

NHS Lothian Mill Lane Surgery

4 Mill Lane, Edinburgh, EH6
6TL Telephone 0131 554 1274



Our Vision Statement

We aim to provide quality healthcare to individuals and the community, within an environment of mutual trust, respect and learning.

We are committed to involving each patient in managing his or her own health, raising awareness of health needs, and providing education for our patients, clients and the Mill Lane Surgery team.

Welcome to the Surgery

The surgery is open Monday to Friday between 8am and 6pm.

The practice is “paperlight”, which means that we store all of your medical details on our computer system. Strict rules of confidentiality apply to this information.

We aim to provide a caring, efficient and friendly service to our patients. If you have any comments about the practice, or a suggestion on how to improve our service to you, please put them in writing to the Practice Manager.

Important Contact Numbers

| | |
|-------------------------------------|----------|
| Appointments – Home Visits – Advice | 554 1274 |
| District Nurses | 536 6394 |
| Health Visitors | 454 2304 |
| Midwives | 536 6450 |

Practice Staff

| | |
|-----------------------------|---|
| Practice Manager | Paula Tipton |
| Reception supervisor | Kirsty Marshall |
| Receptionists | Linda Clark Christine Gorrie Angela Davidson Veronica Irvine Laura Sanders |

How to register with the practice

To join the practice, please come to Reception between 9am and 5pm any day Monday to Friday.

If you have a medical card, please bring it with you, along with 2 forms of identification – one should have your photograph on it and the other should state your current address. The receptionist will give you the appropriate forms to complete. Your registration starts when your completed forms are handed back to us and they have been checked.

You will be registered with the practice, rather than a specific GP, but you may ask to see the GP of your choice.

Salaried Doctors

Dr Celia Temple MRCGP DCCH

Special interests: Obstetrics, Gynaecology, Family Planning and Teaching 2nd year Medical Students

Dr Scott Allan (GMC 4647155) MB ChB BSc (Hons) (1999 Dundee) MRCGP

Special interests: Paediatrics and Teaching Final Year Medical Students

Dr Judith Hickson (GMC 3087721) MB ChB (Edinburgh 1985) DRCOG MRCGP

Dr Louise Durie (GMC 7036783) MB ChB (Glasgow 2009) BSC (St Andrews 2006)

Dr Rachel Harrison GP Associate (GMC 3058893) MB ChB (1985 Bristol) DRCOG DCCH MRCGP MFHom
Special interests: Psychotherapy, Homeopathy, Cranio-Sacral Therapy and Nutrition

Medical Locums

In order to maintain continuous service to our patients, we will employ GP Locums when necessary to cover for one of the doctors, who may be on holiday, study leave or sick leave.

Midwives

Patients who have a confirmed pregnancy should contact the local antenatal service to arrange for their first and subsequent appointments with the midwife.

The number to phone is: 536 6450.

Arrangements for Urgent Medical Problems “Out of Surgery Hours”

- In the event of a life-threatening emergency, telephone 999 for an ambulance.
- If a medical problem arises when the surgery is closed and you feel that it is not safe to wait until normal working hours, you should telephone NHS 24 on 111.

An experienced NHS 24 nurse will assess your symptoms and provide advice to help you look after yourself at home. If you need further assessment or treatment, either by a GP or at hospital, this will be arranged for you.

Carers

If you are a carer for a relative or friend and would like support or information, please speak to your doctor or ask at Reception. Your doctor can refer you to our Carer Co-ordinator, who will arrange to visit you and discuss your needs. One of our noticeboards in the foyer is dedicated to Carers and you will find details of local meetings and events, which may be of interest to you.

How to see your GP

Our surgery appointments are booked through the 'telephone triage system'.

Our phone lines are available from 8am by calling 0131 554 1274 . Reception staff will take your name, date of birth and confirm a current telephone number (you may give a mobile number if you wish) and ask the nature of your problem. The information will be treated in the strictest confidence. The information you pass onto the reception staff is very helpful as this allows the receptionist to direct your call to the appropriate doctor, nurse or other service.

