



Orchard Medical Centre

www.orchardmedical.gpsurgery.net

41 Ladywell Road
Motherwell
ML1 3JX

Tel: 01698 242700
Fax: 01698 242720

GP PARTNERS Drs. Barr, Calder, Cargill, Mishra, Apurva, Reid
PRACTICE MANAGER Debbie Aird

The practice website, orchardmedical.gpsurgery.net, contains all the information in this leaflet plus latest news including any temporary changes to services and opening hours.



OPENING HOURS

Reception

Our telephone lines are open Monday to Friday between 8am and 5pm for general enquiries or to make an appointment for a routine face-to-face or telephone consultation. Between 5pm and 6pm our lines are intended for medical emergencies only.

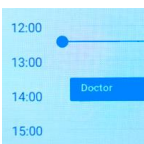
If you need to be assessed **today**, then then please phone between 8am and 10.30am.

Early morning appointments are available from 7.30am for patients with work commitments.

Appointments can also be booked online: See **Appointments** below for how to register.

For **Treatment Room appointments** please call the **Appointment Hub** on 01698 759210 between the hours of 9 am and 4 pm Monday to Friday. Please tell the receptionist at the Hub if the appointment is for bloods requested by the hospital.

Access to the Medical Centre is by appointment only, so we do ask you to phone first in all cases.



APPOINTMENTS

Registration

We welcome requests for registration from patients living in or moving into the practice area. Ask at reception for registration forms and an appointment with the practice nurse for an initial consultation. We will discuss your current state of health, existing medication and any special needs.

Booking an Appointment

To make an appointment for a consultation with a GP or nurse please telephone reception during the appropriate time window. We offer Extended Hours appointments from 7.30am. If you require an early morning appointment due to work commitments, please ask the receptionist when booking.

Please note that all telephone conversations are recorded. If you are unable to keep an appointment or do not need the appointment any more, please cancel it in good time so that it can be given to someone else. If you fail to attend three appointments or more without letting us know, we might ask you to register with another GP Practice. Appointments are intended for one person only.

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Many routine services don't need a consultation with a GP or nurse and are best handled by Reception. For those in the list below, please always discuss with Reception staff first, before requesting a consultation. When booking a consultation you might be asked if it is for any of the items on this list.

- test results
- continuation of sick lines
- forms and letters
- repeat prescriptions

Do consider if a different primary care provider other than your GP/nurse would be more appropriate for your ailment – see the 'Other Primary Care Services' section of the website and in the Helpful Links at the bottom of each page. Obvious ones are Dentists for Teeth and Opticians for eyes!

Registering for Online Appointment Bookings and Repeat Prescriptions

Please print and complete the Registration Form (available on the website and from Reception), and post it with a photocopy of a valid form of Photo ID (eg. Driving Licence, Bus Pass) to the Medical Centre. Your login details will then be emailed to you.

Home Visits

For patients who need a face to face consultation, the best place is in the Medical Centre wherever feasible. Home visits are appropriate for genuinely housebound patients only, in practice the frail, very elderly and terminally ill. Regrettably, transport difficulties cannot be taken into account when considering if a house call is appropriate. A nurse or GP will telephone you to discuss the problem and to allow them to decide if a home visit is appropriate. An alternative arrangement may be advised. This could be attending the surgery, attending the local Accident and Emergency department or collecting a prescription.

Video Consultations

Consultations by video are available. Appointments should be booked using the same procedure as for regular consultations. Follow the guidance in the Video Consultations Patient Information Leaflet available on the website.

Out of Hours

The out of hours service for urgent medical problems is provided by Lanarkshire Health Board/NHS Trust and not by the surgery. Outside our core surgery hours, calls to the surgery are re-directed to the NHS out of hours service, NHS24. Alternatively you can telephone NHS24 directly on 111. A nurse will advise you of further action. In a life-threatening emergency dial 999. The NHS website www.nhs24.scot, provides further information.

Teaching and Training

Although not a training practice, students do attend from time to time. We hope that you will help the students to learn about general practice. However, we'll let you know in advance, and, if you do not want them to attend a consultation, your wishes will be respected. This will not affect your care in any way.



OTHER PRIMARY CARE SERVICES

For some things, it might be important to see other health professionals rather than making an appointment with your GP. Go to <https://www.nhslanarkshire.scot.nhs.uk/experts/> for helpful information about the range of services available from health care professionals including urgent/emergency services.

Eye Health

If you have an eye or vision problem then it is essential that you contact an optician directly. Opticians have specialist equipment to diagnose a range of vision problems quickly.

Dentistry

Dental problems should always be taken direct to your dentist.

Foot Care

The Podiatry Service can help treat a range of foot related issues. Call the Podiatry Hub on 01698 753753.

