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

PARACETAMOL TABLETS

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

PARACETAMOL MIXTURE

For relief of pain or fever in young children.

SEDATIVE COUGH LINCTUS

Seek the advice of your normal chemist.

MENTHOL CRYSTALS

Add to hot water to make steam inhalations for treating stuffy noses, catarrh and dry or painful coughs.

VAPOUR RUB

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

ANTISEPTIC SOLUTION

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

ANTISEPTIC CREAM

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

CALAMINE LOTION

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

DRESSING STRIPS

For minor cuts.

3" WIDE CREPE BANDAGE

To keep dressings in place. To support sprained or bruised joints.

COTTON WOOL

For cleaning cuts and grazes.

TWEEZERS

For removing splinters.

Remember that your local chemist can give you advice about medicines.

TAYSIDE NHS BOARD HQ DETAILS

Tayside NHS Board Headquarters

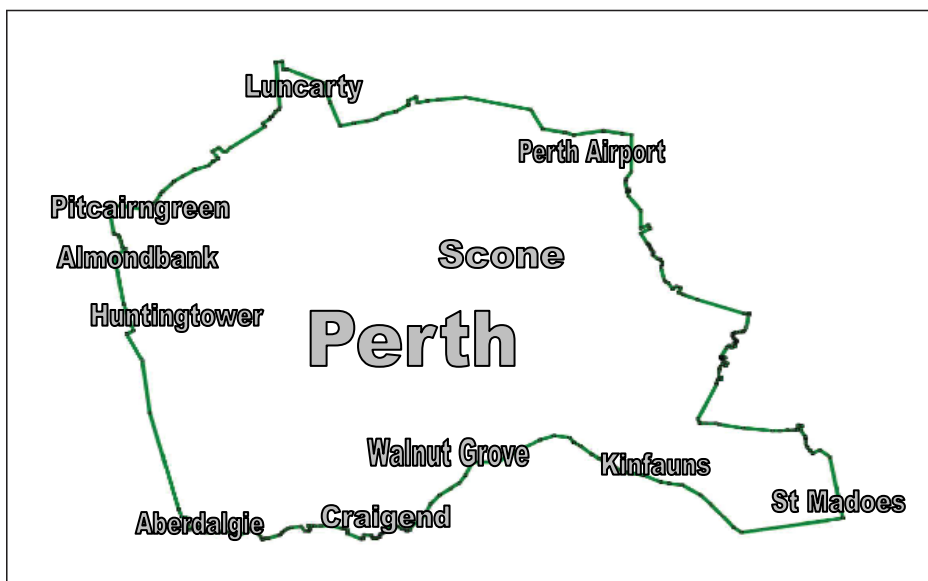
Ninewells Hospital, Dundee, DD1 9SY

TEL: 01382 660111

NOTES

NOTES

OUR PRACTICE AREA



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

USEFUL TELEPHONE NUMBERS

Perth Police	999 (emergency only) or 101 (non-emergency)
NHS24 (https://www.nhs24.scot/)	111 (free phone number)
Perth Royal Infirmary	01738 623311
Murray Royal Hospital	01738 623311
Social Work Department	01738 475000
Samaritans	01738 626666 or 08457 909090
Alcoholics Anonymous	0845 7697555
Citizens Advice Bureau	01738 450580
Perth Association for Mental Health	01738 639657

Visit our website: www.greenpracticeperth.co.uk