St Margaret's Health Centre
St Margaret's Drive, Auchterarder, Perthshire PH3 1JH

Tel: (01764) 662275/662614  Fax: (01764) 664178
Welcome To
St Margaret’s Health Centre

PERSONAL AND PROFESSIONAL DETAILS OF DOCTORS WITHIN THE PARTNERSHIP

Dr Colville Laird (male)  MBChB DRCOG FIMC RCS(E) - 1978 Dundee
Dr Roger Paterson (male)  MBChB MRCGP - 1984 Glasgow
Dr Susan Wylie (female)  MBChB DA DCH DRCOG MRCGP - 1987 Edinburgh
Dr Fiona Price (female)  MBChB DA MRCGP - 1989 Glasgow
Dr Gordon McLeay (male)  MBChB MSc FRCP(G) FRCGP DRCOG - 1986 Aberdeen
Dr Jonathan Dickson (male) MBChB MRCGP - 1991 Edinburgh
Dr Alastair Fisken (male) MBChB DRCOG MRCGP - 1984 Edinburgh
Dr Benjamin Price (male) MBChB MRCGP BSc - 2005 Aberdeen

Drs Dickson, Fisken and B Price - Full Time
Drs Paterson, Laird, Wylie, F Price and McLeay - Part Time

This partnership contracts to provide general medical services with NHS Tayside who can be contacted at:
NHS Tayside, Primary Care Division, King Cross Hospital, Clepington Road, Dundee DD3 8EA.
Telephone number (01382) 423000.

HOW TO CONTACT THE SURGERY

The surgery phone numbers are 662275/662614.
Please phone 663010 for repeat prescriptions.

SURGERY HOURS

Office Hours: Monday to Friday 8.00am – 6.00pm
We offer routine GP and practice nurse appointments during the regular opening hours of 8.00am to 6.00pm. In addition, the surgery opens late one evening per week until 8.15pm. Appointments during these extended hours are pre-bookable by contacting the receptionist.
Saturday and Sunday Closed

The truly traditional Scottish family butcher

1. Our meat is sourced from local farms.
2. Hung/matured and butchered on the premises.
3. Traditionally run by the same family for many generations.
4. Award winning steak pies, bridies, scotch pies and sausage rolls.
5. Home produced cooked meats.
6. Seasonal BBQ products.
7. Oven ready products.
8. A large variety of different flavoured sausages/burgers hand made on the premises.
9. But most importantly of all... There’s no deceit in our meat!

15 North Methven Street, Perth PH1 5PN
Tel 01738 621496 or 07715 300160
lindsaybutchers@btconnect.com

Red meat, such as beef, pork and lamb, is an important part of a balanced diet and contains many of the nutrients essential for good health and well-being, as well as for healthy growth and development in children. Red meat and to a lesser extent chicken and fish are the best sources of easily absorbed haem iron.

We all need a healthy, balanced, nutritious diet, but certain groups of people may be more at risk of becoming deficient of some of the important nutrients found in lean red meat namely: under 5s: teenagers: slimmers: women in their reproductive years and elderly people.

In recent years, meat has been produced with considerably lower levels of fat. New butchery techniques remove most of the fat and provide cuts of meat that are ideal for quick cooking methods, such as microwaving, stir frying, dry frying and griddling. So much so that today, 100g of lean pork leg steak contains less fat than 100g of standard cottage cheese.

Your local butcher can help you with fresh meats and many specialise in sausages, pork pies, bacon and cooked meats. Some butchers even produce complete meals - good quality meals ready to heat and eat – and most butchers will deliver in their local area.

Talk to your local butcher and ask him about his specialties from sausages and pork pies to meats and ready meals; he will be only too happy to advise. Go on - eat some meat - it’s good for you.
Glencairn House
Care Home, Auchterarder
(Mailler & Whitelaw Trust)

CARE, COMFORT & COMPANIONSHIP
Glencairn House is conveniently situated near the centre of Auchterarder, with easy access to shops and other amenities. It is a traditional building with modern facilities, situated in its own peaceful grounds with mostly single rooms and nearly all en suite.

