

PENICUIK MEDICAL PRACTICE

Penicuik Health Centre, 37 Imrie Place, Penicuik EH26 8LF

TELEPHONE: 01968 672612

FAX: 01968 671543



INFORMATION FOR PATIENTS

www.penicuikhealthcentre.co.uk

Welcome

To Penicuik Medical Practice

• Penicuik Health Centre • 37 Imrie Place • Penicuik EH26 8LF •

• TELEPHONE: 01968 672612 •

This booklet tells you about the practice and our services. You can find more information and updates on our website at www.penicuikhealthcentre.co.uk

About The Practice

We provide the best medical care we can. We do this for all our patients equally.

We aim to be accessible and do our best for our patients with the resources we are given. We take part in teaching, audit and research.

Doctors

DR A DRUMMOND BEGG	MBChB DRCOG MRCGP (Edinburgh 1992)
DR SHEILA BIRD	MBChB BSc (Hons) DFSRH MRCGP (Edinburgh 1997)
DR CAROL LEVSTEIN	MBChB DCCH BSc MRCGP (Edinburgh 1981)
DR JULIA LUTTE	MBChB MRCGP DCH DRCOG (Edinburgh 2002)
DR JULIANA MONI	MB ChB (Aberdeen 2009)
DR KATIE MURRAY	MB ChB (Edinburgh 2008)
DR KAREN OSO	MBChB BSc (Hons) MRCGP (Glasgow 2006)
DR HAMISH REID	MBChB DRCOG MRCPHthDO MRCGP (Dundee 1985)
DR MORAG VIRGO	MBChB DRCOG MRCGP (Glasgow 1984)
DR PETER WEIL	MBChB BSc (Hons) MRCGP (Edinburgh 2001)

Practice Manager

Rachel Hall is the practice manager. She is happy to hear your views and suggestions about the services we offer.

Surgery Opening Hours

8.00am - 6.00pm Monday to Friday

We close approximately eight afternoons in a year for staff training. NHS 24 covers emergencies at this time. Dates are on the website.

How To Register

You can register with the practice, so long as you live in the area we cover (see map on back cover). Just fill in your medical card, sign it and hand it in here. If you can't find it, ask for a form at reception. You will also be required to bring along proof of ID and a household bill.

We arrange a health check with the practice nurse when you register. We ask you to fill in a questionnaire to give to the nurse when you see her.

Reception Staff

Our staff will help you to see a doctor or nurse. If you can give an indication of your problem, they will try to make sure you see the right person.

Confidentiality is maintained at the highest level by all staff.

Appointments

Our nurses can treat many problems and chronic illnesses. We can always offer you an appointment with a nurse or a doctor within two working days. If you prefer a particular time or person we will try to help, but you may need to wait longer. The doctors have other commitments, so your own doctor may not be available every day.

We always have appointments available both at short notice (within 24 hours) and in advance (up to one month). In order to provide this high standard of accessibility we release our appointments a month in advance. One-third of appointments are bookable as soon as they are released, one-third are bookable one day in advance and one-third are bookable on the day.

We have trialled many different systems over the past years and believe that this system offers the best balance between allowing patients to plan ahead and allowing people to see the doctor as soon as possible after they decide that they want to make an appointment.

Appointments for on the day and one day in advance can be booked from 8.30am. If you are planning to book an appointment in advance, please telephone at another time of the day to avoid congestion on the phone lines.

Telephone Advice

NHS 24 has a telephone advice service for health questions. Just call freephone **111**.

Can we solve your problem by phone? The nurses, health visitors, pharmacists, midwives and doctors all give telephone advice. There is a list of useful numbers towards the back of this booklet. Telephone calls to the practice are recorded.

Cancellations

Please phone **01968 672612** to cancel your appointment if you can't keep it or no longer need it.

Emergencies/Urgent Problems

In a life-threatening emergency, dial **999**.

An emergency service operates 24 hours a day.

Between 6.00pm and 8.00am and at weekends, call NHS 24 on **111**.

Between 8.00am and 6.00pm on weekdays, call **01968 672612**.

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Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what should be done next.

If death occurs at home, telephone your doctor who will visit to confirm that death has taken place and advise you how to obtain the certification as to cause of death. Then contact your local funeral director who will be able to advise you on registration procedures. If death occurs in hospital just contact your local funeral director to engage their services, and collect the doctor's certificate as to cause of death from the hospital.

