

Drs Savage, Ewing, Kirkwood and Carter
The Red Practice

Crieff Medical Centre
King Street, Crieff, Perthshire PH7 3SA

Dr George Savage

Dr Peter Ewing

Dr Helen Kirkwood

Dr Sarah Carter

BSc(Hons) MBChB FRCP(Glas) MRCP

MBChB MRCP DRCOG DFFP

MBChB MRCP DRCOG

MBChB MRCP DRCOG DFFP



RCGP Scotland
2003 - 2006



RCGP
2003-2008

**The
Red
Practice**

Telephone: 01764 652456
Fax: 01764 657060
Website: www.themedicalcentreredpractice.co.uk

Repeat Prescriptions Only: 01764 655577

**The photographs in this booklet
were taken by Eleanor Miller**

WELCOME TO THE PRACTICE

THE DOCTORS

Dr George Savage graduated from Glasgow University in 1982 and became a Member of the Royal College of Physicians in 1986. His initial training in general practice was in Crieff and he attained Membership of the Royal College of General Practitioners with Distinction in 1987. He was in practice in Edinburgh from 1988 until his return to Crieff in 1996. He is the appointed Medical Officer to Morrison's Academy and Ardvreck School. He was awarded a Fellowship of the Royal College of Physicians in the year 2000. Dr Savage has trained as a Medical Incident Officer. He is married to Dr Kirkwood and they have two boys. He is especially interested in cardiology, immediate care, dermatology, palliative care and diabetes.

Dr Peter Ewing graduated from Aberdeen University in 1992 and trained in general practice in Oxford. He is a Member of the Royal College of General Practitioners and holds the Diploma of the Royal College of Obstetricians and Gynaecologists, and the Diploma of the Faculty of Family Planning. He has also trained as a Medical Incident

Officer. Dr Ewing's particular interests are palliative care, psychiatry and the management of chronic pain. He is married with three children. He runs a weekly developmental screening and immunisation clinic for pre-school children with the health visitor. He is the trainer in the practice.

Dr Helen Kirkwood graduated from Glasgow University in 1983. She trained in general practice in Glasgow and attained the Diploma of the Royal College of Obstetricians and Gynaecologists in 1985. She became a Member of the Royal College of General Practitioners in 1987. Dr Kirkwood has worked in general practice, community child health, family planning and well-woman screening. Her special interests are paediatrics and gynaecology.

Dr Sarah Carter graduated from Dundee University in 1995. She trained in general practice in Auchterarder after working in hospitals in Tayside and Stirling. She became a Member of the Royal College of General Practitioners with Distinction in 2001 and has attained the Diplomas of the Royal College of Obstetricians and Gynaecologists and the Faculty of Family Planning. She worked as a locum general practitioner locally before joining the practice. Dr Carter's clinical interests include dermatology, women's health and paediatrics.

GP Registrar. As a training practice we have a GP Registrar working with us for a period of a year. He or she is a fully qualified doctor with considerable experience in other areas of medicine who is completing general practice training.

Medical students are attached to this practice.

For the latest information click to: www.themedicalcentreredpractice.co.uk

CHARTER

We are committed to providing our patients with the best possible service, and this can be best achieved by us working together. At the back of this booklet you will find listed our Charter Responsibilities.

PRACTICE STAFF

The practice staff comprises the following:

Practice Manager

The practice manager is responsible for the smooth running and efficiency of the Medical Centre and may be able to help you with any administrative or non-medical aspects of your health care. The practice manager is also the practice complaints officer.

Receptionists/Data Input Clerks

We currently employ staff who cover the reception desk: inputting data, typing, processing repeat prescriptions and filing. They are there to help you and the doctors. They are all trained, confident and caring, and are bound by the same rules of confidentiality as the doctors and nurses.

JOINING THE PRACTICE

When registering with the practice as a new patient you will need to bring your NHS Medical Card along with you and complete the 'change of doctor' section, or alternatively ask our receptionist for a New Patient Registration form.

You may express a preference to be seen by a particular doctor. Please let the receptionist know that at the time of making an appointment and we will try to accommodate your request.



