

# Strathesk Medical Group



## **Bonnyrigg Health Centre**

**109 - 111 High Street  
BONNYRIGG  
EH19 2ET**

**Tel: 0131 537 9977**

## **Sutherland House**

**209 Mayburn Avenue  
LOANHEAD  
EH20 9ER**

**Tel: 0131 440 0149**

**[www.stratheskmedicalgroup.co.uk](http://www.stratheskmedicalgroup.co.uk)**

# Welcome to Our Practice

- This booklet provides information about the practice, the services we provide for you and how best to access these.

- Strathesk Medical Group has two branches. The main branch is at Bonnyrigg and the smaller site at Loanhead. Both have access for the disabled.

We offer the full range of general medical services. Additionally, most of our GPs have a specialist interest. For example, Drs Rother and Dyson are trained to offer acupuncture, Dr Doyle runs the minor surgery clinic, while Dr Smith leads our palliative care initiative.

- Other services include

*Travel clinic including Yellow Fever vaccination*

*Evening appointments*

*Nurse counselling*

*Maternity services*

*Child development checks*

*Physiotherapy*

*Podiatry*

- New patients are very welcome. Please feel free to visit. To register, you will be asked to complete a registration form and invited to make an appointment with our health care assistant for basic health measurements. It is helpful to have your Health Board medical card. Please note you may be asked to provide appropriate proof of ID.

## Practice Opening Hours

Monday - Friday	8.00am - 6.00pm
Routine Appointments	8.30am - 6.00pm
Evening Appointments	6.00pm - 7.30pm
Pre-booked	Tuesday, Wednesday & Thursday (Day varies weekly depending on doctor availability)

Outwith these hours, care is provided by the out-of-hours service.

## Practice Phone Numbers

Bonnyrigg **0131 537 9977**

Loanhead **0131 440 0149**

## Appointments

Appointments are bookable by telephoning between **8.30am and 6.00pm**.

- **Minor Illness.** We provide nurse-led minor illness appointments daily for minor ailments such as sore throat and ears, chest and urinary infections.
- **Telephone appointment.** This type of appointment tends to suit those who work and/or you feel you do not need to be examined. It is also an opportunity to discuss medication and results if required.
- **House Visits.** These appointments are reserved for those who are housebound or too ill to attend the surgery. Please contact reception before 10.00am if at all possible to arrange the house visit.
- **Phlebotomy.** We provide daily appointments for blood taking when requested by the doctor or nurse.

Please note morning appointments are of 10 minutes' duration and afternoon appointments, 15 minutes.

If you have more than one concern/problem it is most helpful to tell the doctor or nurse at the beginning of your consultation. This ensures the most pressing concern is dealt with adequately. It may be necessary to ask that you make a further appointment(s) to deal with your other concern/problem(s).

Reception staff are trained to ask for a brief description of your problem/reason for appointment to ensure you see the most appropriate health care professional. Any information is treated as strictly confidential.

## Emergency Calls

A doctor is always available to discuss any urgent problem. In the event of a **life-threatening** emergency telephone **999** for an immediate ambulance.

## Out-of-Hours Service

Please phone NHS 24 on 0845 24 24 24.

## Prescriptions

- **Repeat** prescriptions - Please allow three working days to process your repeat request.
- **Special** prescriptions - This is a request for any medication not on your repeat prescription. It will be considered within three normal working days and a prescription issued **if appropriate**.
- **Hospital** prescriptions - If you have attended a hospital clinic or been discharged from hospital you will usually be given enough medication for seven days. We will then continue your medication. This prescription can take up to three working days to process. Please ensure you hand in your hospital letter as soon as possible.

### *You may request a prescription by:*

- **Post:** You may choose to post or hand-deliver your repeat prescription. If you wish your repeat prescription to be returned by post this can take at least seven working days. Please remember to enclose an SAE.
- **Fax:** **Bonnyrigg 0131 537 9700**  
**Loanhead 0131 440 4659**
- **Email:** **Bonnyrigg [prescriptionbonnyrigg.s77248@lothian.scot.nhs.uk](mailto:prescriptionbonnyrigg.s77248@lothian.scot.nhs.uk)**  
**Loanhead [prescriptionloanhead.s77248@lothian.scot.nhs.uk](mailto:prescriptionloanhead.s77248@lothian.scot.nhs.uk)**

**You may not request prescriptions by phone.**

## Results

If the doctor or nurse has advised you to call for your results please phone reception as follows:

- Between **10.00am and 6.00pm** Bonnyrigg
- Between **10.00am and 5.30pm** Loanhead

Please note most test results take one week to return to the practice and be reviewed by the doctor. If you have any concerns after receiving your results you can discuss them with a doctor by arranging a telephone appointment.

## Services Offered

- **Extended Opening Hours.** We hold twice-weekly surgeries with appointments available until 7.00pm.
- **Travel Clinic.** Here we provide advice and vaccinations including that for Yellow Fever (the accompanying certificate can also be issued).
- **Chronic Disease Clinics.** These are nurse-led and involve the management of asthma, COPD, diabetes, coronary heart disease and hypertension.
- **Lifetsyle Advice.** This deals with issues around weight management, diet, cholesterol and exercise.
- **Minor Illness Clinics.** These are run daily by our practice nurses.

