

Patients responsibilities –

Patients should attend their appointments at the arranged time. If this is not possible, they should inform the practice as soon as possible. A standard appointment lasts for 15 minutes and is for one person only. Additional appointments should be made as appropriate.

Patients are responsible for their own health and the health of their children and should cooperate with the practice in endeavouring to keep themselves healthy. We give professional help and advice – please act on it!

All samples must be handed in before 1pm.

Home visits should only be requested for patients who are seriously ill or housebound. It is important to understand that most medical problems are dealt with more effectively in the clinical setting of a well equipped surgery or hospital. Home visits are made at the doctor's discretion.

Many problems can be solved by advice alone; therefore patients should not always expect a prescription.

We ask that patients treat the staff and doctors with courtesy and respect. Please bear in mind that reception staff have a very difficult job to do and they are trying to do their best for you.

Constructive Suggestions or Complaints regarding your care should be made in writing to any of the GP Partners or the Practice Manager. A practice complaint leaflet is available on request from reception. Written suggestions can also be posted in the repeat prescription box which is situated at the front door of the health centre.

Children – Consent to treatment. Young people under the age of 16 can consent to medical treatment if they have sufficient maturity and judgement to enable them fully to understand what is proposed. Please ask at the reception desk if you require further information.

Zero tolerance policy – This practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical abuse and aggressive gestures. No abuse of staff is acceptable, whether verbal or physical. All abuse will be reported to the Practice Manager, who will log all incidents. All physical abuse of any of our staff is reported to the police. The patient will then be removed immediately from our list. (The health authority will inform the patient of the need to register with a new practice. In these circumstances, the doctors are still obliged to see the patient for emergency treatment for the next seven days).

Your rights to information – The Freedom of Information (Scotland) Act 2002 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made. From January 1st 2005 the General Practice will be obliged to respond to requests about recorded information that it holds. The Act creates a right of access to that information, subject to certain exemptions listed in the Act. More information can be found on the Scottish Government website: www.scotland.gov.uk.

Data Protection and Confidentiality – The information regarding you is stored on paper or electronically. We need to use some of your personal health information for administration purposes in order to receive payments for services provided to you. The use of your personal health information is covered by the Data Protection Act 2018. Under the Data Protection Act, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Practice Manager to do this. All staff adhere to the rules governing patient confidentiality and as such laboratory results will only be given to patients themselves or to the parents or minors.

The Lade Medical Practice

2023

Practice Leaflet

Drumhar Health Centre, North Methven Street, Perth, PH1 5PD
Telephone: (01738) 622421
Repeat Prescription Answer Machine: (01738) 564236
Email: tay.theladeprescriptions@nhs.scot
www.thelademedicalpractice.co.uk

Dr Claire Hutton MBChB, DFRSH, DRCOG, MRCGP
1996 Edinburgh (GP Partner)

Dr Dawn Dorward MBChB
1996 Dundee (GP Partner)

Dr Akos Solti MD
2016 Semmelweis University Faculty of Medicine (GP Partner)

We are a 3 partner GP practice in Perth City Centre situated within a modern Health Centre. It has good wheelchair and disabled access and is close to major bus routes. Our aim is to provide a high level of Family Medical care.

DOCTOR'S CONSULTING TIMES

Dr C Hutton - Monday, Tuesday, Thursday and Friday

Dr D Dorward - Monday, Tuesday, Wednesday and alternate Thursday/Friday

Dr A Solti – Wednesday and Thursday

NB The doctor doing the above surgeries may be different if one doctor is on annual leave

SURGERY HOURS

The surgery building is open from 8am-6pm Monday to Friday (emergency mobile only between 1-2pm to allow for staff training). You may phone to make an appointment from 8am. In the evenings and at weekends NHS24 provides emergency cover. Their telephone number is 111. If you are asked to call the surgery for the results of a blood test please call after 11am.

EXTENDED HOURS

Extended hours surgeries run on a three week rotation; Monday evenings, Monday mornings and Thursday evenings (Doctor and Nurse) appointments are available from 7.30am in the morning and until 6.30pm in the evening, for patients to book in advance

These are primarily for working patients who struggle to attend the surgery during normal hours

APPOINTMENTS

We offer a range of appointments to suit our patients and you can book many appointments in advance. On the day appointments are for emergencies only. Telephone lines open at 8am to take bookings. If you need an emergency appointment please phone as early as possible. If you cannot attend your appointment please inform reception in plenty of time. Please report to the reception desk when you arrive, before you go into the waiting room. Patients who continually fail to attend appointments may be removed from the practice register and asked to register at another practice. You can now sign up to have an appointment text reminder sent. Please see online or ask at reception for details.

TO REGISTER WITH THE PRACTICE

Please ask at reception for a registration pack. Please note you will be asked to provide proof of identity and address when registering. If you require a prescription please provide the practice with a full list of your medication and allow 2 working days for your request to be processed.

PRACTICE NURSE

The Practice Nurse consults all day Monday, Tuesday, Wednesday and Thursday and Friday mornings by advance appointments only.

Services provided by the Practice Nurse include:- Blood Pressure, Well Person Checks, Asthma and COPD reviews, Contraceptive Services, Cervical Smears, Dietary advice, Urine testing, ECG's and Histofreeze.

NB: Phlebotomy, Diabetes, Stroke and Heart Disease reviews, Dressings and Stitch removal etc., are now provided at the Care and Treatment Centre.

IMMUNISATIONS

Seasonal vaccinations are now administered by the Perth and Kinross Health and Social Care Partnership Vaccination Team

Travel vaccinations – please contact your local Pharmacy or the Travel Clinic on (01738) 258158. Leaflets are available at reception.

MINOR SURGERY PROCEDURES

These are by specific arrangement after an appointment and discussion with the doctor.

INSURANCE AND MEDICAL EXAMINATIONS (not covered by NHS)

Private Medicals i.e. HGV are available by special appointment booked well in advance. A list of charges for non-NHS services is available at reception.

HOME VISITS

Requests for home visits, if appropriate, should be made by telephone before 10am on (01738) 622421. Home visits are usually done in the morning or at lunchtime. Generally, house calls should only be for the seriously ill or housebound and are at the doctor's discretion. Non-emergency requests received later in the day may not be done until the following day.

In an emergency, during normal hours, please phone (01738) 622421

Between 6pm and 8am and at weekends, please phone NHS 24 on 111

RESULTS

Blood test results are usually available after 3 working days and patients are asked to phone the surgery after 11am for their results. The doctors will usually only contact patients with abnormal results. Note that some test results take considerably longer.

REQUESTING REPEAT PRESCRIPTIONS – ALLOW 48 HOURS

- Put your repeat prescription slip in the box at the front door
- Order via Online Services (registration forms available on request)
- Phone the prescription line on (01738) 564236
- Send your request by email – tay.theladeprescriptions@nhs.scot

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, please notify the surgery as soon as possible. If preferred you can do this via the website above.

OTHER PRACTICE SERVICES

The following health professionals for our patients and can be contacted as follows:-

Practice Pharmacist (Wednesday and Friday):	(01738) 622421
Health Visitors:	(01738) 564241
District Nurses:	(01738) 564242
Community Midwives:	(01738) 473494

WEBSITE

Some of the services available online include: Ordering prescriptions, downloading a registration form, updating personal details and accessing health information.

MINOR AILMENTS SERVICE

Advice and/or treatment can now be sought from your local pharmacy for many minor conditions i.e. earache, sprains, bites, UTI's etc.