In either case, you should then contact the local registrar for the area in which the death took place and make an appointment to take in the certificate as to cause of death. (If available, also take the deceased's medical card to this meeting.)

Throughout all this, your local funeral director is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week. Many local funeral directors feel it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

ADVERTISING FEATURE

Attract more business by placing your advert here. Simply call 0800 0234 196.

Visiting At Home

We have better facilities to help you when we see you at the health centre. We have disabled parking spaces by the back door. You don't need a disabled badge to use these if you are unwell.

If you are too ill to come to the health centre, we will ask you to speak to a doctor to arrange a visit at home. If you phone early in the day (before 9.00am if you can) we can see you sooner.

Repeat Prescriptions

Please ask for prescriptions in writing, not by phone, to reduce the chance of errors. If you are on regular medication you will get a re-order slip with your prescription. You can use this to order your prescription, through your local pharmacist, from the health centre, by email at www.penicuikhealthcentre.co.uk or by fax to **01968 671543**.

For your safety, we need two working days' notice for repeat prescriptions, so that your doctor can check the prescription and make sure you have any regular checks that are needed. If the pharmacist collects your prescription, please allow three working days.

For medication not on your repeat prescription list, please give the name and dose of medication you need in writing and allow two working days.

Minor Ailments Scheme

Our local pharmacists are happy to provide you with advice about minor ailments. This includes cough/cold remedies, painkillers, treatment for rashes, lice, scabies, indigestion, hay fever and anti-allergic remedies among others.

We work closely with our pharmacist colleagues and they ask advice from us if you have symptoms that they can't treat.

Disabled Access

The health centre is fully accessible to disabled people. We have two disabled parking spaces in the staff car park next to the back door of the health centre (at the end of Imrie Place). You don't need a disabled badge to use these if you are unwell but please use them only if you genuinely need to.

If you have problems with access, please let the practice manager know.

Parking

If you don't have mobility problems please use local car parking to the south and west of the health centre.

Laboratory Test Results

If you have tests, x-rays etc arranged here, always call to check your results. Most tests take about a week to come back. If you are phoning for results, please call between 3.00 and 5.00pm so that we can check results that have come in that day.

Stay in touch with our website: www.penicuikhealthcentre.co.uk



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or **07762 614082**

Email: jean@geniemaid.co.uk

Home Improvements

Maintaining your home can be a time consuming and confusing business. Just because there is no home MOT doesn't mean that essential maintenance can be neglected. Not sealing the bath properly now could lead to expensive wet rot treatment later, not fixing those leaking gutters can lead to water penetration and damp within the home.

ADVERTISING FEATURE

Carrying out building work can be stressful, disruptive, inconvenient and costly. To minimise the impact on the homeowner of any building work, it is important to take time to make sure you choose the right tradesman.

Ask around! The best guide to which tradesmen in your area do the best job, and for the right price, will come from the personal experience of your friends and neighbours. If you are contemplating a larger job, possibly involving several trades, make sure you find a tradesman who will act as your project manager and take responsibility for the whole job.

Ask questions, check insurances and don't trust just a mobile number.

Remember a good local tradesman is worth his weight in gold.!

IN-GENIOUS JEAN!

Jean Robertson's proud boast is that many of her clients are just like members of the family. For as well as offering a normal office and domestic cleaning service, Jean's business - Genie Maids Ltd - has a far more personal touch. "What we do sets us apart from other firms," she said. "We offer a housemaid service which can be tailored to the individual's budget. We will change beds, do the washing and ironing plus go out for the weekly shopping. And that's not all. We will even provide transport for our clients, driving them to and from places like airports and hospitals.

ADVERTISING FEATURE

"The domestic side of the business is basically about doing the kind of things a housewife would do each week. Over time, we get to know our clients - and their needs. Some feel the need to use our service because they lead busy lives, while others need special help because of advanced age or infirmity."

Jean has one 83-year-old client who she personally drives around. "I take her everywhere and even escort her to functions - she is just like a granny to me, really."

Genie Maids Ltd are planning to expand the geographical range of their business, a move which could involve travelling right to the rim of a forty-mile radius of the firm's headquarters. But Jean will not be rushing into this too quickly. "Being Scottish, I like to do things in a canny way," she said wryly.

diy D.A.D.*

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***DONE AND DUSTED**



Dental Care

The doctors at the Health Centre don't treat dental problems. For emergency dental care, patients should first contact their own dentist. If you haven't got a dentist, you can contact the walk-in facility at: Chalmers Dental Centre, 3 Chalmers Street, Edinburgh EH3 9EW (Monday - Thursday - 9.00am - 4.45pm, Friday - 9.00am - 4.15pm)

or

Bonnyrigg Health Centre, 35-37 High Street, Bonnyrigg EH19 2DA (Please telephone first for an appointment on **0131 536 8941**)

When the centres are closed, unregistered patients should phone the Lothian Dental Advice Line on **0131 536 4800** to arrange for emergency dental care. If you don't have a dentist, telephone **0131 537 8444** to find out how to get one.