When you apply to join the practice you will be offered an appointment to see the nurse. You will be asked about your past health problems and offered an appointment for a routine health check. This is also an ideal opportunity to find out how the practice works and what it has to offer you.

Change Of Address

If you move house, change your telephone number or change your name, please let us know so that we can maintain our records. When changing address, please check with the receptionist that you still live in the catchment area.

MEDICAL CENTRE OPENING TIMES

The Medical Centre premises are open as follows:

Monday	7.00am for prebooked appointments only 8.00am - 6.00pm
Tuesday	8.00am - 6.00pm
Wednesday	7.00am for prebooked appointments only 8.00am - 6.00pm (lunchtime closure 12 noon - 2.00pm)
Thursday	8.00am - 6.00pm
Friday	8.00am - 6.00pm

TELEPHONE SYSTEM

The Medical Centre telephone system has several incoming lines and as a result there may be a delay in answering some calls, especially during busy periods.

The calls are stacked and are answered in order. The telephone will continue to ring out; you are not being ignored. If your call is an emergency and the telephone is ringing out, please hang up, dial 999 and ask for the Ambulance Service.

Please remember this is for emergencies only.

CRIEFF HOSPITAL

This is a 44-bed hospital that opened in 1995. There is a 24-bed ward accessed by the general practitioners for the acute care of their own patients. The hospital has a physiotherapy, x-ray, occupational therapy department and a day care area. The minor injuries unit is located immediately to the left upon entering the hospital. Those patients who have suffered accidents or injuries should attend here at all times.

HOW TO SEE YOUR DOCTOR

The doctors will see you in the surgery by appointment. Please make separate appointments for each person to be seen. Appointments are of 10 minutes' duration; if you feel that your problem is likely to require more than this then please advise the receptionist when making the appointment. Patients may consult any of the doctors in the practice; however, it is recommended that you follow through an illness with the same doctor. Appointments can be made by phoning the receptionist, or in person

For 24 hour information click to: www.themedicalcentreredpractice.co.uk

at the reception desk. Patients are encouraged to be on time for their appointment. If you no longer require your appointment or are unable to attend, please let us know in good time to allow us to offer the appointment to someone else.

HOW TO ASK FOR A HOME VISIT

Doctors will visit patients who are too ill or frail to attend the surgery.

Please do not ask for a home visit unless the patient cannot be brought to the surgery. In particular most children can quite safely be brought to the surgery by car. If you require a home visit please try to phone the practice by 10.00am so that we can plan our day. It is useful if some indication of the trouble can be given to help the doctor judge the urgency of the visit. Please also tell the receptionist if you think it is an emergency. She is trained to ask for details.

HOW TO OBTAIN MEDICAL ADVICE BY TELEPHONE

The practice offers the facility of obtaining advice from the doctor over the telephone, and a member of the practice is available to discuss problems between 9.30 and 11.00am, and at other times by arrangement. The doctor may have to call you back.

SICK CERTIFICATES

The patient is responsible for self-certification for the first seven days of an illness, using form SC2 which can be obtained from your own employer. Thereafter, if appropriate, NHS certificates will be issued by the doctor as part of a consultation. Please note that certificates will NOT be issued for an illness of less than seven days' duration as there is no requirement for this.

OUT OF HOURS AND WHAT TO DO WHEN THE PRACTICE IS CLOSED

The medical centre telephone is diverted to NHS 24 at 6.00pm each weekday evening and from 6.00pm on a Friday evening to 8.00am on Monday morning.

If you are ill and need medical care during the out-of-hours period when the surgery is closed, call NHS 24 direct on 08454 24 24 24.

An experienced NHS 24 nurse will assess your symptoms and provide advice to help you look after yourself at home. If you need further assessment or treatment, either from a GP or at a local hospital, NHS 24's nurse will arrange this for you.

In order to carry out an accurate assessment, you will be asked for the following information: name, address, phone number, GP's name and any medication you may be taking.

During normal daytime surgery hours, you should still contact the Red Practice for urgent medical help or a routine appointment.

Accidents And Injuries

In the event of an injury or accident you should go directly to Crieff Hospital who will then contact the duty doctor.

