

Practice Information

Dr D Logan and Dr D Tooke

Health Centre, Station Road, Dumbarton G82 1PW

Tel: 01389 811811

Fax: 01389 811821

Welcome To The Practice

We aim to provide a high standard of care for our patients and hope that this booklet will give you all the information that you require about the services that we offer. Please keep it in a safe place.

The Doctors

Dr Derek R Logan (M) (FT)

Qualified at Glasgow University in 1979, MBChB DRCOG MRCGP (exam pass 1984), Diploma of Family Planning 1994.
Joined the practice in 1995. RAF medical officer for six years, married with three children.

Dr Dawn Tooke (F) (PT)

Graduated 2001.
MBChB (Commendation) MRCGP (Distinction) BSc (Med Sci) (Hons) DFFP DRCOG DCH.
Joined the practice in 2008.

Practice Staff

Mrs Morag McGinley is our practice manager. She ensures the smooth running of the practice and is always happy to hear any comments and suggestions you may have about the services offered by the practice.

Mrs Irene Reece is our head receptionist, Mrs Mary McLeary is the practice secretary and Mrs Nancy Logan is our receptionist.

The staff behind the reception desk will assist you in making appointments, answering any queries you may have and ordering repeat prescriptions. They will offer help and assistance at all times. Our staff are bound by the same strict code of confidentiality observed by the doctors.

Practice Nurse

Our practice nurse is Sister Eileen McNaughton RGN BSc, Diploma in asthma. Consultation with her is by appointment. Eileen is responsible for well woman/well man clinics, contraceptive advice, asthma, blood pressure clinics, heart disease clinics, routine blood tests, holiday immunisations and travel advice. She can also offer advice on weight management, diet and many health related issues including smoking cessation. Please telephone **01389 811811** for an appointment. Eileen is also available for advice over the telephone.

District Nurses

Our district nurse is Sister Cathy Fordy RGN. The district nurse team are available from 8.30am - 4.30pm, five days a week. Please phone **01389 811839**. Sister Fordy leads the team whose duties include visiting patients in their homes when they are unable to attend the surgery. Each patient's needs are assessed and the care or treatment is planned accordingly. The evening service works from 7.00 - 11.00pm and the overnight nursing team until 8.00am. They provide care as directed by the day service when it is required.

Health Visitors

Our health visitors are Eilidh O'Neill RGN Dip in Nursing, BSc in Public Health Nursing and Fiona Deigman RGN BSc in Nursing, BSc (Hons) in Public Health Nursing. Our staff nurse is Helen Macdonald RGN. Our health visiting team offer health advice to all ages and support for families with young children, breast feeding groups and baby massage. This includes help with parenting and behaviour management and also support for women with postnatal depression. They see children for development checks (as per HALL 4) and immunisation at the GP surgery.

There is a drop-in well baby clinic in Dumbarton library on a Monday from 11.00 - 11.45am.

The team can be contacted on **01389 811831**.

The Practice

Dr Logan and Dr Tooke practise from Dumbarton Health Centre and we hold a General Medical Services (GMS) contract with the NHS Greater Glasgow and Clyde Practitioner Services Department, Dalian House, 350 St Vincent Street, Glasgow G3 8YU, to provide general medical service for the geographical area of West Dunbartonshire. Our area comprises the districts G82, G83 and G84.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery or IUCD insertion. At the practice we aim to treat all our patients promptly, courteously and in total confidence. We feel it is important you know to whom you are speaking so our practice staff will identify themselves over the telephone.

Contacting Us

Practice Opening Hours

Monday, Wednesday, Thursday and Friday 8.00am - 6.00pm

Tuesday 8.00am - 7.30pm

Telephone: **01389 811811**

Fax: **01389 811821**

(The health centre does not open until 8.30am but in the event of an emergency between 8.00 - 8.30am you can contact the surgery on 01389 811811.)

Evenings and Weekends

Between 6.00pm and 8.00am Monday to Friday, all day Saturday and Sunday, the surgery will be closed. In order to obtain medical advice at these times please call NHS 24 on **08454 242424** or visit nhs24.com. A receptionist in the emergency centre will answer your call and they will either:

- Arrange for you to speak to a doctor or nurse
- Invite you to attend your local centre to be seen by the doctor
- Arrange a home visit if you are too ill to visit the centre

Out-of-hours cover is now the responsibility of NHS Greater Glasgow and Clyde.