We have no training in dentistry.

We have been asked by dentists not to treat dental problems because we do not do it as well as dentists.

Podiatry

The chiropodist/podiatrist in the health centre is independent of the practice and makes her own appointments.

Ask at reception for a form. Fill this in with details of your problem and your contact details. Tell the podiatrist if you have diabetes or circulation problems in your feet. She will send you an appointment.

The podiatrist can be contacted on **01968 671520**.

Planning A Pregnancy?

Contact the midwives on **01968 671537** to check that you are immune to German Measles and for advice about folic acid and pre-pregnancy care.

You can get a pregnancy test without an appointment with a doctor. Just hand in a urine sample at reception.

If you have a positive pregnancy test and wish to continue with your pregnancy, contact the midwife to arrange care during your pregnancy.


To make your first midwife appointment please call **0131 536 2009** or in an emergency call your GP or NHS 24 free phone no **111**.

All the doctors are happy to discuss pregnancy-related matters with patients.

Physiotherapy

Lothian Health has a physiotherapy service in the health centre. As of 1 October 2012 the self referral pathway for musculo-skeletal service has now changed for patients. They should contact 0845 604 0001 in the first instance and at that point will be assessed as to whether onward referral to physiotherapy is required. For more information about the service, speak to the physiotherapist on **01968 671526**.

Penicuik's Local Online Bookshop



durnick books

- A huge selection of used and new books in stock, in Penicuik.
- Browse from the comfort of your own home.
- Reduced handling rate for Penicuik - see the Penicuik Home Page.
- Weekday delivery, often same day but normally within 24 hours.

www.durnickbooks.co.uk
chris@durnickbooks.co.uk
Tel: 07771 550548

Why shop online locally?

DurnickBooks is probably the largest internet bookseller in Midlothian, with a stock of over 28,000 titles available.

Chris offers a relatively unusual concept of a local online shopping service, with a reduced handling fee and personal delivery service to Penicuik customers. With over 20 years of customer services experience, he is trying to offer the personal service that you would expect from a small, local independent shop, but bringing it into the comfort of your own living room, through the internet.

On the site, over two thirds of the books are categorised by subject, or author, for easy searching from the homepage. There is also a Quick Search facility, where you can find books by Author, Title, Description or Keyword. Also offered is an Offline Search Service, for that elusive book that you have spent years looking for, that you have not been able to find.

There are several reasons that DurnickBooks is not open to the public in Penicuik as a shop. Firstly, the books are not physically categorised, only virtually, so are not readily browseable and each book has a unique identifier which gives them the book's exact location. This being the case, if customers were to browse books and not put them back in the exact location they came from, this would cause a logistical nightmare when picking books to post out to the rest of the UK and international customers, on a daily basis. Further to this, he does not need to have the relevant Public Liability Insurance or, because of the layout of the warehouse, would not meet the laws relating to accessibility.

ADVERTISING FEATURE

Would talking help?
 Why wait for an appointment on the NHS?
 There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.
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Community/District Nurses

The nurses help with care at home after surgery and for many long-term conditions. To contact the community nurse, tel: **01968 671535**.

Private Health Care

If you have private health insurance please tell your doctor. It can be helpful if you need to see a specialist or physiotherapist.

As a practice we try to do the best for everyone we see. Waiting times for some treatments (but not all) may be shorter if you have private health insurance.

You can find out the cost and waiting times of private treatment at **0131 334 0363** or on the Spire website www.spirehealthcare.com/edinburgh

Pharmacy Services

The local pharmacists are always happy to help you manage short-term illness. If you have a question about your medicine, you can ask your pharmacist.

Phone numbers are:

Lloyds	01968 673633
Rowlands (Beatties) - Edinburgh Road	01968 676868
Rowlands (McWhinnies) - Precinct	01968 673939
Rowlands (Jacks) - Loanhead	0131 440 0511
Sainsbury's - Straiton	0131 448 2181

Pre-school Children

The Penicuik and Roslin health visiting team are based at Roslin Medical Centre. The health visitors have regular baby clinics and immunisation clinics in the health centre here. Tel: **0131 440 7832** to find out more.

