



The Health Centre, Houndlaw Park, Eyemouth, TD14 5DD

Eyemouth Surgery

Visits (018907) 50383
Appointments (018907) 50599
Prescriptions (018907) 52619 (automated line)

Coldingham Surgery

School Road, Coldingham, TD14 5NS (Off Priors Walk at the public park)
Telephone (018907) 71291 for visits, prescriptions or appointments.

Cockburnspath Surgery

Merville, The Square, Cockburnspath, TD13 5XX

Appointments for any of the surgeries can be made by calling either Eyemouth or Coldingham.

Or visit our website at:- <http://www.eyemouthmedicalpractice.co.uk>

Practice Area

The practice covers Eastern Berwickshire, mainly the TD14 postcode area and, in part, TD13 and TD11. We are unable to register or retain patients who live in England as this is outside our practice area and is part of the English NHS.

Disabled access

The Eyemouth Health Centre and Coldingham Surgery have suitable access for disabled patients. All the patient areas including waiting room, consulting rooms and toilets have wheelchair access. There is a hearing loop at the front reception desk and a mobile loop is available for use in the consulting room, if requested. A wheelchair is available at reception in Eyemouth.

The Cockburnspath Surgery is not easily accessed but patients can be seen at either Eyemouth Health Centre or Coldingham Surgery.

Registering as a patient

When registering, please bring identification with you – either your NHS medical card, birth certificate or photo ID to the practice and those of any other persons registering with you. You will be asked to complete a registration form for each person registering with the practice. In addition, all patients will be asked to complete a new patient questionnaire, allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice. If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

Patients are registered with the practice, not an individual GP. Your medical card will be issued bearing the practice name. However your practice record and prescription slip will show the name of a specific nominated doctor. You can, independently of this, choose to see any doctor of your choice. We will do our best to respect your choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available, especially if they work part-time.

The Doctors

Dr Alan P Mason, MB, ChB, DRCOG
Qualified Manchester 1976

Dr M Charles Holt, MB, ChB, FRCS,
Qualified Aberdeen 1982

Dr Kirsty M Robinson, MBBS, MRCP, DFRH
Qualified Newcastle Upon Tyne 1996

Dr David R Cooksey, MB, ChB, MRCP, DRCOG, BMedSci (Hons)
Qualified Edinburgh 2005

Dr Ruth Booth, MBChB, MRCP
Qualified Birmingham 1978 (Works part-time)

Dr Bethan L Williams, MBChB, MRCP, BMedSci (Hons), DRCOG, DFRH, Dip Dermatology
Qualified Glasgow 2006

Practice Nurses

We have 3 practice nurses - Kate Muir, Helen Dickson and Margaret McMurchie. The practice nursing team provide disease management and special clinics. Peter Main is our Healthcare Assistant at Eyemouth.

The practice nurses can be contacted by telephone on 018907 50383.

Our Clinical Nurse, Kate Muir, also provides a daily nurse-led urgent surgery.

Administrative Staff

Gitte Blackley	Practice Manager
Karen Gillan	Assistant Practice Manager
Valerie Crowe	Receptionist
Lesley Smith	Receptionist
Mairi Maltman	Receptionist/Secretary
Pam Dougal	Receptionist/Dispenser at Coldingham
Janet Dempster	Receptionist
Carol Sim	Receptionist
Dawn Blackman	Receptionist
Marie Thomson	Receptionist/Dispenser at Coldingham
Lynne Herbert	Receptionist/Dispenser at Coldingham

Repeat Prescriptions

There are several ways to request repeat medication.

Eyemouth

1. Hand in the repeat slip
2. Email your request to the practice
3. Automated telephone line 018907 52619
You need to leave your name, date of birth and a contact telephone number and list each item of repeat medication that you require.

Your prescription can either be forwarded to Eyemouth Pharmacy or collected by you from the surgery.

Coldingham

1. Hand in the repeat slip
2. Email your request to the practice

Patients using the Coldingham surgery are dispensing patients and are entitled to collect prescriptions from the Coldingham surgery, even if your appointment is in Eyemouth.

Cockburnspath

1. Hand in the repeat slip
2. Email your request to the practice
3. Complete a form to allow the practice to deliver your prescriptions to the shop at Copath for collection by you or a person nominated by you.

