**Glenwood Health Centre**

**Napier Road**

**Glenrothes, KY6 1HL**

**Tel: 01592 765039**

**Cardenden Health Centre**

**Wallsgreen Road**

**Cardenden, KY5 0JE**

**Tel: 01592 722445**

[www.thelomondpractice.co.uk](http://www.thelomondpractice.co.uk)

WELCOME TO THE LOMOND PRACTICE

General Practitioners (Partners)

**Dr Samuel Asamoah**

**Dr Alexander McFarlane**

**Dr Harry Sprot**

Practice Staff

Dr Mary Lodge (female)

Dr Danielle Knox (female)

Dr Farhana Badshah (female)

Dr Ruth Morris (female)

Naomi Lodge RGN Advanced Nurse Practitioner

Sharon McLellan Advanced Nurse Practitioner

Emeliet Akuoko Advanced Nurse Practitioner

Christine Burrows RGN Practice Nurse (Glenrothes)

Traci Macleod RGN Practice Nurse (Cardenden)

Andy Thompson BA MInstLM Practice Manager

Maureen Phillips Office Manager (Glenrothes)

Leanne Gilfillan Office Manager (Cardenden)

Surgery Hours

Glenrothes

Phone lines:

8.00am – 8.45am (emergency line Monday - Friday)

8.45am – 6.00pm (Routine line Monday – Friday)

GP consulting hours by appointment are:

Morning surgery

9.30am – 11:50am Monday – Friday

Afternoon surgery

2:30 pm – 5:00pm Monday – Thursday

2.00pm – 5:00pm Friday (emergency only)

Cardenden

Phone lines:

8.00am – 6.00pm Mon, Tue, Thu, Fri

8.00am – 12.30 Wed

12.30 – 6.00pm Wed Emergency phone line

Consulting hours by appointment are:

Morning surgery 9.00am – 11:50am Mon–Fri

Afternoon surgery 2:30 pm – 5:00pm Mon, Tue, Thu and Fri

The Lomond Practice is a Training Practice and regularly takes on the responsibility for the completion of GP Registrar training. A Registrar is a fully qualified Doctor but someone who is still to qualify in his or her specialised role as a GP. You will be notified at the time if your appointment is with a Registrar.

The Doctors occasionally undertake the training of undergraduate medical students. On these occasions, students and trainees will sit in during consultations for training purposes. You will be notified of this in advance.

Please speak with the receptionist if you do not wish them to be present during your consultation

Extended Hours

The Lomond Practice offers extended opening hours to accommodate patients who cannot attend the surgery between the normal opening hours.

Glenrothes – Wednesday and Friday Morning and Tuesday and Thursday evening

Please ask at Reception

Patient Services Available

Child health surveillance for newborn babies

Maternity (via Community Midwives)

Contraceptive advice

Support for those with Chronic diseases

Weight management

Dietician advice

Minor surgery

Cervical smears

Pharmacist support and advice

Treatment Room Service

Surgeries are held in the morning and afternoon from 9:00am to12:30pm and 2:00pm to 5:00pm Monday to Friday.

They will help you with the following:

Removal of stitches, blood pressure checks and dressings.

Note – Treatment room staff are NHS employees

Appointments

Doctor’s appointments are bookable on the day with a small number able to be pre-booked in advance. Appointments are made by telephoning reception or coming to the Practice after 10am. If a GP needs to review your treatment, they will give you a review slip to hand in at Reception where a follow-on appointment will be made.

Along with our Doctor’s, we have a very experienced team of Advanced Nurse Practitioners and Urgent Care Practitioners. These staff are highly qualified and able to deal with many of the minor illness problems a GP can deal with.

Nurse led clinics

The Practice Nurses hold clinics throughout the day. If you have a long term condition such as asthma, COPD, diabetes, heart disease, chronic kidney disease, strokes, you will be asked to see the Practice Nurse at least annually to ensure your condition is being managed. If you have a long term condition, please make sure you book in for an annual review.

Home Visits will be made for patients unable to attend the surgery.
When requesting a home visit, please telephone before 10.00am

Alternatively, you can speak to a Duty Doctor over the telephone by arrangement with a Receptionist. Please inform the Practice if you have a Key Safe.

Please be ready for the doctor and make sure your house number is visible. **DOGS SHOULD** **BE RESTRAINED ELSEWHERE**. In darkness, please put your outside lights on to make it easier for the doctor to find your home.