REPEAT PRESCRIPTIONS

Patients who are on regular treatment may request a repeat prescription by telephoning Crieff 655577, calling in at the Medical Centre and completing a request form, or by letter, enclosing a stamped, addressed envelope for reply. One month's supply is the usual amount prescribed and the doctor will wish to see you periodically to monitor your treatment. Patients should expect to see the doctor personally at least once every six months. If you are unable to collect your prescription your chemist may be prepared to deliver it to you.

Repeat prescriptions will not normally be ready for collection until after 3.00pm the next working day. Requests placed on Fridays will not normally be ready until Monday afternoons. There is no facility for repeat prescriptions to be ordered or collected on Saturdays or public Bank Holidays, so please ensure that you order them in plenty of time to save upset and disappointment all round. Please note that a person can only collect prescriptions if they are over the age of 16.

NURSING SERVICES AND HOW TO CONTACT THEM

Practice Nurses

Alison Deans and Eileen Mackinven

Both the practice nurses are registered nurses who have 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, men's health and travel medicine.

Appointments for the practice nurses can be made at reception. The nurses work in close association with the doctors and can help and advise on immunisations, family planning, cervical smear tests, blood pressure checks, removal of sutures, diets and nutrition. They also hold clinics for asthma, diabetes, well-woman, skin problems and holiday health and travel advice.

District Nurses

These community nurses, who are highly-qualified, provide nursing care to those patients at home who are housebound and unable to attend the surgery. They are highly-trained and give nursing advice to the doctors and patients. They can be contacted directly by telephoning the Medical Centre on 652257.

Health Visitors

These are registered nurses with extra training in public health and family health with particular emphasis on child development and elderly care. They see all new babies at home once discharged from the midwife, then arrange and maintain regular contact until school age and beyond. Their direct telephone lines within the Medical Centre are 655535 and 656397.

Community Midwives

The community midwives attend women before and after babies are born, at home or in clinics and classes. They act as a link between the hospital midwifery service and our practice. They are available every Monday morning between 9.30 - 11.00am and Wednesday morning between 9.30 - 11.00am.

If you wish to contact a midwife about any problems, please use the following numbers:

For URGENT matters please telephone 01738 473425. This is manned 24 hours a day and is the labour ward main line at Perth Royal Infirmary.

For NON-URGENT matters please telephone 01738 473406 and leave a message. This is an answering machine and the midwife will call you back.

If your baby has a FEEDING PROBLEM please telephone 01738 473436. This is manned 24 hours a day and is the Red Team postnatal ward at Perth Royal Infirmary.

BABY AND CHILD SERVICES

Child Health Surveillance Service

The GPs and the health visitors co-operate closely to provide a full child health surveillance programme. This is held on Thursday afternoons between 2.00 - 3.00pm and is by appointment only.

Health Visitor Clinic

(formerly known as the well baby clinic)

This is a combined clinic for both practices and is held every Monday morning 9.30am - 12 noon. The health visitor will offer advice, support and information on baby/child health, family health and other issues related to personal and community health.

Immunisation Clinic

Immunisations are carried out either by the health visitors or the GPs by appointment only.

WOMEN'S HEALTH SERVICES

The practice provides a full range of services. Appointments can be made at reception.

Family Planning

All of the doctors and the practice nurses provide a full range of contraceptive services including emergency contraception.

Antenatal And Maternity Services

All the doctors see antenatal patients during normal surgeries and the midwives also hold clinics in the Medical Centre on a Monday and Wednesday morning. Antenatal care is shared between your GP and midwife, ensuring continuity of care before and after the birth of your baby.

Cervical Smears

These may be carried out at the women's health clinic or during surgery time (please book a double appointment). A three-yearly routine recall system operates in Tayside for women aged 20 - 60.

HEALTH PROMOTION CLINICS AND OTHER SERVICES

The practice has a strong commitment to preventative medicine and to that end we run a series of health promotion clinics. Our highly-trained practice nurses and health visitors run these, though a doctor is available if required.

