



GRANGE MEDICAL GROUP

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2007(Newcastle)

WELCOME TO THE GRANGE MEDICAL GROUP

The Grange Medical Group is a long established Medical Practice in the South Central Edinburgh area providing a full range of family medical services. The Practice is also a training practice.

SURGERY OPENING HOURS

The Practice is normally open 8am to 6pm Monday to Friday, excluding Public Holidays. We are closed 1pm – 2pm each day.

EXTENDED OPENING HOURS

The Practice runs extended opening hours from 5.30pm to 7.30pm one night per week.

The extended surgeries are for **routine Doctor's appointments only**. The appointments can be booked up to one week in advance. **Please be advised that patients will not be able to choose which Doctor to speak at these appointments.**

The service is available to Patients that have been fully registered with the Practice for three months or more, for reasons of security.

The telephone system will continue to be switched to NHS24 from 6pm.

The Practice reserves the right to make changes to the extended opening hours service at short notice.

PRACTICE STAFF

Practice Manager – Kirsty Dickson

The Practice Manager is responsible for the management and administration of the Practice. She would be happy to hear your views and suggestions about the services offered by the Practice, and will try to sort out any problems that you may encounter in using our facilities. She is supported by a team of experienced Administration and Reception Staff.

SALARIED GPs

Dr Sandra Dundas

Dr Emily Moran

GP REGISTRARS

We are a Training Practice and will often have a GP Registrar working under supervision. A GP Registrar is a fully qualified doctor who is undergoing specialist training to become a GP.

THE HEALTH VISITORS

Our Health Visiting Team is currently led by Alexa Joyce and Sarah Clyde.

The Health Visitors are usually available from 8.30am – 10am Monday to Friday. To contact them, **telephone 228 7502**, or leave a message on their answering machine.

DISTRICT NURSES

The team is trained to give skilled care to patients in their own homes, when patients are unable to attend the treatment room; they will attend to dressings, injections and assisting with the care of the sick and disabled. This service often prevents the need for admission to hospital.

District Nurses can also give advice

- ❖ To carers and relatives on how best to deliver care
- ❖ On equipment which can be ordered to assist home nursing, e.g. bath aids and commodes
- ❖ On bladder and bowel problems and the ordering of incontinence supplies.

The DN team are based at Astley Ainslie Hospital. Patients can contact the District Nurses by phone Monday to Friday on **537 9031**. Messages can be left on the answering machine. At weekends, (for urgent calls) telephone NHS24 on **111**.

COMMUNITY MIDWIVES

Our Community Midwifery Team is led by Carol Fullerton. The Midwives hold ante-natal clinics at Lauriston Buildings. For first scan appointments and new patients from out with Scotland phone Booking Line: **536 2009**. For

ongoing pregnancies for new patients from within Scotland
phone **536 9847**.

PARKING

Permit holder and pay-and-display parking is in operation in the immediate vicinity of the Practice. Patients are reminded to allow adequate time if parking at a meter as the Practice is not liable if you are issued with a parking ticket.

We endeavour to keep surgeries running to time, however due to circumstances outwith our control the surgeries occasionally overrun. You will be advised when you book in at reception if clinics are running late.

WE DO NOT HAVE PUBLIC CAR PARKING FACILITIES AT THE PRACTICE.

HOW TO SEE A DOCTOR

The Doctors see you in Surgery by appointment only. Appointments may be made in person or by telephoning the reception staff on **447 1646**. Appointment times extend from 8.10 am to 5.45 pm Monday to Friday. The switchboard is open from 8am to 6pm.

Urgent cases can be seen on the same day by the first available Doctor, otherwise you will be offered the first available appointment.

If you are unable to keep an appointment, please inform the reception staff as soon as possible so that your appointment may be offered to another patient.

APPOINTMENTS

An appointment is 10 minutes long, and a single appointment is for one problem or condition. Appointments are available for:

- On the day routine appointments
- On the day ‘emergency’ appointments
- Advanced Access

EXTENDED APPOINTMENTS

To enable both Doctors and Practice Nurses adequate time for lengthy consultations, it is imperative that you inform the reception staff that you require a Double Appointment for the following consultations:

- ❖ Cervical smears
- ❖ Removal / insertion of contraceptive device
- ❖ Complex dressings
- ❖ Complex or multiple problems
- ❖ Chronic disease management

ADVANCED ACCESS

We operate an advanced access appointments system which enables Doctors to manage their workloads more efficiently. For each surgery there are a limited number of appointments that can be pre-booked up to two weeks in advance, the

remainder are available on the day. This enables patients who are ill 'today' to be seen by a Doctor.

