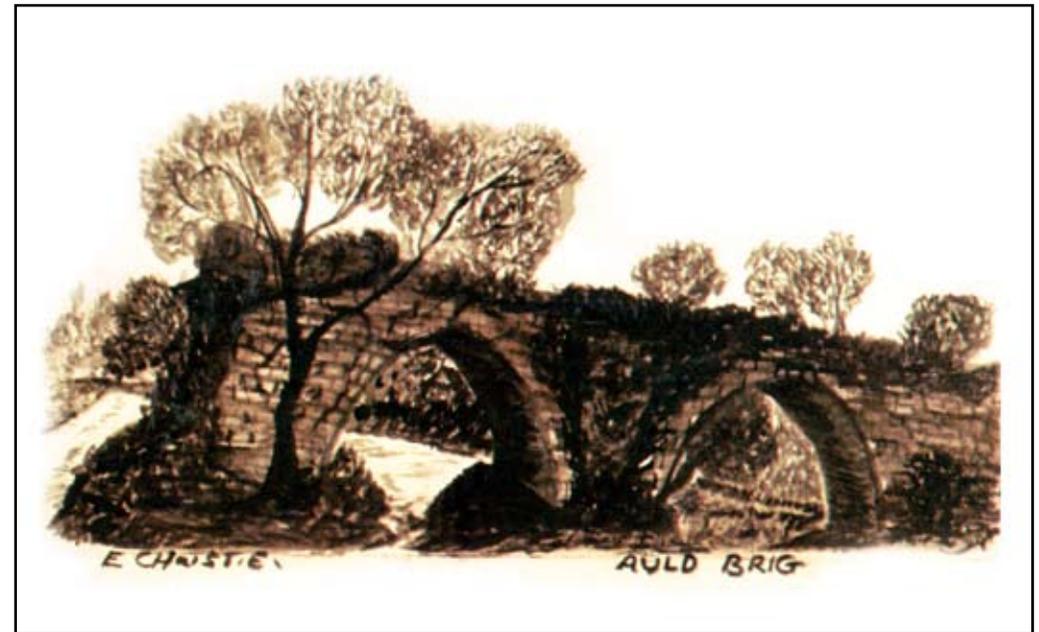


WELCOME TO THE BRIDGE OF EARN SURGERY



MAIN STREET, BRIDGE OF EARN, PH2 9PN

TEL: 01738 812000

FAX: 01738 812333

WWW.BRIDGEOFEARNSURGERY.CO.UK

PATIENT INFORMATION BOOKLET

Welcome to Bridge of Earn Surgery. We hope this booklet will give you all the information that you require about the services provided by our Primary Health Care Team.

NEW PATIENTS

We welcome patients from within the village of Bridge of Earn and the surrounding district. Patients wishing to register with the practice will be asked to complete a simple medical questionnaire and invited to attend for a new patient medical check. Please note that you will be registered with the practice and not an individual GP.

We are committed to a policy of quality in the provision of our services and our aim is to ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race (includes colour, age, nationality, ethnic and national origins), sex, sexual orientation, marital status, disability, or of other conditions not justified in law.

APPOINTMENTS

Our policy is to offer all patients who request an appointment the opportunity to consult with a healthcare professional within 48 hours. You have the right to express a preference for the doctor of your choice, and every effort will be made to offer you an appointment with your preferred doctor as soon as possible.

Appointments can be made by telephoning 812000 or by calling at the surgery. If you are unable to keep an appointment please telephone the surgery to cancel as your appointment slot can be offered to another patient if necessary.

HOME VISITS

Patients are requested to telephone before 10.00am if they require a home visit. Emergency visits only will be arranged after this time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

Home visits are for those patients who are housebound or too ill to go out. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

NIGHTS AND WEEKENDS

Out of hours care is provided by NHS24 and they can be contacted by telephoning **0845 4 24 24 24**. If you wish further information about NHS 24 you can go online at www.nhs24.co.uk

TELEPHONE ADVICE

We do offer the facility of obtaining advice from the doctor over the telephone. The receptionist will advise you of the best time to contact each individual doctor.

REPEAT PRESCRIBING

If the doctor decides to put you on the repeat prescribing system you will be issued with a computer slip giving details of your drugs. If you are unable to hand in or post your slip, you can telephone the surgery on **812000** after 2.00pm and give the details to a receptionist. Please allow 48 hours (two working days) before collecting your prescription.