The following clinics are run by the practice nurses who provide patients with a review of their condition and offer advice and support. Appointments for these clinics can be made via reception:

asthma

diabetes

blood pressure/heart disease prevention

menopause clinic (incorporated within the well-woman clinic)

travel advice

weight reduction

well-person

well-woman (with and without cervical smears)

Smoking Cessation

WOMEN'S HEALTH

Full health screening: cervical smears, breast examination, family planning service, menopause and general health advice. The National Breast Screening Service operates in Tayside and offers women between ages 50 and 65 mammography every three years. The screening unit visits the Medical Centre at regular intervals.

LIFESTYLE FOR MEN AND WOMEN

Full health check: blood pressure, cholesterol check, urine test, diet, smoking and alcohol advice and tetanus immunisation.

MINOR SURGERY

The GPs perform minor surgery eg injections of joints, nail surgery, biopsy of skin lumps/moles, cyrocautery of warts etc.

FLU IMMUNISATION

For under 65s in an at-risk category and for over 65s.

TRAVELLERS' CLINIC

We offer a range of advice and immunisations relating to holiday travel. This service is now supported by a direct modem link that gives up-to-the-minute advice on health and travel matters. Please make an appointment to see the practice nurse. Please ask for a travel questionnaire at reception.

PRIVATE WORK

We offer a range of private medical services. Current fees are displayed at reception and on the waiting room notice board. These services are not part of the normal range of general medical services and include such things as special examinations, provision of reports for employers or insurers etc.

SUMMARY OF THE SERVICES PROVIDED BY THE PRACTICE

General medical services	provided by all the partners.
Maternity medical services	provided by all the partners.
Contraceptive services	provided by all the partners. IUCD are available.
Child health surveillance	provided by all the partners and the health visitors.
Anticoagulant monitoring	provided by all the partners and the Tayside Anticoagulant service.
Near patient testing	provided by all the partners.
Health promotion clinics	run by the practice nurses and the health visitors, and supported by the doctors.
Minor surgery	performed by the GPs.

GENERAL

Medical Education

Our practice is also fortunate in being approved to provide training in general practice for experienced doctors who wish to become general practitioners.

There is usually at least one such registrar working with us at any one time.

Medical students may also join us for short periods to learn about general practice. A student may be present at the time of your appointment. You will be asked if this is acceptable when you make an appointment. Please say if you would prefer to see the doctor alone.

Recording Of Consultations

From time to time the doctors may wish to make a video-recording of their consultations for training purposes. You will be asked for your written consent before any recording is made, and you will have the right to have the recording erased at the end of the consultation if you so wish. These recordings will ONLY be seen by other general practitioners.

Computers

We are now fully computerised and confidentiality remains of vital importance to us. The computer is used for storing medical information, repeat prescriptions and health check reminders such as immunisations and cervical smears, and allows us to provide a better service, especially in the field of preventative medicine.

Data Protection Act And Access To Health Care Record

The practice complies with the current legislation as laid down in the Data Protection Act 1984. and Access to Health Care Record Act 1990. The following people have right of access:

- 1 The patient
- 2 A person authorised in writing, to apply on behalf of a patient
- 3 Where a patient is a minor, the parent or guardian
- 4 Any person appointed by a court to manage the affairs of a patient deemed incapable
- 5 Where a patient has died, the patient's representative

Where the patient or their representative wishes to apply for access to their records this must be arranged with a doctor. There will be a fee for access.

The doctors, nurses and all other members of staff operate a strict policy of patient confidentiality. You should therefore feel comfortable in disclosing any information you think is important in the knowledge that all information is protected and will not be released to anyone without your consent.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of information (Scotland) Act 2002 obliges the practice to produce a Publications Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Wardside House

