Charlestown Surgery (formerly Limekilns Surgery) moved to the current premises in March 2010. The premises are purpose built and have an attached pharmacy which opened in January 2011. There are car parking facilities and nearby bus stops. There is suitable access for disabled people.

**Hours of Service**

The surgery is open from Monday to Friday from 08:00 – 18:00.
Closed for lunch between 1pm- 2pm
There is a mobile number on the ansaphone for emergencies arising in the lunch hour.

**Registering as a patient**

When registering, please bring proof of identification (ie; medical card, birth certificate etc) 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. If on medication you are asked to make a registration appointment with the practice nurse allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one. 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.

**You and your doctor**
Patients are registered with the practice, not an individual GP.

**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”:

- Contraceptive services including Specialist services such as IUCD insertion and Nexplanon insertion.
- Routine immunisation of children, together with the Health Visiting team
- Maternity care – this is provided by the midwife in conjunction with the local hospitals
- Child Health Monitoring
- Well woman care
- Health Promotion
- Asthma care
- Dietary advice
- Mental health counselling
- Immunisation for adults in relation to travel. Not all travel immunisations are available on the NHS, please ask our practice nurse for details
- Freezing of warts and other small skin lesions

- Health checks for patients over 75 or who have not been seen in the last three years.

We also hold contracts with Fife Health Board 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

**Patient 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:

- 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 is ex-directory.
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.

Zero Tolerance policy
The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. 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.

Appointment System

An appointment system is operated for all consultations by contacting the receptionist by telephone or in person.

Surgery times are deliberately flexible and may vary from day to day depending on a variety of circumstances. We aim to provide an appointment for you to see a doctor within five working days for non-urgent appointments. If you have an urgent problem, you will be seen on the same day you ask for an appointment. Emergencies are given absolute priority and occasionally a surgery might be delayed as a result. It is usually in your best interest to see the same doctor for continuity of care. However you may choose to see any clinician that you prefer.

Telephone Consultations

In addition to face-to face consultations, many people benefit from speaking with a health care professional on the phone and we encourage this. All of our professional staff are available for such consultations – please ask the receptionist and if nobody is available when you phone, we will give you a call back.

Home Visits

We do visit patients at home when their medical condition dictates that they are unfit to travel. In the vast majority of cases, we can offer a better service in the surgery and we prefer to see everyone there if at all possible. In many cases, patients need to attend the surgery or the hospital immediately after a home visit. We visit a number of patients who are generally housebound and can usually only travel by ambulance.

We ask that requests for home visits are made before 10am. The receptionists have instructions from the doctors to ask for details of the problem, in order that we can make sure we deal with urgent problems before non-urgent ones.

Out of Hours Consultations

When the surgery is closed, you may contact NHS 24 for any emergencies that arise, by telephoning 08454 242424 or visit www.nhs24.com

Prescriptions
Prescriptions can be dispensed through Charlestown Pharmacy or taken to a pharmacy of your choice.

**Repeat Prescriptions**

Many patients are on regular medication and therefore need repeat prescriptions of them. These patients are authorised by the doctor to receive such a prescription without a consultation. You may order a repeat prescription by:

1. Using an ordering slip provided with your last prescription
2. Emailing your request to charlestownscripts@nhs.net
3. Fax a request to 01383 873121
4. 48 hours notice is usually required and medication can be collected after 2pm on the due day from Charlestown Pharmacy as well as Saturday mornings between 9am- 1pm

 Patients who take regular medications on a monthly basis may be co-opted into the AUTOMATIC repeat prescribing system. In this case there is no need for you to order theses medicines as the script is automatically processed every 28 days. Drugs that are not on the automatic system are ordered in the same way as above.

Every so often, we ask you to see the doctor for a review of your problem before we will issue a repeat prescription.

**Administrative Staff**

We currently have 4 administrative staff, two of whom are part time. All are trained to provide the best possible service. If you would like to discuss any matters in private (e.g. if you are worried people in the waiting room might overhear personal details), please ask. Our practice is small and there are times when only one receptionist is on duty.

**Nurse Practitioner**

A highly trained and qualified nurse practitioner is available for:

- Check-ups
- Monitoring of ongoing conditions
- Initial assessment of urgent problems
- Travel immunisations
- Specialist investigations
- Cervical smears

The nurse practitioner is supported by:

- two part-time nurses who are available for dressings, injections, ear-syringing and other services.
- A phlebotomist (a person who takes blood)

**District Nurses/Health Visitors**

The Health Visitor is currently shared with other practices and can be contacted directly by phone.
The District Nursing team is based at the practice and can be contacted by phoning the surgery. Both carry out a wide range of clinical duties, including screening for illness and monitoring long-term conditions.

**Services**

General Practice is usually the first port of call to the whole of the NHS and the vast majority of problems are dealt with successfully without referral to hospital. It takes 9-10 years to train a general practitioner, who is in an ideal position to supervise and coordinate all of your health needs – in conjunction with a huge supporting team. The services we offer cannot be listed or categorised, but we aim to deal appropriately with each and every type of problem you present to us. Sometimes, we are unable to help, in which case we would endeavour to refer you to another service, either within our own team or elsewhere.

