

Woodside Health & Care Centre  
891 Garscube Road  
Glasgow  
G20 7ER



**Dr N J Gaw & Dr D J Esler**

Appointments: 0141 201 5520

Repeat Prescriptions; 0141 201 5526

[www.drgawandesler.co.uk](http://www.drgawandesler.co.uk)

## *A Guide To Using Our Services*

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- Appointments 201 5520
- Prescriptions 201 5526
- Home Visits 201 5520
- Practice Nurse 201 5520
- Health Visitor 201 5500
- District Nurse 355 2180

The Health Centre and our practice  
has disabled access

**Dr N J Gaw & Dr D J Esler**

Post code Area G1, G2, G12, G20, G21, G22 & G23

## GP APPOINTMENT TIMES

The Health Centre is open from 7am Monday—Friday. Our practice is staffed from 9.00am, with the phone lines open from 9am until 6pm.

### Dr Norman J Gaw

Monday to Friday	9 am—11 am
Monday, Tuesday, Thursday, Friday	3 pm—5 pm*

### Dr David J Esler

Monday, Tuesday, Thursday, Friday	9 am—11 am
Monday, Tuesday, Wednesday, Friday	3 pm—5 pm

**\*Consultation times may vary depending on the needs of the practice**

### Practice Nurse Appointment

Monday, Wednesday & Thursday	9 am—12 noon
Monday	2 pm— 5 pm
Thursday	2 pm— 4.30 pm
Friday	9 am— 11 am
	2 pm— 4.45 pm

**We also offer an Extended Hours surgery on a Wednesday evening from 6.00-8.00pm.**

## TELEPHONE ADVICE

The practice will give advice over the phone from 9 am to 11.30 am in the morning and 3 pm to 6 pm in the afternoon. You may be asked to call back if the doctor is out on a house-call. You can also request a Telephone Consultation instead of a face-to-face appointment to discuss concerns.

## TEST RESULTS

Please remember the receptionists are not qualified to discuss results in detail. To protect confidentiality, results will only be given to you personally. Please phone after 2pm for results.

## CHOLESTEROL & DIABETES CLINIC

If you are attending the practice nurse for a fasting cholesterol or diabetic check, appointments are available from 8.30 am. Please note you should not eat anything for 12 hours prior to these tests being done. However you can have a cup of water, black tea or black coffee (no sugar or milk). Medication should be taken as usual. Please remember to bring a specimen of urine along to the diabetic clinic.

## INFLUENZA IMMUNISATIONS

The practice offers flu vaccines from October by appointment with the practice nurse. The practice recommends the flu vaccine to patients who may be Elderly, or have Chronic Heart Disease, Chronic respiratory disease including asthma, bronchitis and emphysema or diabetes.

## EMERGENCY CARE SUMMARY

NHS Greater Glasgow has introduced a new Emergency Care Information scheme to make GP out-of-hours patient care better and safer.

The scheme enables your GP practice to provide important information about your care to the NHS Greater Glasgow GP out-of-hours service. This means that when you are referred to the GP out-of-hours service for health care advice or treatment, the nurse or doctor is now able to look up your emergency care information from your GP record.

Your emergency care information consists of:

**\*Any known allergies**

**\*Current Medication**

This allows the doctor or nurse to know which drugs you have been prescribed, even if you are too ill to remember.

If you do not wish this information to be available to the doctor or nurse looking after you out-of-hours, then please let your GP Practice know. Remember, though, that this may deny you an improvement in your medical care. If you would like any further information please ask at your GP practice reception.

## BOWEL SCREENING

If you are aged 50 or over you will be invited to participate in Bowel Screening. This is a very important and useful service. If you have not participated and would like to please call free on **0800 0121 833**.

## HOW TO TREAT MINOR ILLNESSES

### Coughs, Colds and Flu Symptoms

These are usually Viral infections and therefore antibiotics are normally not effective. The virus should normally be allowed to run its course and the following can be used to relieve symptoms.

- Drink Plenty of fluids
- Regular Paracetamol or Aspirin (Avoid aspirin if under 12)
- Steam inhalations for blocked nose etc.

### Fevers and High Temperatures

This is a very common complaint. For children give Paracetamol syrup or Calpol every 4 hours with **plenty of fluids**. Dousing the child with a sponge and some tepid water may also help to bring the temperature down. For adults take 2 paracetamol tablets every 4 hours and again drink plenty of fluids. If there is no improvement within 2 or 3 days, phone the doctor for advice.