Teenagers

Information about relationships, sexual health and contraception, drugs and family problems are available for teenagers at MYPAS (Midlothian Young People's Advisory Service.)

Tel: **0131 454 0757**

Email: paul@mypas.co.uk

Web: www.mypas.co.uk

Social Work

For help with benefits, housing and social care problems, home help and occupational therapy aids and home adaptations, contact Loanhead Social Work Department.

Tel: **0131 271 3900**.

Drug Problems

We can help with drug problems after you have been assessed at the Community Drug Problem Service. MELD offers support for drug users and for families.

Email: office@meld-drugs.org.uk Tel: 0131 660 3566

Opening Hours: Monday to Friday 9.00am - 5.00pm

Stay in touch with our website: www.penicuikhealthcentre.co.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.

Alcohol Problems

An alcohol problems counsellor has a clinic in Penicuik. For an appointment, call ELCA.

Tel: **0131 337 8188**

Bowel Screening Program

Bowel Cancer is the third most common cancer in Scotland after lung and breast cancer. Every year, almost 4000 people are diagnosed with the disease. The Scottish Bowel Screening Programme invites all men and women between the ages of 50-74 for screening every two years who are registered with a GP.

Screening aims to find bowel cancer at an early stage in people with no symptoms. If bowel cancer is detected early through screening there is a 90% chance of treating the disease successfully. We strongly urge all eligible patients to take the test.

If screening is negative it does not mean you definitely do not have cancer. Please see your GP if you have any abnormal symptoms such as bleeding from your bottom or with your stools, recent persistent change in bowel habit, abdominal pain, weight loss or pallor.

For more information about bowel screening and the screening test go to:

<http://www.bowelscreening.scot.nhs.uk>

You can download the leaflet about bowel screening at

<http://www.nhsinform.sco.uk/screening.bowel>

and to request a bowel screening kit phone 0800 0121833 (free call)

Citizens Advice Bureau

CAB can help with debt and money problems, and can advise on housing, benefits and other problems.

Tel: **01968 675259**

Interpreter Service

Would you like to use an interpreter and speak your own language? Ask the receptionist to call **0131 242 8181** to arrange a free interpreter.

If you can bring a friend as an interpreter, you are welcome to do so.

Freedom Of Information – Publication Scheme

The Freedom of Information (Scotland) Act 2002 enables any person requesting information from a public body to receive that information, subject to certain exemptions.

The Practice Publication Scheme Document is available to view. Contact the practice manager for more information.

Doctors In Training

Fully qualified doctors with several years' hospital experience complete their training by working here as GP Registrars for a year.

Fully qualified doctors with a minimum of six years' training also work with us for four months at a time. Their surgeries are supervised by a GP.

We video-record some consultations so that we can teach better.

You do not have to have your consultation video-recorded if you do not want to. This will not affect your care in any way.

We will always ask your written consent before and after a video consultation.

Medical Students

We teach medical students from the University of Edinburgh. We ask for your consent before a student is present in your consultation.

If you prefer not to have a medical student present with your doctor, please say so. We understand and respect your feelings about this. It will not affect your treatment if you choose not to see a medical student.

Other Health Professionals In Training

We sometimes have other health-professional students working with us. We will ask for your consent before we allow a student to be involved in your consultation. We understand that not everyone is happy to have a student present. If this is how you feel, please say so.

Confidentiality Of Your Medical Records

We may share information about you with other staff (eg nurses, midwives, physiotherapists, social workers, hospital doctors) so that they can help with your care.

We meet the high standards required in a training practice. To guarantee this, we are regularly assessed by doctors from other practices who check individual clinical records, in strict confidence.

Emergency Care Summary (ECS): When you contact NHS 24, the nurse or doctor may use your emergency care summary from your GP medical record. The ECS records allergies and medication and important illnesses. The doctor/nurse is then able to know which drugs you have been prescribed, even if you are too ill to tell them. If you do not want your information to be available for this, please tell the practice manager.

We allow qualified staff from outside the practice to check records for quality assurance, audit and medical research, also in strict confidence.

We exchange information electronically with a national database (SCI DC) for our patients with diabetes. This is secure and confidential.

If you wish your own records not to be used in these ways, please tell the practice manager and we will not use them.

