Surgery **phone lines** open daily **8.30 am – 6 pm**. The surgery can be contact between 8am -8.30am for emergencies only!

The surgery **opening hours** are:

**Mon, Tues, Wed, Thurs & Fri 8.30am – 6pm**

**Closed for Lunch between 12.30 – 1.30pm each day**

## CLINICIAN APPOINTMENTS

To book an appointment to see a Clinician and the receptionist will ask the reason for the appointment. Appointments are released at **8.30am** daily to book on the day with a limited number of advance slots available up to 6 weeks ahead. All appointments are over the phone, but if you need to be seen face to face, the clinician will arrange this.

Appointments are 10 minutes per person. If you require a longer consultation, please request a double appointment. If something is urgent, please say so, and the receptionist will *pass to the duty clinician to triage your symptoms.* An appointment may be made in person or by telephone

If cancelling an appointment, please give **as much notice as possible** so that it can be offered to someone else.

## EMERGENCIES

Each day, Monday to Friday we have an On call clinician to deal with ***emergencies***, or, for conditions ***that have just arisen &* *cannot wait until the next available booked appointment.*** If you have a genuine emergency, please advise the receptionist what your emergency is.

They will pass the message onto the duty doctor who will triage the call and take appropriate action.

## HOME VISITS

Should you or a member of your family be too ill to attend the surgery, please contact the receptionist (**before 10am** except in cases of emergency). The receptionist may ask you for further information – this is to help us assess the urgency of your call, so please help with this if you can.

**PRESCRIPTIONS**

**Prescription phone line**- patients can order their prescriptions 24/7 (**except during Bank Holidays**) via our prescription phone line by phoning the practice and selecting the appropriate option.

**Online** at <https://www.patient-services.co.uk/web/ps/welcome> or If you haven't registered for online services please contact the practice.

**Please allow 72 hours, excluding weekends and bank holidays, for your request to be processed.  If you normally collect your prescription in the surgery, please leave the required 72 hours’ notice before coming in to pick it up.  If you normally collect at a chemist, please leave an additional working day before contacting the chemist to collect.**

**ADVANCED NURSE PRACTIONERS**

#### **JENNIFER MACPHEE** RGN, BA Nursing Studies

An ANP is a Registered Nurse with additional training for performing tasks – such as diagnosing and prescribing – which are customarily performed by a Physician. A Registered Nurse is educated to Masters Level in Advanced Practice, and assessed as competent in practice using expert knowledge and skills. They have freedom to act and make their own decisions in the assessment, diagnosis and treatment of those in their care and are capable of independent practice in a variety of settings. Their role will be tailored not only by their training but their clinical experience as Senior Practitioners. In General Practice, ANPs can consult and work independently but will consult medical colleagues when they need advice.

**NURSING TEAM**

Anne Morrison Practice Nurse

Sine Campbell Staff Nurse

Aliceanne Aitken Health Care Assistant

The Nursing Team can be seen by appointment for any general matters including: dressings, removal of stitches, blood pressure and weight check, and blood tests etc. The Practice Nurse also advises on general health matters such as smoking and diet as well as contraception. The Practice Nurse also run clinics to review chronic health conditions. Eligible patients will be recalls by SMS or letter on their month of birth.

**TEST RESULTS**

You can phone between **2pm-4pm** for test results requested by the surgery. Please allow approximately 3- 5 days for routine tests to be processed.

**CLINICS**

**Contraceptive Services**: Our practice nurse can offer advice and information on all aspects of contraception, including emergency contraception. If you require emergency contraception, you can also contact the local pharmacy.

**Child Immunisation Clinic:** Your child will be called by the Health Board when they are due to attend. Clinics are held at Alison Lea Medical Centre.

**Flu Vaccination**: All Eligible patients will be recalled by the Health Board and invited to a local vaccination hub

**Chronic medical conditions** such as Diabetes, Stroke, Heart Disease, Hypertension and Asthma can all be reviewed arranging an appointment with the Practice Nurse, which is routinely done via SMS/Letter.