RESIDENTIAL HOME FOR THE ELDERLY

Wardside House, Muthill, Crieff, Perthshire PH5 2AS

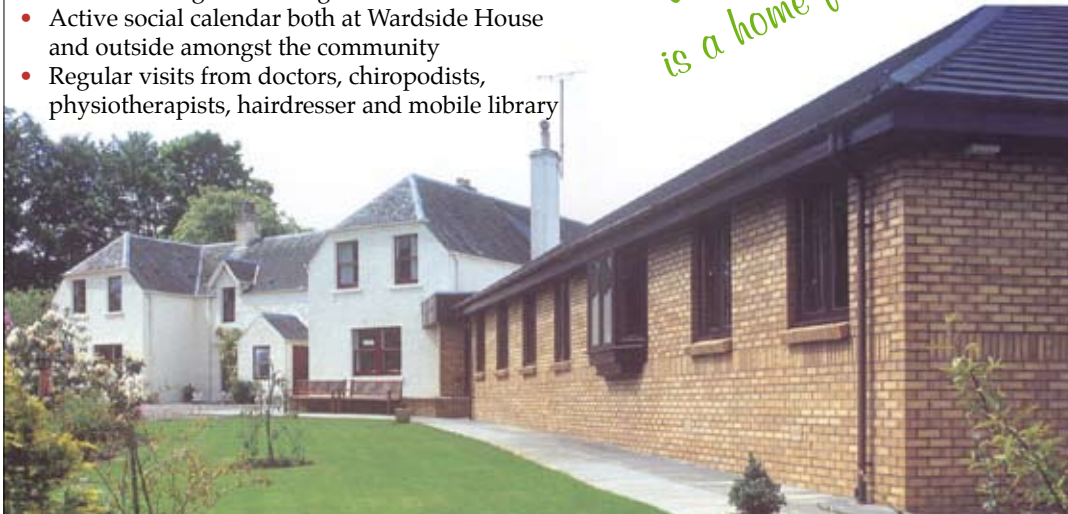
Tel: Muthill 01764 681 275 • Email: care@wardsidehouse.com

Wardside House is a purpose-designed residential home, dedicated to caring for the elderly. Set in six acres of well-maintained grounds, Wardside House is located on the edge of the lovely Perthshire village of Muthill with spectacular views over beautiful Strathearn to nearby Crieff and the foothills of the Perthshire Mountains beyond.

We believe that the facilities we offer are unrivalled in the area:

- High staff to guest ratio
- Continuous, assiduous attention to our guests
- Qualified nursing staff on call 7 days a week
- All accommodation on one level
- 19 single bedrooms, 2 doubles and 3 suites
- All rooms centrally heated
- Home cooking and baking
- Active social calendar both at Wardside House and outside amongst the community
- Regular visits from doctors, chiropractors, physiotherapists, hairdresser and mobile library

Wardside House
is a home from home



To advertise your business in our booklet call 0800 612 1516

Spare Keys

NEVER leave a spare key in a convenient hiding place such as under the doormat or in a flowerpot - a thief will look there first. If you've moved into a new house, consider changing the back and front door locks - other people may have keys that fit.



Don't make it
easy for
the burglar.

Ashdene House

Private Care Home (Residential)
FOR THOSE WHO HAVE DEMENTIA

Strathearn Terrace, Crieff PH7 3DT

With the highest standards of care, Ashdene House always strives to promote the optimum well-being for all who reside here. If you feel we can help in any way please do not hesitate to contact us.

Tel: 01764 653585

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ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

COMPLAINTS AND SUGGESTIONS

Unfortunately from time to time even the best-laid plans can go wrong which may result in frustration and possible upset to patients and staff alike. If you feel dissatisfied with any aspect of the service that you receive, then please let us know. If your complaint is of a clinical nature, then please address it to the doctor concerned with your care. For complaints of a non-clinical nature please ask to speak to, or write to the practice manager. More formal complaints, ie those of a more serious nature, should be addressed to the senior partner. We will take all complaints seriously and discuss them fully with you. Should you not receive a satisfactory answer, help may be given by contacting the local Health Council or Primary Care Administrator at the Health Board.

We would equally welcome favourable comments when things go particularly well.

Suggestions for improvements are always welcome and should be addressed to the practice manager.

AUDITS

We are continually looking at ways to improve our service to you, our patients, and in order for us to do this we monitor and audit different aspects of practice activity. From time to time we may ask you to complete a short questionnaire to help us. Your assistance at these times would be appreciated.

DISABLED ACCESS

There are ample parking spaces for disabled drivers at Crieff Medical Centre. There are automatic doors for access to the centre and there is a level access to the reception area and to all consulting suites, with a lift to the upper floor. The Medical Centre has wheelchair access and disabled toilet facilities. We have comfortable easy chairs in the waiting room and our reception desk has a lowered area for wheelchair access.