We provide medical information in support of sickness benefit claims, if requested by the DSS. We will assume that you agree to this unless you tell us otherwise.

For any other disclosure of medical information about you, we will ask the person who requests information to send us your written consent.

Additional NHS Services

We offer care for some illnesses in special clinics. These can save you going to a hospital clinic.

Asthma Clinic

We advise a once-yearly review for everyone who takes medication for asthma. Aileen Garrett or Jacqui Mason, our nurse practitioners, run the asthma clinic.

High Blood Pressure Treatment

We advise a six-monthly BP check for everyone taking treatment for high blood pressure. Please use our practice pod situated in the reception area or make an appointment with the nurse if you are due a check.

If your blood pressure is still high, or you have other problems, the doctor will see you to adjust your treatment.

Cardiovascular, Stroke And Peripheral Vascular Annual Reviews

We are now sending out review letters to patients who have the above conditions. We plan to stop inviting those who are feeling well to attend for reviews. We do want to see people at the surgery whose symptoms have changed or who are having problems with medication. If you feel that your symptoms have changed, or if you have any concerns about your medication then please make an appointment with one of our nurse practitioners or your usual doctor. We do advise that you have your blood pressure checked annually to make sure it is within target range. Please either let us have a set of blood pressure readings (this is our preferred method) or attend the practice and have your blood pressure checked using our surgery pod.

Cervical Screening

We offer a three-yearly cervical smear to all women aged between 20 to 60. This helps to prevent the development of cancer. Please make an appointment with the nurse if you are due a smear test.

COPD Clinic (Chronic Bronchitis)

We recommend annual review of all patients with chronic obstructive pulmonary disease. Our COPD clinic is run by Aileen Garrett, our nurse practitioner and Elaine Laidlaw, our practice nurse.

Diabetic Clinic

We do a yearly check-up for everyone with diabetes treated with diet or tablets (unless you use insulin, or go to hospital diabetic clinic care).

Nurse practitioner Jacqui Mason, in conjunction with our phlebotomist and Dr Peter Weil, runs our diabetes clinic. Eye checks are now carried out by Retinal Photography. You should be sent an appointment for this, if you don't attend a hospital clinic. We still advise a yearly eye check with an optician and we recommend Mr Cuning, the Optician in John Street (telephone **01968 674259**). We exchange information electronically with a national database (SCI DC) for our patients with diabetes. This is secure and confidential. However, if you wish your own records not to be used in this way, please tell the practice manager and we will exclude your records from this.

Epilepsy Clinic

We do a yearly check-up for everyone taking medicine for epilepsy.

Family Planning/Contraception/Planning a Pregnancy

The practice nurse can see you for contraception. When you make your appointment tell the receptionist which pill you take and you can get the prescription from the nurse, too.

She can advise about starting or continuing the pill, mini-pill, injection, emergency contraception, sterilisation, vasectomy, implants, coils and other methods. She can do your cervical smear if it is due. If you are thinking about a pregnancy, ask about a rubella check, folic acid supplements, alcohol, stopping smoking and any concerns you have.

Incontinence Assessment And Advice Service

We offer confidential advice and help. Just make an appointment with the nurse.

If you are housebound a district nurse can visit you to help, too.

Minor Surgery Clinic

We can remove moles and skin lumps under local anaesthetic. The waiting time is usually much less than for hospital treatment. Please see your doctor first.

Monitoring Potent Drug Treatment

We can prescribe powerful drugs for serious joint or other problems. If you take Penicillamine, Auranofin, Sulphasalazine, Methotrexate, Amiodarone or Sodium Aurothiomalate, Maggie Walker (practice nurse) and Dr Drummond Begg will check regular blood tests for your safety.

Thyroid Clinic

Dr A Drummond Begg and the phlebotomists (Alison McKenzie, Kirsty Dolan and Jackie Haining), do a yearly check and blood test for everyone on treatment for thyroid problems.

Warfarin Monitoring

Aileen Garrett, Nurse Practitioner, and the phlebotomists (Alison McKenzie, Kirsty Dolan and Jackie Haining), run the monitoring service for everyone who takes Warfarin.

Non-NHS Services, Certificates, Letters And Reports

Sickness certificates for more than seven working days' absence from work are free for our patients who are employed or looking for work. They are paid for by our contract with the NHS.

Most other certificates and forms are not paid for by the NHS. We provide these as a private service in addition to our normal work. Our fees reflect the cost of employing staff, nurses, our medical insurance and running the health centre. It costs us about £1 million a year to do this plus the doctor's time taken. Our fees are similar to other professions with equivalent skills and responsibilities.