If you are looking for medication that is not on your repeat prescription, a GP will deal with your request.

To email your repeat medication request to the practice, use the email address that corresponds with the surgery that you normally use. You need to include your name, date of birth and a daytime contact number in case of query and FULL details of all the items requested. The staff are not permitted to issue any medications that you have not specifically requested.

Please allow two working days for your prescription to be ready.

Eyemouth.Prescriptions@borders.scot.nhs.uk

Coldingham.Prescriptions@borders.scot.nhs.uk

Staff are unable to reply to any other queries sent to either of these email addresses, as they are for receiving prescription requests only.

Test results

If you wish to call for a test result, the phones tend to be quieter in the afternoon. Most test results will be back within 3 working days, but some tests do take longer.

Blood tests

Some blood tests have to be done in the morning. Please ask the doctor or nurse if your test has to be done in the morning.

Surgery Times

There are surgeries daily at Eyemouth and Coldingham and at Cockburnspath on a Thursday morning. At Eyemouth there are GP and nurse appointments available as part of the Extended Hours service for patients who are unable to attend within normal surgery hours; these appointments are on a Monday evening between 5.30pm and 7.30pm and are booked in advance.

All surgeries for doctors and practice nurses are by appointment only. We have a surgery each day for *genuine emergencies*. Please call the practice promptly at **9am** if you feel you need to be seen. If you require advice or wish to speak to a doctor or a nurse, you can call the surgery on 50383 and leave a message and you will be called back, usually late afternoon. If it is urgent, please let the receptionist know.

Our telephone system at Eyemouth will ask you to select the appropriate option for your call. Your call will go into the queue and be dealt with as soon as possible.

APPOINTMENTS AT EYEMOUTH	Telephone 018907 50599
Monday to Friday	9.00am – 6.00pm
Extended Hours (Monday evenings)	6.00pm-7.30pm

APPOINTMENTS AT COLDINGHAM	Telephone 018907 71291
Monday to Friday mornings	9-11.00am
Thursday afternoons (not every week)	3-5pm
Tuesday afternoon (fortnightly) – Practice Nurse	2-5pm
The Coldingham surgery is closed for lunch between 1.00 pm and 2.00pm.	

APPOINTMENTS AT COCKBURNSPATH	
Thursday morning – Dr M C Holt	9.30-11.00 am

Interpretation Services

If your first language is not English, an interpreter can be provided for a consultation. Please ask in advance so that we have time to arrange this for your appointment. This service is available to patients for both spoken language and sign language.

Home Visits

Eyemouth	018907 50383 (Eyemouth/Ayton/Burnmouth)
Coldingham	018907 71291 (Coldingham/Reston/St Abbs/Co'path)

If possible please try to phone as early as possible. A doctor or nurse may phone you back regarding your request. It is at the doctor's discretion how to respond to a visit request. House visits are only available for patients who are housebound because of illness or disability and cannot attend the surgery.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Health Centre.

Emergency Calls - Out of Hours

Between 6pm and 8am Mon-Fri, and 6pm Fri-8am Mon, the surgery is closed.

Provision of Out of Hours cover is the responsibility of NHS Borders.

In order to obtain medical advice at these times, please call NHS24 on 08454 24 24 24. (This number is also given on the practice's answer machine).

A receptionist in the emergency call centre will answer your call and either:-

- 1) Arrange for you to speak to a doctor or nurse
- 2) Invite you to attend the centre to be seen by the doctor.
- 3) Arrange a home visit if you are too ill to visit the centre.

Limited personal information (Emergency Care Summary) is made available to the Out of Hours doctors. Your information will only be accessed if you give permission to the doctor at the time of your treatment. Information leaflets are available in the waiting room.