The practice is within the NHS Greater Glasgow and Clyde area.

Services Available From The Practice

All GP practices are contracted to provide 'essential services', that is, basic treatment of ill people. We also provide the following 'additional services':

- Child health surveillance, together with the health visiting team.
- Contraceptive services. Specialist services such as IUCD, family planning and sexual health with Dr Tooke.
- Maternity services in the antenatal and postnatal period, together with the midwives from the Community Maternity Unit at the Vale of Leven Hospital.
- Routine immunisation of children with the health visiting team.
- Immunisation for adults in relation to travel. NOT all travel immunisations are available on the NHS; please ask the practice nurse for details.
- Cervical smears.
- Freezing of warts and minor surgery on other small skin lesions.

We also hold contracts with NHS Great Glasgow & Clyde for the following 'enhanced services':

- An annual flu immunisation programme to protect the elderly and those at risk.
- Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems.
- Annual comprehensive review for patients with heart disease.
- Annual comprehensive review for patients with diabetes: this includes an appointment with the dietician and podiatrist.
- A Methadone substitution programme for patients with drug abuse problems.

Appointments

Ring the reception on **01389 811811** to book an appointment.

Urgent cases are seen on the day. We also keep on-the-day appointments that are available from 8.30am. We ask patients to phone between 8.30 - 9.30am for appointments on the day. If you telephone outwith these hours we may not be able to offer you an appointment on the day, unless it is medically urgent. If there are no available appointments on that particular day and your condition is not urgent, you will be asked to phone the following day. If your condition is not urgent and you want to see a particular GP you may have to wait longer.

Nurses based in our practice treat patients for a wide range of common conditions.

Let us know if more than one person in the family needs to be seen, so we can give you a longer appointment if necessary.

If you have not been seen at the surgery for three years (or one year for those over 75), you can request a checkup appointment if you wish.

Please always let the surgery know if you cannot keep an appointment. Failure to attend appointments without cancellation may result in warning letters and, ultimately, patients being removed from the practice list.

In keeping with Government guidelines we are working towards an appointment system that allows access to a doctor or nurse within 48 hours. In times of high demand we may not be able to meet this. However, we guarantee to anyone an appointment on the day if the patient considers this to be necessary.

Consulting Time (By Appointment Only)

GPs

Monday, Wednesday, Thursday and Friday

8.30 - 10.30am, 11.30am - 12.20pm, 3.00 - 4.00pm, 4.30 - 5.00pm

On **Tuesday** we have bookable appointments until 7.30pm. This is to accommodate patients who cannot attend within our regular opening hours.

We have a range of appointments: pre-bookable appointments on-the-day appointments and urgent appointments.

Practice Nurse

Monday to Friday

8.30 - 11.30am

If you require telephone advice, you should leave a message with the reception staff and the practice nurse or GP will return your call when the surgery is over.

Home Visits

If possible, please try to telephone before 10.00am. A doctor or nurse may phone you back, as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or, indeed, arrange a hospital attendance. Home visits are only available for patients who are housebound because of illness or disability.

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



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



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Prescriptions

If you take medication on a long-term basis, you can ask for a repeat prescription by telephone on **01389 811811**, or you can call in and ask at reception. Prescriptions will be ready for collection at the health centre in 24 hours or, alternatively, you can arrange for your regular chemist to collect the prescription for you.

If you are requesting medication which is not on the repeat medication list, the doctor may wish to speak to you or see you in the surgery for assessment before such medication is issued. You will be asked to collect this prescription from the health centre.

Antenatal

Friday 2.00 - 4.00pm

The midwives run this clinic. If you become pregnant you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be given advice about your choice of places for delivery. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Children's Immunisation Clinic

Health Visitor

Every second Wednesday 10.30 - 11.30am (immunisation appointments will be sent to you by Child Health.)

Minor Surgery

Dr D Logan

Tuesday 2.00 - 3.00pm (by appointment)

Drop-in Well Baby Clinic

Monday 11.00 – 11.45am in Dumbarton Library.

Diabetic Clinic

Dr Logan

First Wednesday of every month (by appointment)

Asthma, Well Woman, BP Checks, Travel Vaccinations, Cervical Screening

Practice Nurse

Monday to Friday 8.30 - 11.30am

Stop Smoking Classes

The stop smoking team can be contacted on **0141 435 7507** for help and information to help you stop smoking.