A caring and attentive staff provide a homely, safe and happy environment with:
- 24 Hour Care, Entertainment and Minibus Outings
- Hairdresser, Chiropodist etc.
- All diets catered for.
- This is a pet-friendly home.

Respite and Day Care Services are available

GLENCAIRN IS WARM AND WELCOMING
For further information, please contact
Mrs Margaret Ann Gavin, Manager
(Tel. 01764 662568)
www.glencairnhouse.org

Scottish Commission for the Regulation of Care

Would talking help?
Why wait for an appointment on the NHS?
There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Lighthouse Counselling Scotland
Offering support for a wide range of issues including:
- Family/Relationship Issues
- Stress Management
- Bereavement/Loss
- Confidence/Self Esteem

www.lighthousecounsellingscotland.co.uk
info@lighthousecounsellingscotland.co.uk
Call Harriet on 07922 044753

BACKGROUNDS TO THE PRACTICE

We are a purpose-built health centre situated in the grounds of St Margaret’s Community Hospital (14 beds) here in Auchterarder. We cover a widely scattered rural practice providing a very broad spectrum of medical care. We hope the information provided in this booklet will help you to get the maximum benefit from our services. The health centre has suitable access for all disabled persons, having all patient services on the ground floor, and there is a separate WC for disabled patients.

TO REGISTER WITH THE PRACTICE

If you live in the practice catchment area you are eligible to join our list. When you attend to register you will be asked to complete a registration form and health questionnaire for each person and will be offered a new patient appointment with the practice nurse.

Patients on regular medication will also need to see the doctor. Patients register with the practice and not with a named doctor. You may choose to receive services from the doctor of your choice unless he or she does not routinely perform the service in question within the practice.

APPOINTMENTS - PLEASE USE 662275/662614

Please book separate appointments for each member of the family attending.

If a same-day appointment is required and there are no appointments left then you are asked to leave a contact number where the on-call doctor can contact you and will decide how best to fit you in.

CANCELLATIONS

Please give us as much notice as possible of cancellations so that the appointment can be used by another patient.

PHONE SURGERY/ADVICE LINE

The doctors hold a phone surgery every morning Monday to Friday between 9.00 and 10.00am.

The purpose of the phone surgery is to give advice to patients who may feel that an appointment is not necessary. If the doctor feels that an appointment is required then they will transfer the caller back to the appointment desk to arrange an appointment.

This is a same day appointment surgery - appointments are available from 8.00am. Appointments for telephone slots for individual doctors are also available on request.
**REPEAT PRESCRIPTIONS - PLEASE USE 663010**

Please order your repeat prescriptions from the health centre (using the 24 hour/day answering machine number 663010) at least three days before you require them.

You may also order your repeat prescription via our website:  
[www.stmargaretshealthcentre.co.uk](http://www.stmargaretshealthcentre.co.uk)

They will be available for collection at the chemist 48 hours after your request.

If you request your prescription after 3:00pm on a Friday afternoon this will not be available until the following Tuesday afternoon as no prescriptions are issued on a Saturday.

**HOME VISITS**

Do try to come to the surgery if you can as unnecessary house calls are very time consuming, particularly as the practice covers an area of over 100 square miles! If you do require a home visit it would be appreciated if the request could be made before 9:30am to allow the doctors to plan their rounds more efficiently. The receptionist may have to ask a few questions regarding the problem to allow the doctor to prioritise urgent calls.

**STAFF EMPLOYED**

**Admin**
- Mrs Carol Duncan  
  Practice Manager
- Mrs Sheila Beck  
  Assistant Practice Manager
- Mrs Nancy Walker  
  Office Supervisor
- Mrs Therese Scott  
  Receptionist full-time
- Mrs Gillian Paul  
  Receptionist part-time
- Mrs Angela Watson  
  Receptionist part-time
- Mrs Tricia Moran  
  Receptionist part-time
- Mrs Elaine Boyle  
  Receptionist part-time
- Mrs Margaret Grieve  
  Receptionist part-time
- Mrs Audrey Summerton  
  Receptionist part-time
- Miss Donna McBain  
  Computer Operator/Typist part-time
- Mrs Gillian Poole  
  Computer Operator/Typist part-time
- Mrs Jane McLeay  
  Clerical Assistant part-time

