



Fernbank Medical Centre

194 Fernbank Street, Springburn, Glasgow G22 6BD

Telephone 0141 589 8000

Fax 0141 589 8004

www.fernbankmedicalcentre.co.uk

PLEASE KEEP FOR REFERENCE

WELCOME TO THE PRACTICE

Medical Centre Opening Times

Monday to Friday 8.30am - 6.00pm

Surgery Times

8.45am - 1.00pm and 2.00 - 6.00pm

Please telephone 0141 589 8000 to make an appointment.

Interpreters can be arranged by the receptionists for those patients who do not speak English.

Practice Staff

The Doctors

Dr Iain G Brown MB ChB (Glasgow 1984) (male) Full Time

Dr Brown is the principal of this unique practice but it is not a limited partnership.

As we have a large number of patients registered with the practice for whom English is their second language, we have doctors employed to deal specifically with the multi-cultural section of the practice.

Salaried GPs

Dr Delia McGivern MB ChB (Glasgow 1997) (female) Part Time

Dr Silke Bannuscher (Bonn 1999) MRCP DFFP (female) Full Time
Speaks German and French

Dr Saima Ali MB ChB (Glasgow 1996) MRCP DRCOG (female) Full Time
Speaks Punjabi

Dr Yulia Gaidakova (1998 Vrach) MRCP MRCP (female) Full Time
Speaks Russian

Visit our website on: www.fernbankmedicalcentre.co.uk

Nursing Staff

Practice Nurses

Wilma Mitten RGN RSCN Extended/Supplementary Prescriber, Nurse Practitioner, Minor Illness, Dip in Asthma, Diabetes and CHD

Nancy Aitken EN(G) RGN Dip in Asthma, CHD and COPD

Ainslie Kincaid RGN FPC Dip in Asthma

Diane Fitzgerald Health Care Assistant

Health Visitors

Sally Wilson BSc RGN HV SCM NDN cert

Irene Soley BSc RGN HV CMB DN

Practice Manager

Jane Daly Dip PCM

The practice manager is responsible for the administrative management of the practice.

Reception Staff

Senior Receptionist

Liz Clayton

Other Reception Staff

Geraldine, Catherine, Isabel and Lynne

All staff are bound by the same rules of confidentiality as the doctors and nurses.

Primary Medical Services

Details of primary medical services may be obtained from:

Greater Glasgow Primary Care NHS Division, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH Tel: 0141 211 3600

Access For Disabled

There are ramps at each entrance to the building to aid wheelchair access. Surgery rooms and toilet facilities are located on the ground floor.

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Appointments

The practice operates a "bookable on the day" surgery system Monday to Friday. This means that should you need to see a doctor and cannot wait for a normal routine appointment, you can telephone the surgery in the morning, and request an appointment for that same morning. Patients are advised to call as early as possible as these appointments are limited.

Non-English speaking patients with urgent problems can be seen the same day, but normally in the afternoon. This gives our staff time to access an appropriate interpreter.

An appointment system is in use at all other times and the first available GP is offered.

Appointments with a named GP are available on request (in the case of a child or incapable adult, at the request of a responsible person). We shall endeavour to comply with any preference expressed but need not do so if the preferred practitioner has reasonable grounds for refusing or does not routinely perform the service requested. Any specific requests will be recorded.

Triage System

A triage system is in operation every morning. The practice nurses are fully qualified in triage and vet all calls made in the morning for house visits and emergency appointments. The nurses are also happy to offer telephone advice for any non-urgent medical problems. The receptionist will ask you for brief details and the practice nurse will telephone you as soon as she is free. If the call is urgent please let the receptionist know to enable it to be prioritised.

Out-Of-Hours Arrangements

In an emergency outside of normal surgery working hours please telephone NHS 24 on the following number - 0845 4 24 24 24. This telephone helpline is staffed by specially trained nurses who can give you immediate information and advice on what to do. The NHS 24 website is available at www.nhs24.com

Home Visits

Home visits are made at the discretion of the doctor. If you require a home visit please telephone the surgery on 0141 589 8000. The receptionist may ask for details of the complaint. This information is used by the practice nurse or doctor to assess the urgency of the call. All information is treated as confidential.

Home visits are intended for the very ill or housebound and requests should be made before 10.00am unless in an emergency. Visits can be made to the patient's home or another address within the practice area. The doctor may arrange referral of a patient without first seeing him or her in a case where the medical condition of that patient makes that course of action appropriate.