STAYING HEALTHY

Blood Pressure We suggest a five-yearly blood pressure check for those over the age of 20.

Cervical Screening A three-yearly cervical smear test is advised for most women aged 20 - 60. Women in this age group will normally be offered cervical screening as a matter of routine.

Breast Screening Women between the ages of 50 and 64 are routinely offered breast screening. Women over the age of 64 may also request this screening if they wish.

Remember: if you keep active, watch your weight, don't smoke, drink only in moderation and don't worry too much, then you might not need us at all!

ADVICE ON IMMUNISATION

It is very important that all babies and children are fully immunised.

Illnesses such as diphtheria, tetanus and polio are, thankfully, rare now because of recent immunisation policies.

Whooping cough (pertussis) causes a very distressing illness with severe prolonged coughing and it is strongly recommended that all babies have this vaccination along with their other baby injections (there are very few contraindications). If you have any worries or queries about any aspect of your child's immunisations please feel free to discuss them with your doctor, the practice nurse or the health visitor.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock, or store them well out of the reach of children.

Soluble Aspirin Tablets

For adults and children over the age of 16. Good for headaches, colds, sore throats and painful bruises.

Paracetamol Mixture

For relief of pain or fever in young children.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes. For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Dressing Strips

For minor cuts.

3" Wide Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Remember that your local chemist can give you advice about medicines.

SELF TREATMENT OF COMMON ILLNESSES

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

This is very common and is usually caused by spasm or cramping of the muscles. Bed rest can increase stiffness and make the problem worse, so you should try to remain as active as possible, but avoid heavy lifting. Painkillers such as paracetamol, codeine and ibuprofen are helpful and can be obtained from the chemist without prescription. A hot-water bottle or muscle rub may help too.

If you find you are getting regular back pain, look at the way you are sitting or standing in case this is aggravating the problem. Stress or worry can make any pain worse so relaxing with yoga, walking or other exercise may help.

Contact the doctor if

- the pain goes down the leg and lasts more than seven days
- you have numbness or pins and needles
- coughing and sneezing makes the pain worse
- you are also having trouble passing water or opening your bowels

Bed Sores

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

Treat burns with cold water for at least 15 minutes - this will limit the damage and relieve pain. If the burn is larger than the patient's hand go directly to Casualty.

Colds

Colds are caused by viruses. Viruses are completely immune to antibiotics. Research shows that antibiotics are of no benefit whatsoever so we do not prescribe antibiotics for colds. The best advice is to take paracetamol or ibuprofen and drink plenty of fluids. The chemist can advise you on decongestants, menthol lozenges etc.

Contact the doctor for advice if

- you have severe pain in the ear or sinuses for more than a day
- you have a high fever for more than three days
- you are breathless
- the patient is a baby and is having difficulty feeding

Coughs

These usually get better without treatment. Breathing in steam soothes the airways; try inhaling steam from a bowl of hot water or, for children, get them into the bathroom with the hot taps on.

Contact the doctor for advice if

- you are breathless
- the patient is under five and it is noisy when they breathe in
- the patient is under five and drooling
- you have a high temperature for more than three days
- you cough up blood

Chest Pain

If you are over 35 and have severe chest pain call the doctor immediately for advice or dial 999.

Diarrhoea

This means frequent, loose bowel motions. It is usually caused by gastroenteritis which is an infection of the stomach and bowels. It can be infectious so it is very important for everyone in the household to wash their hands after going to the toilet or changing nappies.

Often diarrhoea is accompanied by vomiting. Because the body is losing fluid, it is important to replace this. Stop dairy products. Adults and children can drink any clear fluid, such as diluted fruit juice, but for babies and children under three years the best fluid is Dioralyte or Rehidrat, which you can buy from the chemist or get on prescription. If the patient is a breast-fed baby, carry on breast-feeding but give the baby Rehidrat or Dioralyte too. If the patient is a bottle-fed baby, stop the bottle feeds and give Rehidrat or Dioralyte instead.