### Sickness & Diarrhoea

Sickness and diarrhoea is usually caused by a bug or virus. You should let the virus run its course of a few days, drinking plenty of liquids, however limiting food to a minimum.

### Minor Burns and Scalds

Accidents occur to the most safety conscious. Immediately after the accident occurs run the affected area under the cold water tap until the area cools down. A dry dressing should then be applied.



### Travel Vaccination

If you are planning a trip abroad please contact the surgery at least 2 months before your departure date and make an appointment with the practice nurse. When making the appointment please tell the receptionist the country you will be visiting. Your initial appointment with the practice nurse will be for assessment only. If you require vaccinations this will be given at a later appointment.

## APPOINTMENTS

Routine appointments are available every day in the morning and afternoon. Medical emergency appointments are also available. If you need an urgent appointment you will be seen as soon as possible on that day. Please help the receptionists by telling them whether or not your problem is urgent.



If you have made an appointment and are unable to attend then please help us reduce waiting times, by canceling it as soon as possible. Many appointments are wasted each week by patients who fail to keep or cancel appointments. An appointment will normally last 10 minutes but can be longer if needed.

If you have not been seen at the surgery for 3 years (or one year for those over 75) you can request a check up appointment if you wish.

## HOME VISITS

If possible please try to telephone before 10am. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. House visits are only available for patients who are housebound because of illness or disability.

## REPEAT PRESCRIPTIONS

Repeat prescriptions can be requested by telephone on **0141 201 5526** weekdays between 10am — 2pm. Otherwise, you can request the prescription by handing/posting in your repeat slip with the items required clearly marked. Your prescription will be ready to collect 24 hours later. If you are unable to collect your prescription please send in a stamped addressed envelope with your request. Please allow extra time for it to be posted.



## OUT OF HOURS EMERGENCIES

In case of an emergency *outwith* normal surgery hours, please call NHS 24 on 111. This will connect you to a call centre where you will be able to talk to trained staff who will log your call and give you advice or invite you to the GEMS centre for treatment if necessary. Should you require a house visit this can be arranged for acute emergencies. GEMS is staffed by GPs and nurses. The service provides first class emergency care. It should not be used instead of a daytime appointment. The out of hours service is commissioned by NHS Greater Glasgow.

Call NHS 24 on 111  
or visit [www.nhs24.com](http://www.nhs24.com)



## NON-NHS SERVICES

Certain services such as private sick notes, insurance claim forms and some medical examinations are not covered by the NHS and charges may be made in line with BMA recommendations. Please see the receptionist who will advise on the appropriate fee.

## COMPLAINTS & SUGGESTIONS

There is an in-house complaints procedure which is based upon the NHS Complaints Procedure. A leaflet on the Complaints Procedure is available from Reception. If you have a complaint to make, please speak to Jill Hamilton, the Complaints Manager. She will listen to your complaint and fully investigate the matter.

Jill will also welcome any suggestions you would like to make regarding our practice.

## PATIENTS' RIGHTS & RESPONSIBILITIES

**The Patient Rights (Scotland) Act 2011** was passed by the Scottish Parliament on 24 February 2011, and received Royal Assent on 31 March 2011.

The Act gives all patients the right that the health care they receive will:

- consider their needs
- consider what would most benefit their health and wellbeing
- encourage them to take part in decisions about their health and wellbeing, and
- provide them with the information and support to do so.

It also gives patients a right to give feedback, comments, raise concerns or complaints (See Page 4)

## HOW TO OBTAIN FURTHER INFORMATION

If you require further information regarding primary care services within the area, please contact:

Greater Glasgow Primary Care Division  
Gartnavel Royal Hospital  
1055 Great Western Road  
Glasgow  
G12 0XH  
Tel. 0141 211 3600

## ZERO TOLERANCE

This practice operates a policy of Zero Tolerance. This is for the protection and safety of its patients, members of staff and doctors. If a patient is violent or abusive to anyone, either within the practice premises or where treatment is being provided, then we reserve the right to remove that person from the patient list with immediate effect.