We try to keep fees as low as possible. You can help us keep charges down by:

1. Reading forms first and filling in any information which you need to complete before asking us to complete the medical section.
2. Putting your request in writing - if we know exactly what you need there is less chance of missing out something important.
3. Giving at least two working days' notice. Our first priority is giving the best care to people who are ill and we fit other work around this whenever we can.

Fees for private medical certificates/consultations are listed but if you aren't sure what the cost may be, please ask. The cost and time taken for a report depends on how complicated it is. We quote a range of fees to allow for this. If we need to charge more than this, we will check with you first.

Medical Examinations

We do examinations for HGV, PSV licences, insurance reports, social work reports and sports medicals. Please tell the receptionist when you are making the appointment, so that you get extra time for a full examination.

Work-related Immunisations/Occupational Health

We do not have an occupational health service (including hepatitis B vaccination required for work). This should be provided by your employer.

Alternatively, Working Health Services (Scotland), based at the Astley Ainsley Hospital in Edinburgh, tel **0800 019 2211**, offer Occupational Health services for individuals working for small to medium sized businesses, and accept self referral.

Travel Advice/Vaccinations

We give advice on travel vaccines and malaria protection. Please ask at reception for details. There is a charge for advice and giving some vaccines.

You may need to plan at least eight weeks before your holiday for adequate cover.

Telephone Numbers

NHS 24	111
Ambulance/Police/Fire.....	999
Royal Infirmary of Edinburgh.....	0131 536 1000
Western General Hospital.....	0131 537 1000
Royal Hospital For Sick Children.....	0131 536 0000
Liberton Hospital.....	0131 536 7800
Midlothian Community Hospital, Bonnyrigg.....	0131 454 1001
Leith Community Treatment Centre	0131 536 6225
Spire Murrayfield Hospital.....	0131 334 0363
Chaloners Centre - Family Planning Clinic.....	0131 536 1070
Miscarriage Association.....	0131 220 3841
Lothian Health Primary Care Trust	0131 536 9000
Stepping Forward	01968 679215
Women's Aid.....	0131 668 2949
Rape Crisis Centre	0131 556 9437
Relate	0300 100 1234
CRUSE.....	0845 600 2227
NHS Lothian Primary Care Contracts Organisation (PCCO) Contracts Team, Pentland House 47 Robb's Loan, Edinburgh EH14 1YT (Responsible for our NHS contract).....	0131 537 8419
The Scottish Public Services Ombudsman 4 Melville Street, Edinburgh EH3 7NS.....	08700 115378

Practice And Patients' Agreement

What we will do for you and what you can do to help us.

The Medical Practice

- You will be treated with courtesy, respect and confidentiality.
- Urgent problems will be seen the same day by whichever doctor is available.
- The practice will try to minimise the wait for routine appointments.
- We will ensure that the practice is fully accessible to the disabled.
- Whenever possible you will be seen by the doctor of your choice for routine appointments.
- You will be seen as near to your appointment time as possible.
- The practice will inform you of the services we provide, how to access them and information to help you be healthy.
- We will process repeat prescriptions within two working days.

Patients

- You have a responsibility to treat us with equal courtesy and respect.
- Only request an urgent appointment when you feel it medically necessary.
- If you cannot keep your appointment please let us know as soon as possible so that someone else may use it.
- Please try to be flexible in choosing appointment times so that you can see the doctor of your choice.
- Routine appointments are booked at 10-minute intervals and urgent appointments are booked at five-minute intervals.
- The surgery has the best facilities and you get the best care if we can see you here.
- A prescription is not always helpful. Your pharmacist can give help and advice about medicines.

For the latest information click to: www.penicuikhealthcentre.co.uk

Comments And Suggestions

We welcome feedback and suggestions to improve our service.

Please contact the practice manager, Mrs Rachel Hall.

Complaints

If you have a complaint or concern about the doctors or any of the staff working for this practice, please ask for an appointment with the practice manager or let us know in writing, addressed to Mrs Rachel Hall, the practice manager, or any of the doctors.

(Our practice complaints procedure is part of the NHS complaints system and conforms to national standards.)

Violence, Threats Or Abuse Towards Staff

We do everything we can to guarantee the safety of everyone in the health centre.

If you choose to be violent or abusive towards anyone working here, we have the right to remove you from the practice list and we will do this immediately.

Our Practice Area