Contraceptive Services

Specialist services such as IUCD insertion and contraceptive implants are carried out by Dr Tooke (by appointment).

Registration For New Patients

If you live in our practice area and would like to register with us please complete a registration form, available from reception. You will be registering with the practice rather than an individual GP. However, you can, at any time, express a preference for a particular GP. However, not all the doctors on the practice provide all the services and a specific doctor may not be immediately available.

All newly registered patients will be asked to attend the doctor for a health check. This allows the doctor to take note of past medical history and assess patients' ongoing health requirements.

Telephone Advice

A doctor or nurse is available to give advice after the morning surgery. You will be asked to leave your name, telephone number and the nature of your request and the doctor, nurse or reception staff will ring you back.

Obtaining Test Results

The practice has a strict policy of 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 or they are not capable of understanding these results. Please allow four to five working days before phoning for your result.

Medical Certificates

A doctor's medical certificate is not required for any illness lasting a week or less. If you are off work for seven days or less you should fill in a self-certificate in the first week.

Fees

Not all our services are covered by the NHS and on some occasions you may be asked to pay a fee; eg, insurance forms, holiday cancellations, passport forms and HGV medicals are some examples of such services. Our range of fees is available on request.

Health Promotion Leaflets

A full range of leaflets is on display in the reception area and they are free of charge. If you require any specific information that is not available we will endeavour to obtain this for you.

Disabled Access

Disabled access is available throughout the health centre. There is a disabled toilet near the front entrance. A wheelchair is available at the front reception and designated disabled parking spaces are located nearest to the entrance of the health centre.



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Patient Responsibilities - Help Us To Help You

- Be on time for your appointment.
- Let us know if you need to cancel.
- Call for a home visit or urgent appointment before 10.00am.
- 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 we have your correct telephone number, even if it is ex-directory.

Our Responsibility To You

We will give you full information about the services we offer. We will try and answer the phone promptly and to treat you as individuals irrespective of ethnic origin or religious or cultural beliefs. We will offer you advice and information to promote good health and avoid illness.

Accident And Emergency 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Complaints

We make every effort to give the best possible service to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the practice manager, Mrs Morag McGinley and she will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated.

Patient Confidentiality/Data Protection

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health treatment so that those treating you can give you the best possible care.

The practice complies with the Data Protection and Access To Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you, eg from district nurses and hospital services.
- To help you get other services, eg from the social work department (this requires consent).
- When we have a duty to others, eg in child protection cases.

The practice adheres to strict patient confidentiality in line with the Data Protection Act.

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

Access To Medical Records

Patients have the right to see their medical records subject to limitations within the law.

If you would like to see your medical records please ask for a copy of our 'Access to Medical Records Policy'.

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.

Violence Statement

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 or other patient, or who damages property.

All instances of actual abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Medicine Chest

Remember

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Paracetamol mixture for your children
- Mild laxatives
- Anti diarrhoea medicines
- Re-hydration mixture
- Indigestion remedy (for example antacids)
- Travel sickness tablets
- Sunscreen - SPF 15 or higher
- Sunburn treatment (for example calamine)
- Tweezers
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Keep the medicine chest in a secure, locked place out of reach of small children.

Always read the instructions and use the suggested dose.

Watch expiry dates - do not keep medicines past their sell-by date.

Take all unwanted and out-of-date medicines back to the pharmacy.

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

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

CARDROSS PHARMACY

Your Local Independent Pharmacy



Repeat Prescription Collection and Delivery Service

Repeat Prescription Ordering Service Online

NHS Minor Ailment Service

Over-the-counter Medicines and Advice

Confidential Help and Advice

Private Consultation Area

Smoking Cessation Products

Advice on Healthy Lifestyle

Emergency Hormonal Contraception

Travel Health Advice

And much more...

Telephone - **01389 841999**

Cardross Pharmacy, 93 Main Road, Cardross, Dumbarton, G82 5NY

www.cardrosspharmacy.co.uk

The family pharmacy

PHARMACY runs in the family for Fraser MacPherson, who established Cardross Pharmacy in 2005 to offer a complete independent service to the local community.