Contact the doctor for advice if

- you have recently been abroad
- there is blood in the stool
- the patient is a baby or child who will not drink

Stomachache

Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and in the case of indigestion, antacids from the chemist will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress containing ice if possible for 15 to 30 minutes to reduce the swelling. Then firmly apply a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation while paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without a prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are not, therefore, a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without a prescription. Wet combing with a nit comb (available from the chemist) can be just as effective.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles

The rash appears during the first day and usually covers the arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of the illness. It is at its most infectious from two or three days before the rash appears until eight to ten days after that date. It is an unpleasant and severe illness.

Immunisation can prevent this disease.

Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

Earache

In children this is usually due to an ear infection. Antibiotics actually make very little difference and in many countries antibiotics are not prescribed for ear infections.

Call the doctor for advice if

- there is fluid leaking from the ear
- the pain does not settle after two or three days

Moles

Most moles (pigmented spots on the skin) are nothing to worry about. However, if you have a mole that is bleeding or getting bigger, you should make an appointment with the doctor to have it checked.

Nosebleeds

Nearly all nosebleeds can be stopped by sitting upright, breathing through the mouth and pinching the nose firmly for 10 minutes. You need to hold the soft bit of the nose just below the bony bit. Time the 10 minutes on a watch - most people stop too soon! If this doesn't work, go to Casualty.

Sore Throats

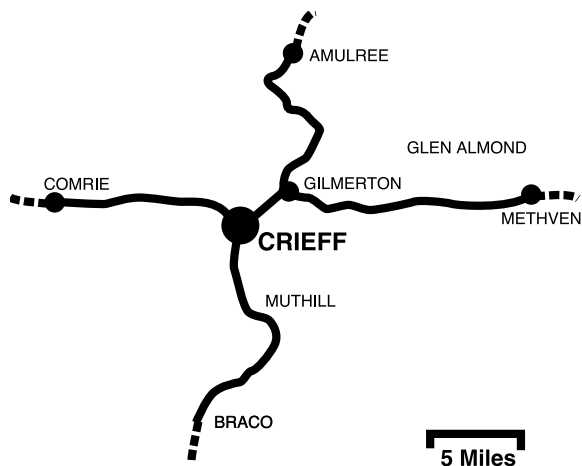
Most sore throats are caused by viruses and antibiotics do not help. Gargling with warm water and regular paracetamol is beneficial. Call the doctor for advice if the pain is one-sided or lasts more than one week.

PRACTICE AREA

Our practice provides general medical services for the Strathearn area from Amulree in the north to Braco in the south, and Methven in the east to Comrie in the west.

The map shows the practice boundaries. In rural areas practice boundaries are difficult to define and there is considerable overlap with neighbouring practices.

If you are in any doubt please ask the receptionist.



CHARTER RESPONSIBILITIES

Our Responsibilities To You

We are committed to giving you the best possible service. This will be achieved by working together.

You will be treated as a partner in the care and attention you receive.

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

Following discussion you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you.

We will try to ensure that you are seen on time but some consultations take longer than others and we have no way of knowing about this in advance. If there is a patient with an emergency or a serious problem we will give them priority. When there is a prolonged delay an explanation will be given by the receptionist.

We will provide you with information about how to make suggestions or complaints about the care we offer. We want to improve services; we will therefore welcome any comments you have.

Click to: www.themedicalcentredpractice.co.uk for latest practice information

We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this.

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment if they are available.

If no further appointment needs to be arranged we will advise you when and how to obtain the results.

If we consider that you need a second opinion or treatment not available in the practice we will try to inform you of the best way of achieving this.

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

People involved in your care will give you their names and ensure that you know how to contact them.

It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you.

We will arrange a home visit as appropriate for those patients who are too ill or infirm to be brought to the surgery.

The practice will offer patients advice and information on

- steps they can take to promote good health and avoid illness.
- self-help which can be undertaken without reference to a doctor in the case of minor ailments.

If you are totally dissatisfied with us or the services we provide you have the right at any time to leave our list and to register with another practice.

Your Responsibilities To Us

Help us to help you.

Being a partner means that we have responsibilities to each other.

We ask that you treat the doctors, all practice staff and their families with due courtesy and respect.