Patients wishing to book an appointment up to two weeks in advance can do so providing there are appointments available with the Doctor of their choice.

Appointments for chronic conditions (asthma, diabetes, CHD etc), smears, complex dressings, maternity services and travel advice can be made more than two week in advance. Please advise reception when you make your appointment.

Some of our Doctors are part-time, please bear this mind when making your appointment.

INTERPRETER SERVICES

If a patient requires the assistance of an Interpreter at their appointment we will make arrangements with the Interpretation & Translation Service (ITS).

HOME VISITS

If you are too unwell to attend the Surgery, the Doctors would appreciate requests for house calls before 11am.

Ideally patients should have someone with them when the Doctor calls. Telephone the Practice on **447 1646**.

IN CASE OF EMERGENCY WHEN THE SURGERY IS CLOSED

If you need to see or seek advice from a Doctor outside normal surgery hours please telephone the Practice in the first instance and listen to the message on the answering machine. NHS 24 provides 24-hour telephone Nurse consultation and health information service and is integrated with NHS Lothian's Out-of-Hours service. **Telephone number 111.** This service is for emergencies only and not for routine matters. The out-of-hours Receptionists cannot make appointments nor order repeat prescriptions. When dialling this number a Doctor will be able to give advice over the phone. The duty Doctor may advise the patient to attend the Treatment Centre or alternatively may arrange for a house call if appropriate. You can obtain more information from NHS 24's website www.nhs24.scot

REPEAT PRESCRIPTIONS

If you are on regular medication your Doctor may arrange for you to get a repeat prescription without being seen on each occasion. **Such requests should be made by giving at least 3 working days' notice**

- ❖ in person using the Red Box at Reception.
- ❖ via our Online Prescription Service (you can obtain registration forms for this from our website www.grangemedicalgroup.com)
- ❖ via your nominated Pharmacy

Please remember that it will take 3 working days to process requests for repeat medication. It is the patient's responsibility to allow adequate time. Please do not contact the Practice before this time.

We encourage all patients to have their repeat prescriptions collected by a local Pharmacy. They can also provide a home delivery service for patients who have difficulty getting out and about. Details are available from Reception.

RESULTS

If you have had samples sent away for analysis, please telephone the Practice for the results 1 week after they were taken. This allows time for the laboratory to process the specimens, however cervical smear results can take up to six weeks to be processed. We receive results of blood tests, x-rays and correspondence from local hospitals in the early afternoon. These have to be checked by your Doctor, so please telephone for details between 12.00 noon and 1pm

To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed in writing.

STUDENT DOCTORS AND CHAPERONES

Periodically 4th year medical students attend the Practice for practical teaching and experience as part of their extensive education and training programme. We hope that no patient will feel awkward or embarrassed by the presence of a student Doctor. However, should a patient prefer not to have them present during the consultation they are asked to inform the Doctor. Similarly if a patient would prefer the presence of a chaperone, they should also inform the Doctor.

SERVICE AND QUERIES

We are keen to provide a high standard of service to all our patients, but there may be times when you feel this has not happened. If you have any queries about non-medical or administrative matters please ask to speak to the Practice Manager in the first instance.