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Medical Services

In addition to providing general medical services to our patients the practice can also offer:

- Minor surgery by appointment.
- A health check for those patients between the ages of 16 years and 75 years attending the surgery who have not had a consultation within three years. During the course of that consultation, we will answer any enquiries and undertake such examinations as appear to be appropriate in the circumstances.
- A health check for patients aged 75 years and over attending the surgery who have not had a consultation within 12 months. During the course of that consultation, we will answer any enquiries and undertake such examinations as appear to be appropriate in the circumstances.
- A check at home for patients who are 75 years and over who have not had a consultation within the last 12 months, and it is unreasonable or inappropriate due to the patient's medical condition for the patient to attend the surgery.

District Nurses

As part of the Primary Health Care Trust, the district nurses work in partnership with patients, their families, carers and other health care services. For those patients who are housebound, our service offers skilled nursing care, advice and support.

Practice Nurse Clinics

The practice nurses run clinics by appointment for the following:

asthma, diabetes, COPD, chronic heart disease, stroke/TIA, hypertension, epilepsy, cancer advice, hyperthyroidism, mental health problems, cervical smears and well woman/man checks.

The nurse will also give contraception advice or advice on smoking cessation, drugs or alcohol consumption.

Other Clinics

Monitoring of patients with dementia, depression, chronic kidney disease, atrial fibrillation, obesity, learning difficulties and those requiring palliative care is also provided by the practice. Other services include influenza vaccination and methadone clinic.

Antenatal Clinic 9.00 - 11.00am alternate Wednesdays

Immunisation Clinic Tuesdays by appointment

Child Surveillance Tuesdays by appointment

Child immunisation clinics and child health surveillance for non-English speaking patients are by appointment. Interpreters can be arranged.

Visit our website on: www.fernbankmedicalcentre.co.uk

Children's Immunisation Schedule

When To Immunise	Diseases Protected Against	Vaccine Given
Two months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal infection	DTaP/IPV/Hib+ Pneumococcal conjugate vaccine (PCV)
Three months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C	DTaP/IPV/Hib+ MenC
Four months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C Pneumococcal infection	DTaP/IPV/Hib+ MenC + PCV
Around 12 months	Haemophilus influenza type b (Hib) Meningitis C	Hib/MenC
Around 13 months old	Measles, mumps and rubella Pneumococcal infection	MMR+ PCV
Three years and four months or soon after	Diphtheria, tetanus, pertussis and polio Measles, mumps and rubella	DTaP/IPV or dTaP/IPV+MMR
Girls aged 12 to 13 years	Cervical cancer caused by human papillomavirus types 16 and 18.	HPV
13 to 18 years old	Diphtheria, tetanus, polio	Td/IPV

Services Available Locally

Self referral to physiotherapy and dietician services is available for English speaking patients. Patients who require an interpreter are referred by the GP to enable these services to arrange interpreters.

Repeat Prescriptions

A re-order slip is provided for long-term prescriptions; 48 hours is usually required to process these. They should be handed in at the reception desk or posted with a stamped, self-addressed envelope.

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Results

Results for blood tests, X-rays etc can be obtained by telephoning between 12 noon and 1.00pm when the practice nurse will be available to speak to you. For reasons of confidentiality we can only give results to the patient concerned.

Medical Students

Although the practice is not a training practice, from time to time a senior medical student may accompany one of the doctors. Your help in allowing them to listen and learn would be much appreciated, but you will always be asked beforehand if this is acceptable to you.

Joining The Practice

The practice accepts patients from the following postcode areas: G4, G20, G21, G22, G33 and G64. For registration purposes you will be asked to provide proof of identification.

Non-Discrimination Policy

We are committed to equal opportunities regardless of gender, sexual orientation, age, colour, race or religion.

Access To Medical Records

You are welcome to view your medical records at any time. Please contact your GP or the practice manager if you would like this to be arranged.

Non-NHS Services

Certain services are not covered by the NHS. Charges for these services are made in line with BMA recommendations.

Complaints Procedure

We try to provide the best service possible, but there may be times when you feel this has not happened. We are happy to accept and consider comments and suggestions from our patients. In the event of a complaint, first contact the practice manager in person, by phone or by letter. We aim to resolve the majority of complaints at local level by complying with the practice complaints procedure in the first instance. An interpreter can be arranged if needed. If we are unable to resolve your complaint your right to complain to the health board is in no way affected. You may have the right to assistance from independent advocacy services.