Please try to follow the medical advice offered and to take any medication as advised.

Please do everything you can to keep appointments, tell us as soon as possible if you cannot and be ready to tell us details of your past illnesses, medication, hospital admissions and any other relevant details.

Please try to be punctual; if you arrive later than your appointment time this may cause inconvenience and delays to other patients. Please ask for more than one appointment if you want more than one patient to be seen. If we are running late please be patient, as on another occasion it might be you that needs the extra time. Please do not blame the receptionist.

Please read our practice booklet which will tell you about the arrangements we have made to receive any comments you wish to make.

Please keep your phone call brief and avoid calling during peak morning time for non-urgent matters.

Please do not ring before the stated time for test results. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

Please do not ask for or arrange a specialist appointment without first discussing the matter fully with your own

doctor. If you later decide that you no longer need an appointment made for you, please inform both the hospital and us.

Please read our practice booklet. This will help you get the best out of the services we offer.

Please let us know if you change your name and/or address.

Please ask us questions if you are unsure about anything.

Please do not ask for a home visit unless the patient cannot be brought to the surgery. In particular, most children can quite safely be brought to the surgery by car. Please ensure that your request for a home visit reaches the surgery before 10.00am unless a genuine emergency arises later.

Outside surgery hours NHS 24 provides cover for emergencies at all times, but please do not call out of hours unless it is about an emergency which cannot wait until the next surgery. Please remember that your doctors need rest and relaxation just like everyone else.

You are responsible for your own health and that of your children and should take appropriate action and advice.

We also have the right to have patients removed from our list. In general we will only exercise this right in the case of patients who repeatedly and persistently ignore their own responsibilities to us and to other patients.

We will remove from our list immediately patients who are violent or seriously abusive towards any of the practice staff.

DOCTOR AVAILABILITY STANDARDS

Routine Appointments With A Named Doctor

With the exception of holidays, study leave or illness, we guarantee to offer every patient who requests it an appointment with the doctor of their choice within five working days for the full-time doctors, or seven working days for the part-time doctors.

Routine Appointments With The First Available Doctor

We guarantee to offer each patient who requests it a routine appointment with the first available doctor within two working days.

Semi-urgent Appointments

If the patient feels that they need to be seen within one working day, they will be offered an appointment the next working day, although not necessarily with the doctor of their choice.

Urgent Requests

If the patient advises the receptionist that they need to be seen that day then they will always be offered an appointment on that day, although not necessarily with the doctor of their choice.

HEALTH BOARD

NHS Tayside, Kings Cross
Cleington Road, Dundee DD3 8EA

Tel..... 01382 818479
Fax..... 01382 424003

FRIENDS OF CRIEFF HOSPITAL

Heather Moir 683328

USEFUL TELEPHONE NUMBERS

CRIEFF MEDICAL CENTRE01764 652456

CHEMISTS

Boots01764 652310

Comrie.....01764 670210

Davidson01764 652177

Right Medicine01764 652727

Strathearn.....01764 654876

DISTRICT NURSES

Crieff Medical Centre.....01764 652257

DSS OFFICE01738 621261

HEALTH BOARD

(Primary Care Services)01382 561818

HEALTH VISITORS

(Crieff Medical Centre)01764 655535

HOSPITALS

Crieff Hospital01764 653173

Dundee Royal01382 660111

Murray Royal (Perth).....01738 621151

Ninewells (Dundee).....01382 660111

Perth Royal Infirmary.....01738 623311

Stirling Royal Infirmary01786 434000

King's Cross (Dundee)01382 660111

HOSPITAL CAR SERVICE WRVS01738 633975

POLICE

Crieff01764 652247

Perth.....01738 621141

REGISTRATION OF BIRTHS AND DEATHS

Crieff01764 655151

SOCIAL WORK DEPARTMENT

Crieff01764 657510

Perth (Pullar House)01738 476700

Crossroads.....01738 639460

Environmental Health.....01764 657540

Home Help.....01764 657520

Housing Department01764 652540

Meals on Wheels01764 657520

UNDERTAKERS

Gaulds01764 656567

Strang & McLagan, Perth.....01738 623262