Attached Staff

District Nurses service provides nursing care and advice to those who are housebound. They are also available by telephone:

Glenrothes – 01592 765034

Cardenden – 01592 722445

Health Visitors provide a preventative and counselling role for the Practice with a special interest in family healthcare. They are also available by telephone:

Glenrothes – 01592 765034

Cardenden – 01592 722445

Practice Charter

The Doctors and staff of the LOMOND PRACTICE aim to provide high quality medical care involving a range of healthcare professionals. Please treat staff members with the same courtesy as you would expect yourself.

Remember your health is also your responsibility.

Patient Rights and Responsibilities

All members of the Practice team are dedicated to providing high quality health care. In particular, the team will:

* Maintain patient’s rights to absolute confidentiality
* Enable the patient to be seen by a Doctor or Advanced Nurse Practitioner if the patient considers the problem medically urgent
* The Practice as a dedicated website where you can order your repeat prescriptions
* Have repeat prescription request available for collection within 2 working days (3 working days if collecting from a chemist)
* Begin surgeries at the appropriate time. Any delay will be as a result of medical necessity.
* Refer patients to a consultant acceptable to them if their GP thinks it appropriate
* Offer advice and seek to inform patient’s of steps thay can take to promote good health and avoid illness
* Offer all new patients an appointment with the Practice Nurse
* Welcome any suggestions to improve the service provide to you

In return, we expect patient’s to:

* Be courteous to staff at all times
* Attend appointments on time or give the Practice adequate notice that they wish to cancel their appointment
* Use urgent appointments appropriately
* Appreciate that a routine appointment is 10 minutes long, for one person and for a maximum of 2 issues
* Reorder prescriptions one week in advance of the date they are due to run out.
* Attend for medication reviews when requested
* Advise the reception staff immediately of any changes to your address or contact details. Please call us in the afternoon to advise of any changes

Test results:

The practice will contact you should any treatment or follow up be required. Enquiries about tests ordered by the hospital should be directed to that hospital, not to the practice. In order to preserve confidentiality, we are unable to give out results to anyone other than the patient unless we have received prior permission from the patient. Please allow a minimum of one week for the results to be processed. Please telephone anytime after 1.30pm

Emergency/Out of Hours Calls

If you need EMERGENCY medical attention when the Practice is closed, please telephone NHS 24 on 111. NHS 24 is a telephone health advice, information and treatment service and is available 24 hours.

Repeat Prescriptions

Patients on regular treatment will be able to order repeat prescriptions at reception. Requests should be made **48 hours** or in the case of requests to the **CHEMIST 72hrs** in advance of collection either by posting, faxing or handing in the counterfoil attached to your prescription. If you wish the prescription to be posted back to you, a stamped addressed envelope should be included. An alternative service available, is for one of the local chemists to collect this for you – all you are required to do is to write the chemist name on the counterfoil.

The Practice also accepts prescription request via the practice website. Please register for this service. **PLEASE DO NOT WAIT UNTIL YOU ARE OUT OF A MEDICINE BEFORE REQUESTING MORE AND PLEASE DO NOT PHONE IN TO REQUEST YOUR MEDICATION.**

Removal of Patients from the Practice

Occasionally a breakdown of the relationship can occur. It may become necessary to request removal of a patient from the List. This does not affect your future care elsewhere. We will endeavour to explain the reasons for removal with the patient either directly or in writing.

Zero Tolerance Policy on Violence and Aggression

This practice operates a Zero Tolerance Policy. The right of the Lomond practice to remove violent patients from the Practice list will be enforced to safeguard all those who might have reasonable fear for their safety, including members of the practice's staff, other patients and any other bystanders present where the act of violence is committed or the behaviour took place. Violence includes actual or threatened physical violence or verbal abuse leading to a fear for a person's safety.

The Freedom of Information Act (Scotland) 2002.

The publication is available from reception. It is a guide to the classes of information the Practice can make available.

Confidentiality

This practice is fortunate in having a conscientious and experienced reception staff. They have a demanding job and have been trained to obtain essential information to speed up the doctors’ decisions. They are bound by the same rules of confidentiality as the doctors and nurses.

We also provide a fully confidential service to under 16’s.