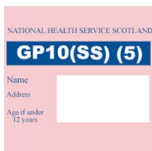
Minor Ailments

The NHS Minor Ailment service provides pharmacist-based advice and treatment (e.g provision of over-the-counter medication) for a wide range of minor ailments, for example - acne, constipation, diarrhoea, headache, sore throat, warts. You can register at a pharmacist of your choice. Treatment is free for children, over 60s and adults on certain benefits.

In addition, the Pharmacy First scheme allows all patients to access FREE advice and / or treatment for:

- uncomplicated Urinary Tract Infection in women
- Impetigo.

If your pharmacist feels it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP surgery.



PAPERWORK AND ADMIN

Repeat prescriptions

Please complete the computer-generated prescription form and deposit in the box in the reception area. Please allow us 48 hours to process your requests. This is to allow due care and attention for reasons of accuracy and safety.

Sick certificates

You only need a doctor's note if you are unable to work and are ill for longer than seven calendar days. Your employer should accept self-certification on form SC2 or similar for shorter periods of illness.

Updating your details

If you change name, address or telephone number, please let our receptionists know by calling or writing to us. If you move outside the practice area you should find a doctor in your new area. There are instructions on what to do when you move to a new area on the back of your NHS medical card.



NON-NHS SERVICES

We are sometimes asked by patients to provide non-NHS services. These include private sick notes, insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions, passport signing and some vaccination services. Our fees for these services, which are in line with BMA approved national guidelines, are displayed in the surgery.

OUR TEAM

Debbie Aird

Practice Manager

Dr David M Barr

MB ChB (Glasgow), Diploma in Diabetes Management 1990

Interests and Specialties: Palliative Care, Diabetes. Locality Lead GP for Health Board.

Dr Carolyn E Calder

MB ChB (Sheffield) 1997, DRCOG 2001, MRCGP 2002, DFFP 2007

Interests and Specialties: Women's Health, Respiratory Medicine and Migraine. Speaks French.

Dr Lesley Ann Cargill

MB ChB (Glasgow) 1999, MRCGP 2003

Interests and Specialties: Respiratory Medicine. Mental Health.

Dr Chinky Mishra

MB ChB (Dundee) 2001 MRCGP 2006, DFFP 2006

Interests and Specialties: Coil insertion and removal.

Dr Neelotpal Apurva

MBBS (Mangalore India) 1999, DFFP 2006, MRCP 2011

Interests and Specialties: Mental Health and Diabetes. Speaks Hindi & Urdu.

Dr Kyle Reid

Sister Catherine Samson

RGN 1989, BSc Advancing Practice in Primary Care (Glasgow Caledonian University) 2009

Advanced Nurse Practitioner

Sister Heather Gordon

RGN and RM, BSc in Health Studies, Asthma and Diabetic Diplomas

Practice Nurse / Nurse Prescriber

Jacqueline Meek

RGN

Treatment Room Nurse



CLINICS

Antenatal and Postnatal Care

Antenatal care is shared between midwives and hospital consultants. Clinics are held on Tuesdays and Thursdays. Please make an appointment with the midwife when your pregnancy is confirmed.

Child Health Surveillance

Children under five years are seen regularly by the doctor and/or health visitor for routine development checks. Your health visitor will advise you when to attend or you will receive an appointment by post.

Smoking Cessation

Please attend your local pharmacy where you will receive counselling and nicotine replacement therapy, if appropriate.

Diabetes

Clinics, with a GP, practice nurse and dietitian, are held on Wednesday afternoons and you will be invited to attend if appropriate. The clinic concentrates on Type 2 diabetes (diabetics who are on tablets rather than insulin). Other diabetic patients will be seen if required.

Hypertension (Blood Pressure)

You should have your BP checked every year, especially if you are over 40. Please arrange an appointment with the practice nurse for a BP check and health/lifestyle advice.

Asthma and COPD

This clinic is run by our practice nurses and provides regular checks on lung function, inhaler technique and medication.

Drug Monitoring

Please attend the Treatment Room for your blood test and contact the practice at least 2 working days following for the result.

Cervical Cytology and Well Woman

Every woman between the age of 25 and 49 should have a cervical smear every three years. Women aged 50-64 should have a smear every five years. The smear tests pick up minor abnormalities which can be easily treated and so help reduce the risk of cancer developing. The practice nurse offers several clinics each week. An appointment can be arranged at reception.

Well Man

There is no specific clinic but if you have concerns about your health, please make an appointment for your GP, practice nurse or treatment room nurse.

Minor Surgery

We perform joint and soft tissue injections by appointment and a wart clinic. Please ask at Reception.

Family Planning

A clinic is run for the insertion of IUCD (coil) and contraceptive implants/injections. Oral contraception and depo-provera can be obtained at a routine appointment with a nurse or GP.