OBTAINING TEST RESULTS

If your doctor has organised swabs, blood or urine tests to be carried out at the practice by the nurse, the results of these tests should be available within 5-7 days. You can get these results by phoning the practice after 2.00pm only.

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results.

THE PRIMARY HEALTH CARE TEAM

Details of our Primary Health Team are enclosed with this booklet and include:

THE DOCTORS

Dr Beena Raschkles

BSc MCChB DCH DRCOG DFFP
Qualified in St Andrews 1979

Dr Susan Devlin

MBBCh MRCP DCH DRCOG DFFP
Qualified in Belfast 1998

PRACTICE NURSE

We have one practice nurse who works closely with the doctors as part of our clinical team. She has specialist training in long-term health problems enabling patients to achieve a healthy lifestyle. Special interests include asthma, diabetes, heart disease prevention, women's health and travel advice. Appointments can be arranged with the nurse by telephoning **812000**.

HEALTH CARE ASSISTANT

We have one health care assistant who takes blood samples and blood pressures. She also checks urine samples, does ECGs and new patient checks. Please note that she is not a nurse.

DISTRICT NURSES

The district nurses provide specialist nursing care to patients who are confined to home. Arrangements for this care are made by the doctor, hospital, or by self-referral. The district nurses can be contacted directly by phoning **812314**.

HEALTH VISITOR

Our health visitor is a registered nurse with extra training in public health and family health, with a particular emphasis on child development. She sees all new babies at home once discharged from the midwife and then maintains contact with the family as required. The health visitor can be contacted directly by phoning **813722**.

PRACTICE PHARMACIST

The practice pharmacist works closely with the doctors to address areas of prescribing concern. From time to time you may be invited to attend an appointment with the pharmacist to discuss your medication.

LOCUM DOCTORS

On occasion the practice employs locum doctors. The qualifications of these doctors are fully scrutinised and we generally employ locums who have had an association with the practice, or are known to the doctors.

SERVICES

We carry out a full range of medical services, including chronic disease management clinics, maternity care, cryotherapy and travel immunisations. Full details of these services are enclosed with this booklet.

The Baby Clinic is run by Dr Devlin for immunisations and allows us the opportunity to discuss other problems, eg sleeping, feeding and child health worries with a doctor or health visitor.

PRIVATE FEES

Certain services provided by your doctor, eg private certificates, employment medicals, insurance claims, holiday cancellation certificates, are not covered by the NHS, and the receptionist will advise you when a fee is payable. We ask that patients complete all the appropriate details before handing the form in to reception, and allow 7 working days before collection.

MEDICAL RECORDS AND CONFIDENTIALITY

The sensitivity of patient information is well-understood within the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment. We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practicable we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you. There may be occasions when medical visitors require access to ensure high standards of care are being maintained by the practice. You should be reassured that all persons who have access to your medical records are bound by the same rules of absolute confidentiality as members of the Primary Health Care Team.

All our patient records are kept on computer, and we can assure patients of complete confidentiality. We are registered in the Data Protection Register and your rights are protected by the Data Protection Act.

THE PRACTICE CHARTER

You will be treated as an individual and will be given courtesy and respect at all times. You will receive the most appropriate care, given by suitably qualified people, and no care will be given without your informed consent. In return we would ask you to treat all doctors and staff with courtesy and respect. We would also ask that you try to follow the medical advice offered, and take any medication as advised. Please see details of the practice Rights and Responsibilities leaflet enclosed with this booklet.

We strongly support the NHS policy of zero tolerance. Anyone attending the surgery who abuses the doctors, staff or other patients verbally, physically, or in any threatening manner whatsoever, will risk immediate removal from the practice list.

COMMENTS, SUGGESTIONS AND COMPLAINTS

The doctors and staff at Bridge of Earn Surgery strive to give our patients the highest possible standard of care, and to act quickly if problems arise. If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns and, if necessary, conduct a full investigation.

DISABLED ACCESS

There is a reserved car parking space directly in front of the surgery. Wheelchair access to the building is via the front entrance. Patient services are provided at ground floor level. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvements.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, please notify us immediately so that we can amend your records. If you change address and move outwith the practice area, we will have to ask you to register with another practice nearer to your new home.

GMS CONTRACT

The practice holds a General Medical Services (GMS) contract with Tayside NHS Board, Kings Cross, Clepington Road, Dundee DD3 8EA.