Further advice and information can also be obtained from NHS24, whom you can call direct on 08454 24 24 24 or visit www.nhs24.com

**IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE
IN THE EVENT OF DIFFICULTIES IN CONTACTING NHS24, DIAL THE OPERATOR - 100**

Services available from the Practice

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 Visitor Team
- Contraceptive services. Specialist services such as coil insertion and contraceptive implants are provided by appointment with some qualified clinicians
- Maternity services in the ante natal and post natal period, together with the Berwickshire Midwifery Team and Borders General Hospital
- Routine immunisation of children, together with the Health Visitors
- Cervical screening (Well woman clinic)
- Freezing of warts and other small skin lesions
- Minor surgery

We also hold contracts with NHS Borders for the following “enhanced services”:

- An annual flu immunisation programme to protect the elderly and those at risk
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis, bowel problems and warfarin
- Annual comprehensive reviews for patients with heart disease
- Annual comprehensive review for patients with diabetes; this includes appointments with the dietician, podiatrist and retinopathy screening.
- A methadone substitution programme for patients with drug abuse problems – under a shared care arrangement with Borders Community Addiction Team (BCAT)

Research

The Practice may be involved in medical research and may make anonymised information on age and sex, held on computer, available for research purposes only.

If you do not wish such information to be used in research, please notify the practice and we will arrange for it to be withheld.

Training

The practice became a training practice for new GPs from 2012. All our GP trainees are fully qualified doctors who have worked within a hospital, and who have chosen to continue their education to become a General Practitioner.

Zero Tolerance policy

The practice considers aggressive behaviour to be any personal, abusive or aggressive comments, cursing or swearing, physical contact or aggressive gestures. This applies to face-to-face situations, written material and to telephone calls.

The practice will request the removal of any patient from the practice list who damages property or who is aggressive or abusive towards a doctor, member of staff or other patients. All instances of actual physical abuse on any doctor or member of staff by a patient or their relatives will be reported to the police as an assault.

Complaints Procedure

If you have a complaint, concern or compliment about the service you have received from the doctor or any of the staff working in this practice, please let us know. We hope that most problems can be sorted out quickly and amicably. If you wish to make a complaint, we would like you to let us know as soon as possible, because this will enable us to establish what happened more easily.

Please contact the Practice Manager, Mrs Gitte Blackley, who will deal with your complaint or will forward it to the appropriate person or department.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

If you feel you cannot raise your complaint with us you may contact: Complaints Officer, NHS Borders, Borders General Hospital, Melrose, TD6 9BS. The telephone number is 01896 826719.

Patient Confidentiality and Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that confidentiality is maintained at all times by all members of the practice team. However, sometimes it is necessary that medical information about you is shared with other health professionals involved in your care. Please be assured that all primary care colleagues are bound by professional codes of conduct with regard to confidential and personal information.

From time to time we are asked to provide anonymised information to other parts of NHS Scotland. This information is used to help plan future health services and service provision.

Freedom of Information (FoI) and Access to Personal Medical Information (APMI)

The practice wants to be open with everyone so that they can see what we do and how we serve the community.

The practice will seek to satisfy all FoI requests within 20 working days and APMI requests within 40 days. If we do not expect to meet the deadline, we will inform the requestor as soon as possible of the reasons for the delay and when we expect to have made a decision.

The Practice will consult with third parties before disclosing information that could affect their rights and interests. However, according to the FoI Act, the Practice must take the final decision on disclosure.

The Practice will charge for information requests in line with the FoI and Data Protection Act regulations.

The Practice will record all requests and responses and will monitor our performance in handling requests and complaints.

Patients Rights and Responsibilities

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Ensure our patients have 24-hour access to medical advice.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it's ex-directory.
- An appointment is for ONE PERSON; please do not come along hoping that a second person will also be seen. It places us in a difficult position, either having to refuse your request, causing ill feeling, or agreeing to it, thus delaying other patients beyond their appointed time.
- We ask you to be sympathetic if your appointment is delayed and workload issues. This may be as a result of an emergency. We will do our very best to work hard to minimise any delays.

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.

For other information, please check the practice's website www.eyemouthmedicalpractice.co.uk

The extended Primary Health Care Team includes

Treatment Room Nurses, Community Nurses, Health Visitors, School Nurse, Midwives, Physiotherapists, Podiatrist and Eyemouth Day Hospital

The services above can be contacted on 018907 52600

Other services provided by NHS Borders at the Day Hospital

Dietetics	Speech Therapy	Psychology	Smoking Cessation
Physiotherapy	Counselling	Lifestyle Advisor	Podiatry

Community Psychiatric Nurses (CPNs) works in liaison with the practice.
Your own doctor makes referrals to these services.

Consultant Clinics

Some consultants from Borders General Hospital hold clinics at Eyemouth in the Day Hospital. Your own doctor makes referrals to these specialists.