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Zero Tolerance Policy

No abuse of staff or any other person on the practice premises is acceptable whether verbal or physical. The practice defines aggressive behaviour to be any personal, abusive and aggressive comments, bad language, physical contact and aggressive gestures.

Verbal or aggressive behaviour will be reported to the practice manager who will keep a log of all incidents. Physical abuse of any staff member will be reported to the police and the patient will be removed immediately from the list.

Freedom Of Information - Publication Scheme

The Freedom of Information (Scotland) Act 2002 obliges the practice to produce a Publication 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.

Responsibilities Of The Patient

Patients should attend their appointments at the arranged time. If this is not possible they should inform the surgery as soon as possible. We expect that patients will understand that appointments are for one person only. Additional appointments should be made for more than one person.

Patients are responsible for their own health and the health of their children. They should co-operate with the practice in endeavouring to keep themselves healthy by acting on the professional help and advice we give them.

Requests for help and advice for non-urgent matters should be made during surgery hours only. Many problems can be solved by advice alone - patients should not always expect a prescription.

Home visits should only be requested for patients who are seriously ill or housebound.

Patients should realise that home visits are made at the discretion of the doctor.

Requests for visits and advice at night should only be made for emergencies.

We ask that patients treat the staff and doctors with courtesy and respect. Bear in mind that reception staff have a difficult job to do. They are trying to do their best for you and do not have detailed medical knowledge.

Your Personal Health Information

To provide you with the care you need, we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment eg GP, health visitor, practice nurse. This information may be stored on paper or electronically on computer files by practice staff.

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We sometimes release details of your personal health information to other health organisations involved in your care. For example, when your GP refers you to a specialist at the hospital we will send relevant details about you in the referral letter and receive information about you from them. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name and address, date of birth and health number would be given to them in order for them to send you an invitation.

All patients in Scotland will have an Emergency Care Summary. This is a summary of basic information about your health which might be important if you need urgent medical care when the GP surgery is closed or when you go to an Accident and Emergency department. It means that all the NHS staff looking after you can get important information about your health, even if they cannot contact your GP surgery.

We need to use some of your personal health information for administrative purposes. In order to receive payment for services provided to you, we have to disclose basic details about you to the NHS Board responsible for this area and to the Common Services Agency for the Scottish Health Service. These organisations have a role in protecting public funds and are authorised to check that payments are being properly made. We are required to co-operate with these checks and the disclosure of your data is a necessary part of our provision of healthcare services.

Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these, we will ensure that as far as possible any details that may identify you are not disclosed.

We are sometimes involved in health research and the teaching of student nurses, doctors and other health professionals. We will not use or disclose your personal health information for these purposes unless you have been informed beforehand and given your consent for us to do so.

Where you need a service jointly provided with a local authority we will seek your permission before giving them your details.

Sometimes we are required by law to pass on information. For example, it is a legal requirement that we notify the government of: births and deaths; certain diseases; perpetration of certain crimes.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Everyone working for the NHS has a legal duty to keep information about you confidential and adhere to a code of practice on protecting patient confidentiality. Further information on this can be found at www.nhs.uk/confidentiality Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information, or would like to access your information, please contact our practice manager.

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Useful Telephone Numbers

Springburn Health Centre	0141 531 6700
District Nurse	0141 531 6726
Health Visitor	0141 232 9117
Stobhill Hospital	0141 201 3000
Glasgow Royal Infirmary	0141 211 4000
Baird Street Police Station	0141 552 6333
Ambulance Control (Emergency)	999
Social Work Department - Red Road	0845 330 3595
Emergency Social Worker	Freephone 0800 811505
Queen Mother's Hospital	0141 201 0550
Princess Royal Maternity Hospital	0141 211 5400
Yorkhill (RHSC)	0141 201 5400
DSS (Atlas Road)	0141 557 4000
Glasgow Dental Hospital	0141 332 7020
Drugline Scotland	Freephone 0800 776600

Notes

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OPENING TIMES

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ROSEMOUNT FLEXICENTRE
102 Royston Road, Glasgow G21 2NU
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Email: flexi@rosemount.ac.uk
www.rosemount.ac.uk



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for Drs Brown, McGivern, Bannuscher, Ali & Gaidakova of Springburn

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Practice Location