ACUPUNCTURE & MEDICAL SERVICES

Dr Jahangir Khan

BSc (Hons) MBChB DRCOG MRCGP

Private GP & Acupuncturist

• Acupuncture Service

• *Well Person Check*

• *Flu & Travel Vaccines*

Tel: 01738 440220

Mobile: 07868 701484

Email: jkhan@nhs.net

www.gpacupuncture.co.uk



X - We Are Here

The Surgery, 1 Marshall Place, Perth PH2 8AH



Acupuncture and more

WHEN friends and family first asked qualified GP Dr Jahangir Khan for help with acupuncture and similar medically-related requirements, he was only too happy to oblige.

Word of mouth recommendation soon led to a steady stream of people seeking his services, and Jahangir decided the time had come to go into business for himself.

"I have over 10 years' experience as a GP, including working with the Vulnerable and Homeless Unit based at Central Health Care on South Street," said Jahangir, who works from his own comfortable treatment room in The Surgery on Marshall Place.

"I am now able to provide a range of services on a fee-paying basis to clients of all ages, including acupuncture, medicals, flu vaccinations and medical assessments for the Lighterlife weight loss programme."

Jahangir qualified as an acupuncturist in 2006 and his regular clients come from a wide area.

"Acupuncture can help with a wide range of conditions, from frozen shoulders to IBS, fibromyalgia, polymyalgia rheumatica, back and neck pain to fertility problems," he said. "It is also deeply relaxing, so can be an excellent treatment to help combat stress and anxiety."

Medicals are also a speciality, and are carried out for a variety of reasons. "I have great experience performing corporate medicals for companies large and small, as well as for insurance and mortgage purposes," said Jahangir.

"More and more lenders are asking for a full medical before a mortgage can be arranged, and this is where I can help."

For more information on the services offered, please call (01738) 440220, or visit www.gpacupuncture.co.uk.

Traditional service with a modern twist

THE Brig Farm Shop at Gateside Home Farm offers a range of organic and local meat and vegetables to the community in and around Perth.

"We're a family-run farm that produces our own beef and mutton, and the idea for the shop came from that," said Joanna McKenzie, who runs the shop and has been at the farm for over 30 years.

Everything in the shop is either fresh or ready frozen, and where possible is free-range. "We are orientated towards healthy eating products," Joanna said. "We like to offer only the best quality to our customers, and that's what keeps us so popular."

All the products in the shop are sourced locally wherever possible. "What we don't produce ourselves comes from local farms, so we know where all our meat comes from because we know the people who supply it," explained Joanna.

The shop has a wide selection of produce, and Joanna says it is more like a traditional farm shop which is seasonal-led. All the meals served in the café are based on shop produce.

Joanna can be contacted on (01738) 813571.

ADVERTISING FEATURE



**BRIG FARM SHOP
& CAFÉ**

Gateside Home Farm

Bridge of Earn

PH2 8QR

Tel: 01738 813571

Health Care For You, In Mind, Body & Spirit



**WIGHT
CHIROPRACTIC CLINIC**
PRACTICE ESTABLISHED 1924

Dr Daniel J Brown,
Mchiro, DC

Do you suffer from:

- Headaches/migraines?
- Neck or back pain?
- Shoulder pain?
- Arm pain or numbness?
- Sciatica?
- Low back pain?
- Leg pain or numbness?

THEN GIVE US A CALL TO FIND OUT IF WE CAN HELP

Mother & Baby Clinic

Nobody benefits more from Chiropractic than babies and children. The birthing process is a very traumatic experience and therefore many problems can result. It is important for parents to know that their children may have fantastic results with Chiropractic and consider a natural approach to their health care.

We offer a
friendly and
caring atmosphere
and look forward
to seeing you

t: 01738 633811 | e: drdanielbrown@hotmail.co.uk | www.wightchiropracticclinic.co.uk | 28 Leonard Street, Perth PH2 8ES

FBS

ADVERTISING FEATURE

ROBERT DOUGLAS MEMORIAL HOME

Quality care in the community since 1933

- High standard care and support for up to 17 residents -
- Comfortable and spacious bedrooms with en suite -
- Several contained cottages within the grounds -
- Centrally heated and equipped with a 24-hour call system -
- Registered with the Care Commission -
- Staff trained and skilled in providing high quality care -