**Nursing**
- Mrs Ann Mitchell  
  RGN  
  Practice Nurse full-time
- Mrs Wendy Hardie  
  RGN SCM  
  Practice Nurse part-time
- Mrs Sheena Moyes  
  RGN  
  Practice Nurse part-time
- Mrs Margaret Guthrie  
  RGN  
  Healthcare Assistant part-time
- Mrs Audrey Summerton  
  RGN  
  Healthcare Assistant part-time

**COMMUNITY NURSES - MIDWIVES - HEALTH VISITORS - SCHOOL NURSE**
- Mairi Herd  
  RGN RM DN  
  District Nursing Sister
- Lorraine Bell  
  RGN  
  Community Staff Nurse
- Louise McCoy  
  RGN  
  Community Staff Nurse
- Anne Fernie  
  RGN  
  Community Staff Nurse
- Louise Allardice  
  RGN  
  Community Staff Nurse
- Susan Stewart  
  Community Healthcare Assistant
- Jo Miles  
  RN (Child) RHV  
  Health Visitor
- Ruby Keay  
  RGN SCM MTD  
  Community Health Nurse
- Morag Hamilton  
  RGN SCM MTD  
  Community Health Nurse
- Trisha Mackenzie  
  School Nurse
- Mrs Pauline Hay  
  School Nurse Admin Assistant

The Community Nursing Team phone number is 662557 which is connected to a 24 hour/day answering machine.

The health visitors' phone number is 662542 which is connected to a 24 hour/day answering machine.

The community midwives' phone number is (01738) 473406 which is connected to a 24 hour/day answering machine where you can leave a non-urgent message. In an emergency, telephone (01738) 473549.

The school nurse phone number is 660451 which is connected to a 24 hour/day answering machine during school term times.
Let our practice publications promote your business for you!

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Veronica Smith now on 0800 612 1516

JOHN SMITH & SON FUNERAL DIRECTORS

Est. 1952

THE COMPLETE FUNERAL SERVICE

A CARING PROFESSIONAL SERVICE FOR THE BEREAVED

The Abbey, High Street, Auchterarder
Tel: 01764 662126 01764 662876

Funeral Parlour & Rest Room, Westbank Western Road Auchterarder

SERVICES

All doctors provide maternity, contraceptive, minor surgery and general medical services as well as medical reports and medicals.

- Asthma Clinics - Twice weekly - practice nurse
- COPD Clinic - Weekly - practice nurse/HCA
- Diabetic Clinics - Weekly - Drs Paterson/B Price, practice nurse and practice pharmacist
- Skin Clinic - Twice monthly - practice nurse
- Vascular Clinic - Weekly - practice nurse/HCA
- Midwifery Clinic - Twice weekly - midwife
- Child Health Surveillance - Weekly - provided by all doctors
- Baby Vaccination - the first vaccination is given by the doctor at eight weeks’ screening - the second and third vaccinations are given by the health visitor
- Baby Clinic - Twice weekly - Tuesdays 10.00am - 12 noon for vaccinations by appointment only - Thursdays 2.00 - 4.00pm for weight and advice only. Health visitors

OTHER CLINICS

Provision is made at the health centre for:-

- Consultant Psychiatry Clinic - Monthly - GP referral
- Consultant Psychology Clinic - Monthly - GP referral
- Dietician Clinic - Fortnightly - GP referral

Attract more business by placing your advert here. Simply call 0800 0234 196.
OUT-OF-HOURS CALLS - (NHS 24): 111

Out-of-hours cover is the responsibility of NHS Tayside. Out-of-hours services are provided during the following periods when the surgery is closed:

**Monday to Friday**  
6.00pm - 8.00am

**Saturday to Monday**  
8.00am - 8.00am (weekends)

**Bank holidays**  
6.00pm the night before until 8.00am the day after.

For urgent advice during these times, please phone NHS 24 on 111. You will speak first to an experienced nurse who will assess your symptoms and give advice or direct you to the most appropriate healthcare professionals or organise a home visit. If you phone the surgery, you will hear a message advising you of the NHS 24 number to contact.