In the rare event of a patient being violent or threateningly abusive to staff or other people in the surgery, we may call the police. There is a

## SERVICES AVAILABLE

All GP practices are contracted to provide “essential services”, that is, basic treatment of ill people. We also provide the following “additional services”:

- \*Child health surveillance, together with the Health Visiting team
- \*Contraceptive services. Specialist services such as IUCD insertion are available at the Family Planning clinic in the Health Centre
- \*Maternity services in the ante natal and post natal period, together with the community midwives
- \*Routine immunisation of children, together with the Health Visiting team
- \*Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our practice nurse for details
- \*Cervical smears
- \*Freezing of warts and other small skin lesions

We also hold contracts with GGNHSB for the following “enhanced services”

- \*An annual flu immunisation programme to protect the elderly and at risk
- \*Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems
- \*Annual comprehensive reviews for patients with heart disease
- \*Annual comprehensive review for patients with diabetes; this includes appointments with the dietician and podiatrist.
- \*Annual comprehensive review for patients who have had a stroke

## DATA PROTECTION & ACCESS TO PATIENT INFORMATION

### Information Sharing

All staff working within the NHS have a professional and legal duty to maintain confidentiality and safeguard your personal health information, including that information held on computer.

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

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases.
- In assuring and improving the quality of your care and treatment.
- In the protection and monitoring of public health e.g. *controlling infection*.
- In the managing and planning of the health service.
- In the investigation of complaints and legal claims.
- For medical or health service research, audit and training.
- In some GP surgeries staff may be employed by more than one practice.

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

**If you have any concerns regarding the above please speak to your GP.**

We have 2 doctors in the practice. **Dr Gaw** and **Dr Esler** are full time partners. We hold a General Medical Services (GMS) contract with the Greater Glasgow & Clyde NHS Board. (Its address is: NHS Greater Glasgow & Clyde HQ, 1055 Great Western Road, Glasgow, G12 0XH, Tel. 0141 201 4444). Details of this contract are available from our Business Manager, Jill Hamilton.

We aim to provide an open friendly and caring approach to patients and their families.

If you are new to the practice we would like to welcome you and hope that you will find this leaflet helpful, informing you of the services provided by the practice. Our team are available to help you through difficult times as well as to provide you with the most up to date advances in health promotion.

### Training Practice

For many years, we have achieved the standards required of a training practice. Each year a GP registrar is attached to our practice. He/She is a highly trained doctor who is undergoing intensive training in the art of general practice. We are also involved in the teaching of medical students.

### RCGP Accreditation

The practice has been accredited in accordance with the standards set by the Royal College of General Practitioners (RCGP).

### HOW TO REGISTER AS A PATIENT

In order to register with the practice you should bring your NHS medical card. If you don't have a medical card a receptionist will ask you to fill in a form and will offer you a registration medical appointment if you wish one.

### GP PRINCIPALS

Dr Norman J Gaw MBChB 1979, DRCOG, MRCGP(Dist) FP Cert  
Dr David J Esler MBChB 1983, MRCGP, MSc (Sports Medicine)

### THE PRACTICE TEAM

Ruby Pollock RGN, SCM, BSc, FPC	Practice Nurse
Elizabeth Galbraith RGN,BSc,HV	Health Visitor
Nicola Conlon RGN	Staff Nurse, Health Visiting
Debbie Archibald RGN	District Nurse
Claire McInnes RGN	District Nurse
Jill Hamilton BA	Business Manager
Nancy Caldwell	Receptionist
Haley Morrison	Receptionist

### Contacting District Nurse, Health Visitor or Midwife:

Should you wish to contact any of the above professionals directly then, either telephone the numbers on the front page of this leaflet, or our Receptionist on 531 9500.

The Receptionist will relay your details to the relevant professional, who will contact you directly.

### PATIENT SERVICES (Please refer to Page 8 for further details)

The following conditions are managed systematically within the practice, either during consultations or at specific clinics run by the doctors and/or the practice nurse (ask at Reception for details).

Diabetes  
Asthma  
Heart Disease  
Stroke  
High Blood Pressure  
Rheumatoid Arthritis  
Thyroid Disease

You may receive an invitation to attend for routine review if you have any of these conditions.

Our practice nurse co-ordinates:-

Travel Vaccinations  
Family Planning (also routinely available in consultation with the doctor)  
Well Person Appointments

The doctors provide Minor Surgery Services and Joint Injections.

Our health visitor and doctors offer:-

Child Health Surveillance Clinics and Immunisation Clinics

### Other facilities within the Health Centre

Physiotherapy	Dental Surgery
Treatment room	Podiatry