In addition to the general service outlined above, the following services are also available in the surgery:

**Health Information**

We have a large selection of information about health matters which are easily available to you:

- Information leaflets in the waiting room
- Folder containing self-help and advice in the waiting room
- Computer generated information and education leaflets – there are hundreds of these available. You can ask for one on a subject that interests you or the doctor or nurse may “prescribe” one for you.

**Comments and suggestions**

We welcome feedback from you about the way we care for you. If you think we could do something better, let us know. We recognise that from time to time things might not go the way that either you or we would wish. We would encourage you to discuss such concerns with us early on. If you are unhappy about any aspect of our service, please either speak to one of the doctors or write if you would prefer. We would acknowledge your problem and carefully address the problem. We treat these matters very seriously and in most cases, such problems can be resolved in this way. If you feel this has not been the case, you can write to:

The Manager, Primary Care, NHS Fife, Cameron House, Windygates, Leven, Fife

**Practice Meetings**

General Practice is undergoing many fundamental changes, as it has for several years. We are all part of a very complex team and we try to share ideas and skills to everyone’s advantage. We have regular (often daily) meetings. Once a month, we call together all the team members for a formal meeting. In addition, we take part in regular training sessions every couple of months or so when we meet with other practices. We have found that these meetings are invaluable to patient care and would ask for your cooperation and understanding.
Medical Records

Your medical records are vital to providing the best health care. We keep high quality electronic medical records, which have major advantages over paper records. You are entitled to see these records if you wish. Other people might ask you to consent to releasing your medical records, usually for legal or insurance purposes. *We believe that your medical records should remain TOTALLY CONFIDENTIAL TO YOU AND ANY HEALTHCARE PROFESSIONAL WHO IS INVOLVED IN YOUR CARE. We would ask you to make sure you fully understand that you are likely to be sharing very personal and sensitive information with other, possibly non-medical people.* Although such requests are accompanied by an authorising signature, we would often check with you that you truly understand the implications before releasing your records. There are some situations in which we would not release information to others, even with your consent, without a court order.

Data Protection Act

In accordance with the data protection act, your records may be processed for the following purposes:

**Care & Treatment**
- Routine record keeping, consultation of records etc, in the course of the provision of care and treatment;
- Processing of records in the event of a medical emergency;
- Disclosures made by one health professional or organisation to another, e.g. where a GP refers a patient to a specialist;
- Clinical audit e.g. the monitoring of a patient care pathway against existing standards and benchmarks.

**Administration**
- Processing for administrative purposes, e.g. disclosure by a GP made in order to receive payment for treatment provided and post-payment verification of payments;
- Administrative audit, which may include studies designed to improve the efficiency of the NHS as an organisation, e.g. to support decisions about the allocation of resources.

**Research & Teaching**
- Statutory disclosures to disease registries and for epidemiological research;
- Non-statutory disclosures to disease registries and for epidemiological research;

**Clinical trials;**
- Hospital-based teaching;
- University-based teaching.

**Use and disclosures for non-health purposes**
- Disclosures for Crime and Disorder Act 1998 purposes;

Further information on data protection can be obtained from [http://www.show.scot.nhs.uk/confidentiality/HYPERLINK](http://www.show.scot.nhs.uk/confidentiality/HYPERLINK) "http://www.show.scot.nhs.uk/confidentiality/" [www.show.scot.nhs.uk/confidentiality](http://www.show.scot.nhs.uk/confidentiality)

Practice Area
The practice’s core population is in Limekilns, Charlestown, Pattiesmuir, Crombie, Crossford, and Cairneyhill.

Useful Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queen Margaret Hospital</td>
<td>01383 623623</td>
</tr>
<tr>
<td>Victoria Hospital and Forth Park Hospital</td>
<td>01592 643355</td>
</tr>
<tr>
<td>Social Work Department</td>
<td>01383 441177</td>
</tr>
<tr>
<td>Benefits Agency</td>
<td>813800</td>
</tr>
<tr>
<td>Sexual Health services- based at Queen Margaret Hospital</td>
<td>01592647979</td>
</tr>
<tr>
<td>Health Visitor</td>
<td>872201/881155</td>
</tr>
<tr>
<td>Fife Alcohol Advisory Service</td>
<td>01592 206200</td>
</tr>
<tr>
<td>Citizens Advice</td>
<td>01592 414225</td>
</tr>
<tr>
<td>Fife Carers</td>
<td>01592 642999</td>
</tr>
<tr>
<td>Volunteer Coordinator</td>
<td>738794</td>
</tr>
<tr>
<td>Dietician</td>
<td>738794</td>
</tr>
<tr>
<td>Sexual Abuse Counsellor</td>
<td>739084</td>
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<tr>
<td>Home-start</td>
<td>621349</td>
</tr>
<tr>
<td>NHS 24</td>
<td>08454 242424</td>
</tr>
<tr>
<td>Fife Health Board (Primary Care)</td>
<td>01592 712 812</td>
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