The website address is www.nhs24.com

If, in an emergency, you have difficulty contacting NHS 24, dial 999.

TELEPHONE

The busiest time for the telephone is between 8.00 and 10.00am.

Please do not phone for results until after 2.00pm when the telephone lines are quieter. Remember that the phone surgery/advice line operates between 9.00 and 10.00am.

LABORATORY SPECIMENS

These should be handed in by 11.00am at the very latest to enable them to be sent to Perth. Suitable containers may be obtained from the receptionist.

PROBUS CAR SERVICE

The local Probus Club provides a free car service on every Monday morning. This is for senior citizens and disabled patients throughout our practice area to surgeries and chiropody appointments at the health centre. Please book the car at the surgery when making your appointment.

PRACTICE AREA

We provide care for approximately 8950 patients covering an area of 100 square miles. This care is provided from two centres - the health centre here in Auchterarder and our branch surgery in Dunning. See map on the back cover.
**SUGGESTIONS AND COMPLAINTS**

If you have a complaint about our service or your treatment we would welcome an early opportunity to discuss this with you, and would suggest you contact in person (or in writing) your doctor or the practice manager to discuss the matter. Any complaint will be investigated promptly and thoroughly and you will be informed throughout of any conclusions or actions taken.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Scottish Public Services Ombudsman to review your case. The SPSO is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide the service.

You can contact them at:

SPSO
Freepost EH641
Edinburgh EH3 0BR
Telephone: 0800 377 7330
Email: enquiries@scottishombudsman.org.uk

**PATIENTS’ RIGHTS AND RESPONSIBILITIES**

**Rights**

To expect that, during all your dealings with the practice, the doctors, the staff and other health professionals who may be involved in your care will respect your right to confidentiality at all times.

To expect that during all your dealings with the practice you will not be discriminated against on the grounds of age, gender, disability, medical condition, sexuality, race, religion, cultural preferences or beliefs.

**Responsibilities**

Please inform us as soon as possible if you cannot keep an appointment as this allows us to give it to someone else.

Please treat all members of the Primary Care Team with courtesy.

Please comply with all measures put in place to ensure the health, safety and well-being of everyone in the surgery building.

Please let us know as soon as possible of any changes in your address and telephone number.

Please use the service we provide with patience and understanding; to request home visits only if it is very difficult for you to attend the surgery; do not make non-urgent telephone calls at morning busy times; give us sufficient time to process your prescription requests.

**REMOVAL OF PATIENTS FROM PRACTICE LIST**

In cases other than violence and abuse the decision to remove a patient from the list will only be made after careful consideration and not in the heat of the moment. Any decision will only be made after discussion at partnership level. Alternatives, short of removal, will be considered.

These might include transferring the patient’s care to another partner (with the consent of both parties) or persuading the patient that it would be better for all concerned for them to go to another doctor outside the practice.

Patients will be advised that continued misuse of the service may lead to their removal from the list. If all else fails and the partnership as a whole agrees that it is not in the best interests of either patient or doctor for an unsatisfactory relationship to continue, it will be necessary to remove the patient from the list.

This practice considers aggressive behaviour to be any personal, abusive and aggressive comments, bad language, physical contact and aggressive gestures. No abuse of staff is acceptable whether verbal or physical. All abuse will be reported to the practice manager who will keep a log of incidents. In the case of violence towards doctors or staff, patients will be instantly removed from the practice list and the police informed.

**YOUR PERSONAL HEALTH INFORMATION**

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment eg GP, health visitor, practice nurse. This information may be stored on paper or electronically on computer files by practice staff.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number will be given to them in order to send an invitation to you.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes, we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that as far as possible any details that may identify you are not disclosed.

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

When you need a service jointly provided with a local health authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information, eg the notification to the government of births and deaths and certain diseases or crimes is a legal requirement. Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a Code of Practice on protecting patient confidentiality. Further information on this can be found at www.nhs.info/confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.
SELF TREATMENT OF COMMON ILLNESSES

Back Pain
Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns And Scalds
Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats
No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting
Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Nosebleeds
Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

Sprains
R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

Sunburn
Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.