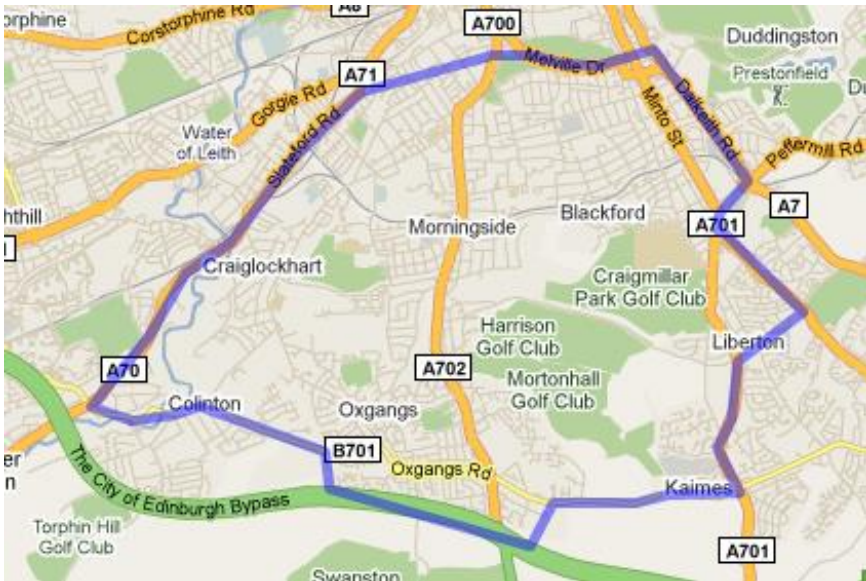
If you have any suggestions on how we can improve our services to patients, we are happy to accept and consider your thoughts in writing.

DATA PROTECTION

Please refer to Data Protection Notice on our website:
<https://grangemedicalgroup.com/data-protection>

PRACTICE AREA

Practice boundaries for all General Practitioners are now more clearly defined with regard to the provision of medical services to patients. We shall be delighted to accept patients living within our Practice boundaries highlighted here.



If you move out of this area, difficulties can arise if emergency calls are necessary during peak traffic times or out-of-hours. In these instances we would ask you to register with a Doctor closer to home. You can obtain details for local GPs by visiting the www.nhsinform.scot

OUR COMMITMENT TO PATIENTS

- ❖ To be treated as an individual with courtesy and respect.
- ❖ To have the right of support from a relative, friend, patient advocate or any other individual.
- ❖ To be given adequate time at your appointment.
- ❖ To advise you when surgeries are running more than 30 minutes late, or if a Doctor has had to attend to an emergency outwith the Practice.

- ❖ To be asked whether you wish to participate in training, or research. Your decision to refuse will be respected.
- ❖ To be guaranteed confidentiality of information relating to your care.
- ❖ To be invited to comment on our services and help us make improvements to existing and future services.

If you feel we have not met our commitments you have the right to ask for and receive an explanation.

YOUR COMMITMENT TO THE PRACTICE

- ❖ To be courteous to all members of staff.
- ❖ Attend your appointment on time.
- ❖ Be patient if surgeries are running late, you will be seen or offered an alternative appointment if you prefer.
- ❖ Give adequate notice if you no longer need your appointment so that it may be offered to another patient.
- ❖ Home Visits should be medically justified and not requested because it is socially convenient to do so.
- ❖ Be flexible in accepting an appointment with another Doctor when the Doctor of your choice is not available.

BULLYING AND HARASSEMENT OF STAFF

The Practice has a Zero Tolerance policy with regard to bullying and harassment towards members of the Practice Team.

In common law the Practice is bound to provide a safe working environment, which includes freedom from bullying and harassment. Bullying and harassment can take the form of verbal abuse, violent gestures, physical violence, allocation of blame and 'picking on' members of

the Practice Team unfairly, public humiliation, or a more subtle war of words to undermine the member of staff's confidence. **In serious cases bullying and harassment towards any member of the Practice Team will amount to removal from the Practice list.** Bullying and harassment in any form will not be tolerated at the Practice.

CLAUSE 203 VIOLENT PATIENTS

The Practice will remove patients from their list, with immediate effect, if an act of violence or aggression is committed on any Partner, member of staff or any other person present at the Practice premises. This removal will be highlighted in the medical records and confirmed in writing by Lothian Health Board to the patient as per the above Clause.

REMOVAL FROM PRACTICE LIST

Patients may be removed from our list at the GPs request if:

- ❖ a patients moves outwith our Practice boundary they will be asked to re-register with a new GP closer to their home
- ❖ a patient fails to attend his/her appointments and has already received a written warning
- ❖ a patient persistently cancels his/her appointments without adequate notice and has already received a written warning
- ❖ persistent bullying or harassment of Practice Staff
- ❖ as per Clause 203 above.

HEALTH BOARD DETAILS

NHS Lothian
Waverley Gate
2-4 Waterloo Place
Edinburgh
EH1 3EG

February 2023