The doctor will phone you and discuss your problem and decide what to do next. This may involve giving you advice, or a prescription, or you may need to come in to the surgery. The doctor will arrange an appointment to suit you that day. You may ask for a later date if you wish.

Most calls are within an hour, so we would ask you to stay at home or with your phone until the doctor calls. If you are at work and can only speak at a particular time, please tell the Receptionist this.

Which Health Professional do you need to see?

Practice Nurses

Leanne Finlay

Clare Whitten

Health Care Assistant

Linda Coats

Practice Mental Health Nurse

Heather Preston

You may not always need to see a GP. Our Practice Nurses and Health Care Assistant run clinics throughout the week and can offer many types of treatment. Please check with the receptionist to ensure that you book your appointment with the correct nurse for:

- Blood pressure checks
- Cervical smears
- Ear syringing
- Injections
- Removal of stitches
- Wound care
- Blood tests
- Diet advice
- Flu vaccinations
- Minor injuries
- Travel vaccinations

Monitoring of chronic diseases including:

- Asthma and COPD
- Coronary heart disease
- Diabetes
- Epilepsy
- Hypertension
- Stroke

We will send you a letter inviting you to make an appointment for an annual review. These reviews are normally carried out by the nursing team.

Our other services

Home visits

Please try and come to the surgery whenever possible. The doctor has all the facilities at hand to examine you fully in the surgery. However, if you are medically unable to attend and feel that a home visit is essential, please phone as early in the morning as possible. Your details will be taken by a receptionist and a doctor will phone you back.

If at all possible, please try to phone before 10.30am for home visits.

District Nursing Team

The District Nurses provide nursing and health care in the community, normally in the patient's home. Referrals are made by the patient's GP or by the hospital, following an admission.

To contact the District Nurse, telephone **536 6394**.

Health Visiting Team

Laura Somerville

Health Visitors are qualified nurses who specialise in community health, focusing mainly on families with pre-school age children.

To contact our Health Visitor, telephone **454 2304**.

Accessing your Medical Records

- You may want to see your medical records because you are unhappy with your treatment or because you want to check that they are accurate or simply because you are curious.
- The 1998 Data Protection Act (DPA) came into effect in March 2000 and largely replaces the 1990 Access to Health Records Act
- Under the Data Protection Act you can see and obtain copies of your medical records, which may be held in manual files or on the computer, regardless of when they were recorded.
- If you want to see the health records of someone who has died, you can apply in writing to the record holder under the Access to Health Records Act (1990).

Under the terms of the Act, you will only be able to access the deceased's health records if you are either:

- > a personal representative (the executor or administrator of the deceased person's estate)
- > someone who has a claim resulting from the death (this could be a relative or another person)

How to apply for Access

- You should write to the record holder (usually your doctor, dentist or hospital records department). You may be asked to fill in an application form and give proof of your identity.
- You do not need to give a reason for wanting to see your medical records.

Who can apply to see my Medical Records?

- You
- Any person to whom you have given written authorisation.
- A relative or carer may be allowed to see your records if:
 - > You are under the age of 16
 - > You are unable to look after your own affairs.

What does it cost?

There is no charge to see your records.

How long does it take?

We have 30 days to provide you with the information you requested

It will take up to 7 days if you request photocopies of your records.

Corrections

You should ask the record holder to explain any abbreviations or language you do not understand.

You can ask for information to be changed or removed if you think something is inaccurate. If the record holder disagrees and says the information is correct, they must add a note of your request.

Can I see all my records?

- Some information on your records may be withheld from you if this includes information which may:
 - > Identify someone else
 - > Cause serious harm to your or someone else's physical or mental health.
- You can complain if you think information has been withheld without good reason.

How can I complain?

Contact the record holder and explain why you should be allowed to see the information.

Confidentiality

Information sharing

The practice complies with Data Protection and Access to Health Records legislation. Identifiable information about you will be shared in the following circumstances:

- To provide further medical treatment for you, e.g. from the Health Visitors or Hospital services
- To help you to get other services, e.g. from the Social Work department. This requires your consent
- When we have a duty to others, e.g. in a Child Protection situation.

Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services. If you do not wish anonymous information about you to be used in such a way, please let us know.

Publication Scheme

The practice operates a publication scheme in compliance with the Freedom of Information (Scotland) Act 2002. Details of the scheme or a request for access should be made to the Practice Manager.

General Information

Your name, address, and telephone number(s)

Please inform us of any changes as soon as possible.

Confidentiality

We respect all patients' confidentiality at all times. All practice staff are bound by this duty and we would treat any breach of this as extremely serious. You will be treated as an individual with dignity, courtesy and respect at all times, irrespective of ethnic origin, religious belief, gender or sexual orientation, personal attributes or the nature of your health problem. We expect all of our staff to be treated in the same way.

Disabled access

Our practice has limited parking space for doctors and disabled patients only. All consulting rooms and one patient toilet are fully wheelchair accessible.

Repeat prescriptions

We are unable to accept requests for repeat prescriptions by telephone. They can be made in person, by post, by e-mail to **Clinical.s71364@nhslothian.scot.nhs.uk** or on our website, **www.milllanesurgery.co.uk**

Please allow 2 complete working days (48 hours) before collecting your prescription, also allowing for weekends and public holidays. For prescriptions to be returned by post, please enclose a stamped addressed envelope.



Test results



If you are asked to telephone for test results, please do so between 2 and 5pm.

Patient Experience/Comments and Suggestions

If you wish to complain about any aspect of our services, please speak to the Practice Manager. A leaflet explaining our complaints procedure is available at reception.

Chaperone

If you would like the presence of a chaperone during any of your appointments, please advise the receptionist when you arrive for your appointment, or inform the doctor or nurse.



Patients' Rights and Responsibilities

| Mill Lane Surgery | Patients |
|---|---|
| We will treat every patient with courtesy, respect and confidentiality at all times. | Patients have a responsibility to treat doctors and practice staff with equal courtesy and respect. Any patient who attends and appears to be under the influence of alcohol, may not be seen and may be asked to make another appointment. |
| We will inform you of the services we provide and how to access them and we will provide information to help you to stay healthy. | Please read this Practice Leaflet and also information on the website. |
| Our relationship with each patient is a very important one. If, in exceptional circumstances, this relationship breaks down, it may be necessary to consider removing a patient from the practice list. | If you are unhappy with any aspect of the practice, please let us know. You can either speak to a member of the practice staff or put a complaint in writing to the Practice Manager. |

The Family Medicine Chest

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

- Soluble Aspirin tablets – For adults and children over the age of 16 - good for headaches, colds and sore throats.
- Paracetamol – For adults - good for general pain relief.
- Paracetamol Mixture (e.g. Calpol) – For young children – good for pain relief. Remember that you can telephone the Health Visitor on 554 3310 for advice about your young child.
- Antiseptic Solution – Use one teaspoon diluted in warm water to clean cuts and grazes.
- Antiseptic Cream – For cuts and grazes, sores and septic spots.
- Calamine Lotion – Apply gently to insect bites, stings and sunburn.
- Cotton wool and dressing strips – For cleaning and dressing minor cuts and grazes.
- Clotrimazole (eg Canesten) Cream and Pessary – For vaginal thrush.

Keep all these items in a box or cupboard with a lock and store them well out of the reach of children. Remember that your local chemist can advise you about minor ailments and medicines, and in many cases can also supply these items free of charge.

Useful websites

www.patient.co.uk
(health information)

www.nhsinform.co.uk/msk
(physiotherapy)

www.neecscounselling.org.uk
www.crossreach.org.uk
(local counselling services)

www.lltff.com
(helping you to help yourself)

<https://moodgym.anu.edu.au/welcome>
(CBT skills)

Local Health Board

Details of primary medical services in the Lothian area may be obtained from:

NHS Lothian

Waverley Gate
2-4 Waterloo Place
Edinburgh
EH1 3EG
0131 536 9000

NHS Lothian

Mill Lane Surgery
4 Mill Lane
EDINBURGH
EH6 6TL
Telephone 0131 554 1274
www.milllanesurgery.co.uk