Travel Clinic

A travel clinic is available at Monklands Hospital. The Practice does not prescribe Benzodiazepines (e.g. Diazepam) for flying-related anxiety.

www.nhslanarkshire.scot.nhs.uk/services/travel-services/

Treatment Room Service

A nurse is present 9.00am – 5.00pm Monday, Tuesday, Thursday and Friday and 9.00am – 12noon on a Wednesday in our twin bay Treatment Room. The nurse carries out dressings, treatment of minor injuries, injections, blood tests etc.

X-ray and Physiotherapy

X-Rays are available at Wishaw General Hospital. Physiotherapy is a self-referral service.



SITE FACILITIES

Disabled Access

There are ramps at the front and back of the building, wide access doors, disabled toilet facilities and a lift to the 2nd floor consulting rooms. A wheelchair is also available. If you require any other assistance e.g. with visual and hearing difficulties, please ask at reception.

For Babies

Baby changing is available in the disabled toilet. A breast-feeding room is available for mums to feed their babies while waiting for a GP or nurse appointment.

Parking

Orchard Medical Centre has ample car parking spaces including disabled spaces, a bike rack and pram parking.

Security

The building is covered by 24 hour CCTV. No drugs are stored on site.



YOUR INFORMATION AND KEEPING IT SAFE

Patient information

To give you the care you need, we keep information about your visit to the surgery. This information contains your personal details such as name, date of birth and address. We also keep information about your health from our own observation and investigations and all correspondence from other health care providers whom you have visited. We share this information with other health care organisations when we refer you to them for further care at your request. We also need to use your personal information to improve our services and to check that they are up to date.

Emergency Care Summary

The Emergency Care Summary (ECS) is a summary of basic information about you and your health, which might be important if you need urgent medical care. When the surgery is closed, or when you go to an accident and emergency department, it means that all NHS staff looking after you can get important information about your health, even if they cannot contact your surgery. This summary contains your personal details, information about any medicines prescribed at your surgery and any bad reactions you have had to any medicines that is recorded on our system.

For more information about the Emergency Care Summary or electronic health records, phone the NHS Inform helpline on 0800 22 44 88.

You have a right to prevent any information about you from leaving our surgery. Please discuss this with your GP first before taking any action.

Confidentiality

You can be sure that anything you discuss with any member of the practice team - doctor, nurse, reception staff and counselor - will stay confidential. Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors without your permission.

This means that you can tell others about the visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else

from very serious harm and/or if the Law requires us to do so. We would always try to discuss this with you first.

We do not share your information for non-medical purposes that could identify you. All NHS staff have a legal duty to keep information about you confidential and they follow a staff code of practice on protecting patient confidentiality.

We only release test results to the patient, unless alternative arrangements have been agreed in writing.

We follow the guidelines set out and agreed between the British Medical Association, Royal College of General Practitioners and the Department of Health on Records and Confidentiality. You will be able to find further details on www.rcgp.org.uk and www.bma.org.uk. If you have any concerns about confidentiality, please feel free to ask a member of staff.

Access to Medical Records

The practice is registered and complies with the Data Protection Act 1998 and other relevant legislation governing access to medical records. Any request for access to notes by a patient, patient's representative or outside body with informed and written consent will be dealt with in accordance with the Act and normal levels of patient confidentiality. Please contact the Practice Manager for further information.



FEEDBACK

Feedback on our services is always welcome and there is a suggestion box located in the entrance hall.

We hope complaints will not be necessary but if you feel strongly about any issues, please discuss them with the doctor, nurse, Reception or the Practice Manager in the first instance. It is always better to explore any issues promptly while the circumstances are fresh in everyone's minds.

We hope that any problems can be sorted out easily and quickly at the time they arise and with the person concerned. If you feel that your problem has not been adequately resolved by an informal discussion, you can put your thoughts in writing to our Practice Manager. You will receive a written reply. A copy of our full complaints procedure may be obtained from our Practice Manager or from Reception.



PRACTICE CHARTER

You will be treated as a partner in the care you receive. Suitably qualified people will give you the most appropriate care for you. No care or treatment will be given without your informed consent.

In return you are asked to take responsibility for your own health, in partnership with your doctor or nurse, by accepting offers of screening and health promotion activities and by following a healthy lifestyle.

You are asked to treat all members of our practice team with courtesy. Any act of violence; verbal or physical abuse or acts of vandalism will not be tolerated (this includes on-line abuse e.g. on social media sites).

Members of our team will be helpful and polite. All members will also attend regular training and educational events to keep up to date with advances in medical and professional care.

You will be able to see your health records, subject to legal limitations and all members of staff will keep the contents of patient records confidential, in conjunction with the Data Protection Act.

You will be able to make an appointment with the doctor or nurse of your choice.

PRACTICE BOUNDARY

The practice cares for patients in the area shaded grey on the map which is contained within the ML1, ML2 and ML4 postcodes. Note that these postcode areas are much larger than the practice area.