**Travel Vaccination Clinic**

the way you access travel vaccinations will change. Vaccinations previously delivered at GP practices will be the responsibility of NHS Lanarkshire. The consultation and vaccination will continue to be free of charge for people who live in Lanarkshire or who are registered with a Lanarkshire GP practice. For information on the travel vaccination service, visit [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk/)

Pharmacies may provide this additional service, however there will be a charge for it.

For details of local participating pharmacies, visit [www.nhslanarkshire.scot.nhs.uk/services/travel-vaccinations/](http://www.nhslanarkshire.scot.nhs.uk/services/travel-vaccinations/)

**CERVICAL SMEAR TESTS**

Cancer of the cervix can be prevented and all female patients between the ages of 25 and 64 years of age are advised to have regular smear tests. These are important because they can detect early signs of the disease, which are easily treated. The Health Board operate a “call and recall” system to remind you about the test. Please make an appointment with the Practice Nurse.

**COMMUNITY NURSING STAFF**

The practice also works in close conjunction with the local community nursing staff, i.e. Health Visitors and District Nurses. They can be contacted on following telephone numbers:

**Health Visitors** Tel: 01698 687523

**District Nurses** Tel: 0300 303 0107

**NON NHS EXAMINATIONS, LETTERS,**

**CERTIFICATES & REPORTS**

If you need an examination, e.g. for fitness to undertake sport, pre-employment, HGV or elderly drivers, this will be undertaken during a special appointment and a fee will be charged. Please hand in the paperwork to the practice. Requests for letters/forms can **routinely** take up to **10 working days** and a fee may be payable.

**ASSISTANCE WITH COMMUNICATION**

The practice can arrange communication support to those for whom English is not a suitable language of communication and for people who need to use sign language or in another form. We can arrange a telephone interpreter to be available

**THE GENERAL DATA PROTECTION REGULATIONS (GDPR)**

GDPR gives you the right of access to information that the surgery holds about you on manual records and on computer. If you would like further information about the Act, please discuss with the Practice Manager.

**ADMINISTRATION STAFF**

Practice Manager: Mr Stephen Reid

IT Manager: Margaret Liddle

Senior Receptionist: Pauline Gibson

Receptionists: Marie

 Ann

 Margaret

 Laura

 Paula

 Kirsty

 Samantha

 Ashley

 Marissa

 Tracey

## DISABLED ACCESS

The Surgery is suitable for access for the disabled including toilet facilities

**COMPLAINTS / SUGGESTIONS**

If you have any comments, suggestions or complaints, these can be made by contacting the Practice Manager.

## NO SMOKING POLICY

We operate a “CLEAN AIR” policy and ask you to refrain from smoking in any area of the Surgery.

**PRACTICE BOUNDARY BY POSTCODE:**

**G74 & G75**…

 **Strathcalder Practice**

**Alison Lea Medical Centre**

**Alison Lea**

**East Kilbride**

 **G74 3BE**

**DR PAUL DEEHAN**

**(Male)**

M.B.Ch.B. (Dublin 1995), MRCGP, BSc, LRCP&SI

**DR STEVEN BISHOP**

**(Male)**

M.B.Ch.B. (Edinburgh 2000), M.R.C.G.P.

**DR CARLY BOWRON**

**(Female)**

M.B.Ch.B**.** (Glasgow 2010),MRCGP, DRCOG

**DR LORNA SMITH**

**(Female)**

M.B.Ch.B. (Glasgow 2020), M.R.C.G.P.

**SURGERY TEL: 01355 227220**

**Website:** **https://www.strathcalderpractice.co.uk**

**HOW TO GET HERE**

**BUS ROUTES:** First Bus No 18 or 201

**TAXI NUMBER: 241212 or 229171**

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**Emergency Numbers**

If you need to contact a Doctor, **when the Surgery is closed**, please contact the Out of Hours service dialling **111**. Only in a life threatening situation should you dial **999.**

**You can visit**

**NHS 24 Website www.nhs24.scot**

**or NHS Inform** [**www.nhsinform.scot**](http://www.nhsinform.scot)

**for general advice on health issues.**

**Created Jan 23**