“My grandfather was a pharmacist, so I’m really just carrying on a tradition going back two generations,” said Fraser, who qualified in 1996.

“We opened Cardross Pharmacy because there were no other chemist or pharmacy facilities in the village, and we knew it was a service that was much needed in the area.”

Purpose-built, Cardross Pharmacy has become a popular fixture in the village, serving patients from surrounding GP surgeries with the personal care and attention an independent pharmacy can provide.

“As part of the local community we have got to know most of our clients by name, and because I am the resident pharmacist they will always see myself and my experienced team,” said Fraser, who is proud that prescription dispensing is at the heart of the services on offer, just as in his grandfather’s day.

“What differs is that we not only dispense NHS and private prescriptions, but one call quickly and conveniently arranges their collection from a GP.

“We can then either have them ready to collect or deliver them direct to a client’s door.

“We offer a range of enhanced services including blood pressure monitoring, metered dosage boxes and smoking cessation advice all from our discreet private consultation room.”

Also popular are the extensive stock of Vichy skin care products, which are only available in pharmacies, as well as perfumes, aftershaves and toiletries.

Call in today, or telephone (01389) 841999 for more information.

To feature your business in our booklet call 0800 612 1516

How To Look After A Child With A Temperature

Most childhood infections are caused by viruses and these do not respond to antibiotics. The following advice will help bring your child’s temperature down and make them feel better.

1. Always keep a supply of paracetamol syrup (Calpol, Disprol) at home. If you wait until you need it, there will be none close at hand.
2. If your child feels hot or appears unwell:
 - Give the maximum dose of paracetamol stated for a child of that age.
 - Dress your child in cool clothes. A lot of heat is lost through a child’s head, do leave it uncovered. Cool down the room by opening doors and windows.
 - Give your child plenty of cool drinks as fluid is lost with a fever. If they are reluctant to drink, encourage small amounts from a favourite cup.
 - Sponging your child down with a tepid flannel will make them feel better as well as bringing their temperature down. Using tepid water is more effective than using cold water.
 - Repeat the dose of paracetamol every four hours as necessary, up to the maximum daily dose stated.
 - A child with a fever is likely to be restless at night. Offer cool drinks and sponge them down if they wake.
 - If your child does not improve after giving paracetamol and sponging, or appears particularly ill, call the doctor.

NHS Minor Ailment Service At Your Community Pharmacy

This is a service for those who do not pay prescription charges. You can now register with the community pharmacy of your choice and you will be able to get advice and free treatment for minor illnesses and ailments such as:

Acne	Head lice
Athlete’s foot	Indigestion
Backache	Mouth ulcers
Cold sores	Nasal congestion
Constipation	Pain
Cough	Period pain
Diarrhoea	Thrush
Earache	Sore throat
Eczema and allergies	Threadworms
Haemorrhoids (piles)	Warts and verrucae
Hay fever	Headache

If your pharmacist feels that it would be better for you to see your GP then they may refer you directly or tell you to make an appointment with your GP.

For more information telephone 0800 224488 (calls are free) or contact your local community pharmacy.

Useful Telephone Numbers

Boots Chemist, Dumbarton	01389 763907
Citizens Advice Bureau	01389 765345
Cancer Helpline	0800 181199
DACA (Dumbarton Area Council on Alcohol)	01389 731456
Dial-A-Bus	0141 333 3252
Domestic Abuse Support	01389 742225
Gartnavel General	0141 334 8122
Greenhead Road Pharmacy Dumbarton	01389 742225
Home From Home (Furniture Project)	01389 733733
Kemps Chemist	01389 762598
Lloyds, Station Road	01389 765077
Lloyds, High Street	01389 762359
Marchbanks, Renton	01389 752914
NHS 24	08454 242424
One Plus (Advice & Information for one-parent families).....	0141 333 1450
Police.....	01389 822000
Queen Mother's Hospital.....	0141 201 0550
Samaritans Helpline	0845 790 9090
Red Cross	01436 672507
Social Work	01389 608118
Sports Injury Clinic.....	01389 756931
Vale of Leven Hospital	01389 754121
Welfare Rights.....	01389 737048
Western Infirmary.....	0141 211 2000
West Dunbartonshire Carers Centre.....	0141 952 4805
Women's Aid.....	01389 751036
Women's Health	0141 211 6700

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for Drs Logan & Tooke of Dumbarton

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