For more information, please call

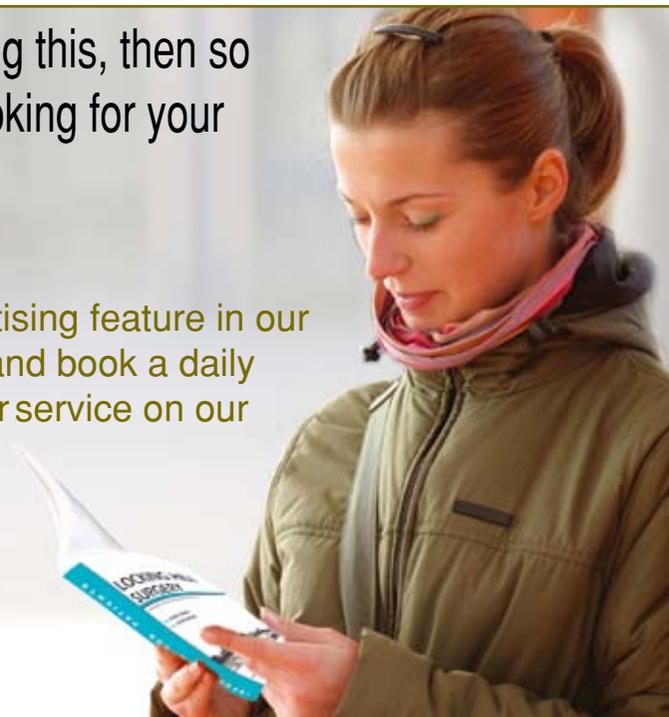
01738 551184

51 Abbey Road, Scone, Perth PH2 6LL

FBS

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone
Jenny Mellenchip
now on
0800 612 1516



To advertise your business in our booklet call 0800 612 1516

Generate more business with a Pay - Monthly website from OPG



We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call

0800 612 1408

or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 30 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

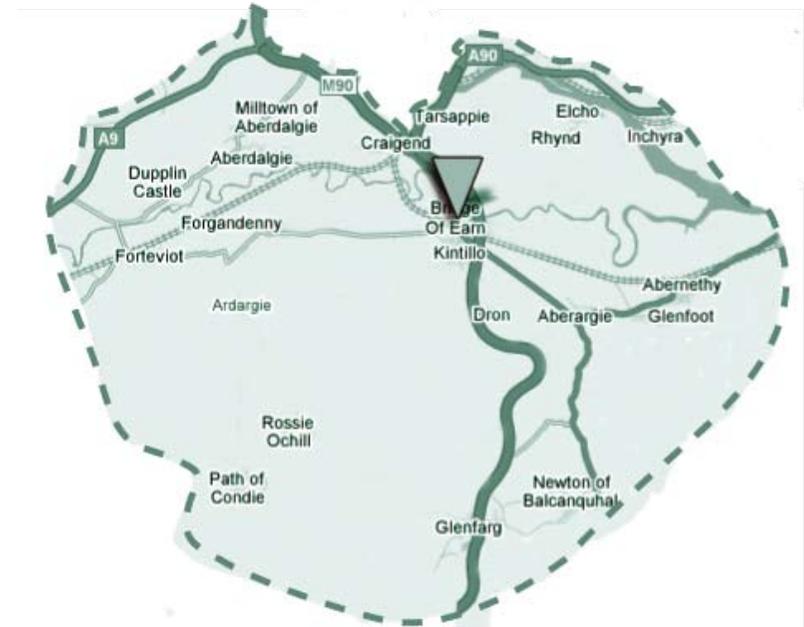
So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To feature your business in our booklet call 0800 612 1516

NOTES

PRACTICE AREA

A detailed map of the practice boundary is available at the surgery and can be viewed at any time.



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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

for Drs Raschkes & Devlin of Bridge of Eam

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USEFUL TELEPHONE NUMBERS

Chemists

Browns.....01738 443667
Boots.....01738 629181
Davidsons.....01738 812579

Dentist (Mr Beattie).....01738 813080
District Nurses.....01738 812314

Police

Perth.....01738 621141
Bridge of Earn.....01738 812222

Bereavement Counselling.....01738 639477

Health Visitor.....01738 813722

Community Midwives

Urgent.....01738 473425
Non Urgent.....01738 473406

Kinross Social Services.....01577 863473

Hospitals

Ninewells.....01382 660111
Perth Royal Infirmary.....01738 623311
Murray Royal (Perth).....01738 621151

Health Board (Primary Care Services).....01382 818479

**WITH THANKS TO EOIN CHRISTIE FOR
ALLOWING US TO USE HIS PAINTING OF
THE AULD BRIG ON OUR FRONT COVER.**