Complaints and Suggestions

We aim to provide you with a comprehensive medical service but understand that at times, we may fall short of your expectations. Should you wish to submit a complaint, we ask that you write or contact the practice manager, Mr Andy Thompson. The Practice will aim to deal with all non clinical complaints within 5 working days and all others within 20 working days. If you are not happy with the resolution we provide to your complaint, you can request external support from the Scottish Public Services Ombudsman (0800 3777330)

Data Protection and the General Data Protection Regulations

**How we use your medical records**

* This practice handles medical records in-line with laws on data protection and confidentiality.
* We share medical records with those who are involved in providing you with care and treatment.
* In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
* We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided is safe.
* You have the right to be given a copy of your medical record.
* You have the right to object to your medical records being shared with those who provide you with care.
* You have the right to object to your information being used for medical research and to plan health services.
* You have the right to have any mistakes corrected and to complain to the Information Commissioner’s Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.

USEFUL TELEPHONE NUMBERS

**CHEMISTS**

Boots (Glenrothes) 01592 758783
Boots (Cos Lane) 01592 752554

Lloyds (Glenwood) 01592 755470

Lloyds (Leslie) 01592 620014

Superdrug (Town Centre) 01592 757310

Cadhan Pharmacy 01592 743639

DEARS 01592 772797

Markinch 01592 758329

**Local Health Service**

Cameron Hospital 01592 712472

Queen Margaret Hospital, Dunfermline 01383 623623

Stratheden Hospital 01334 652611

Victoria Hospital, Kirkcaldy 01592 643355

Whyteman’s Brae Hospital 01592 643355

Well Woman Clinic 01592 266271

Fife Primary Care NHS Trust 01334 712812

Family Planning Clinic 01592 753566

Social Works Department 01592 583321

Citizens Advice & Fife Rights 03451400095

Samaritans 08457 909090

Women’s Aid 0808 802 5555

Meals on Wheels via social work 01592 583321

Fife Rape and Sexual Abuse Centre 01592 642336

Arthritis Care National Help No **0808 8004050**

Ambulance Booking Service 0300 123 1236

Stoma Support Group 0800 0184724

Fife Society for the Blind 01592 644979

CRUSE Bereavement 0845 600 2227

Alzheimer Scotland 0808 8083000

Fife Alcohol Support Service (FAST) 01592 206200

Fife Addiction Services 01592 716446

Medical Advice

**TRAUMA**: Patients with cuts requiring suturing or when a bone may have been broken, should go directly to Accident and Emergency at Victoria Hospital.

**HEART ATTACK**: Patients who have symptoms of a heart attack should call an Emergency Ambulance “999” BEFORE calling the practice doctor.

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

**Colds**

There is no cure for the common cold, go to bed, take plenty of drinks. If you have a headache or are feverish and over 12 years old, take Aspirin or Paracetamol. Antibiotics have no effect on the common cold.

**Nosebleeds**

Sit down, leaning forward with your mouth open, pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. 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. Cover with a clean dry dressing.

**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 some time. If the skin is unbroken but blistered, apply a loose dry dressing.

If the area covered is large or the skin broken, consult the practice as soon as possible.

**Sunburn**

Treat as for other burns with cold water to remove 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 over exposure to the harmful effects of the sun.

**Flu Vaccination**

In accordance with the Department of Health guidelines, we recommend an influenza vaccination for patients with Diabetes, Chronic Heart, Lung, or Kidney Disease and residents of Nursing and Rest Homes, plus all over 65 years of age. The vaccination is available from October. Please contact Reception for further details.

**Measles**

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears, until eight or ten days after that date.

German Measles (Rubella)

The rash appears during the first day, usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn’t itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

All pregnant women are screened routinely ante-natally for immunity to Rubella.

Mumps

Symptoms are swelling of the gland in front of one ear often followed after a few days by swelling infront of the other ear. It is infectious from 2-3 days before the swelling appears, until 8-10 days after that date. If the pain is severe you should consult your doctor.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without a prescription.

German Measles, Measles, Mumps

***Immunisations can prevent or reduce the severity of these illnesses,* Chickenpox**

The first day of the rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn “crusty” and fall off. Calamine lotion may be applied to soothe the severe itching. Cool baths may also help. The most infectious period is 2-3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last “crusts” have dropped off.

Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without a prescription and will usually relieve most symptoms.

NOTE: Bee stings should be scraped away rather than ‘plucked’ in order to avoid squeezing the contents of the venom sac into the wound.

Stomach Ache

Indigestion or wind causes most attacks.
A hot water bottle can help, in the case of indigestion, a teaspoon of Bicarbonate of Soda in a glass of water will help.

If the pain lasts longer than eight hours or increases in intensity, you should consult the practice.

Gastro-enteritis

Gastro-enteritis 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 and medicines are often immediately vomited up. Small frequent drinks 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.

Sprains

Treat with a cold compress, containing ice if possible, for up to 15-30 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.

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.

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.