- **Physiotherapy.** This service deals with the management of musculoskeletal and sports injury problems as well as joint injections. Clinics are run from Bonnyrigg.
- **Complementary Therapies.** A number of these are available, including acupuncture.
- **Family Planning.** This includes the insertion of coils (IUCDS) and Implanon.
- **Antenatal and Postnatal Care.**
- **Wart Clinic.**
- **Nurse Counselling.**
- **Specialist Palliative Care.**
- **Private and Non-NHS Medicals.**

## Compliments and Complaints

Please tell us what you think we do well. Equally, we take serious your concerns and complaints. Mistakes can happen but misunderstandings are more common. Both need sorted out in a timely manner, so please speak with either a doctor or the practice manager initially. You may then wish to put your complaint in writing. Please be assured it will be dealt with fully and promptly.

Full details of our complaints procedure are available on request.

## Confidentiality and Data Protection

Patient confidentiality is a very high priority for all members of the practice. The practice is registered under the Data Protection Act to hold information on both computer and paper records. Measures are taken at all times to ensure the security of this information. Your information will never be divulged to a third party without your written consent.

## Access to Your Own Records

You have the right to see your own records under the Freedom of Information Act. We require a written request in the first instance and to make an appointment with a doctor to discuss your request. Please note we have the right to withhold any information that could be harmful to you or relates to another person. If you request a printed copy of your records we may charge an administration fee.

## Patient Responsibilities

Our staff have the right to work in a safe environment free from violence of any form, verbal or physical. We employ a Zero Tolerance approach to this type of behaviour **and results in immediate removal from the practice list.**

*Please arrive promptly for your appointment and tell us if you are unable to keep an appointment so we can offer it to another patient. Anyone missing three appointments in a six-month period may be removed from the practice list.*

## Bonnyrigg Staff

### Doctors

Partners	GMC No.	Qualifications
J Rod Combe	1333846	MBChB (1973 Edinburgh)
Gillian Dickson	2328357	MBChB (1977 Edinburgh) BSc MRCGP DRCOG FPC
Penny Rother	2555849	MBChB (1981 Edinburgh) BSc MRCGP DRCOG FPC Dip Sports Med
Linda Heggie	1339536	MBChB
Felicity Dyson	3136175	MBChB (1986 Edinburgh) DA DCH DRCOG
Peter Doyle	4092597	MBChB (1994 Sheffield) BSc DRCOG DFFP MRCGP
Jenny Smith	4086666	MBChB (1994 Manchester) MRCGP DFFP
Michelle Devin	4034645	MBChB (1993 Aberdeen) MRCP MRCGP DRCOG DFFP

### Salaried Doctor

Claire Walker	3192843	MBChB (1986 Edinburgh) MA MRCGP FPA DRCOG
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### GP Retainer

(A retainer is a fully qualified GP working part time for the practice)

A fully qualified doctor in the final stages of GP training under the mentorship of one of the partners.

### Medical Students

The practice is involved in teaching medical students. The receptionist will tell you if the student is to be present during your consultation.

### Nurses

Fiona Buchan	RGN SCM FP Cert Dip Asthma
Yvonne Buchanan	RGN Dip CHD Dip Asthma
Kirsty Currie	RGN FP Cert Dip Asthma Dip CHD
Eileen Auldjo	RGN Dip FP Dip Asthma/COPD

### Health Care Assistant (HCA)

Samantha Daniel

### Administration

<b>Practice Manager</b>	Sharon Kechida
<b>Senior Receptionist</b>	Suzanne Aitken
<b>Computer Manager</b>	Heather Ritchie
<b>Summariser/Audit</b>	Lisa Toner

### Facilitator

<b>Reception</b>	Lynda Barton	Louise Cameron	Moira Fraser
	Louise McKenzie	Monica Mathieson	Jackie Steven
	Cathie Combe	Tracey Darling	

## Loanhead Staff

### Doctors

Partners	GMC No.	Qualifications
J Rod Combe	1333846	MBChB (1973 Edinburgh)
Lai Russell	2982124	MBChB (1984 Edinburgh) MRCGP DTM&H DFFP
Margaret Eakin	4610889	MBChB (1999 Edinburgh) MRCGP
Calum MacKenzie	3204010	MBChB (1986 Edinburgh) MRCGP DRCOG

### Nurses

Pauline Sprott	RGN RSCN Independent Nurse Prescriber Dip Asthma Dip CHD Dip Diabetes
Yvonne Buchanan	RGN Dip CHD Dip Asthma
Eileen Auldjo	RGN Dip FP Dip Asthma/COPD

### Treatment Room Nurse

Adele Munro	BN (Adult Nursing)
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### Administration

<b>Practice Manager</b>	Sharon Kechida	
<b>Senior Receptionist</b>	Dawn King	
<b>Reception</b>	Karen Murray	Mary Hodgson
	Allison Kerr	Yvonne McKenzie

### Attached Staff (Bonnyrigg and Loanhead)

### District Nurses

Bonnyrigg/Loanhead	Alan Cumming & Team	537 9894
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### Health Visitors

Bonnyrigg	Fiona Stewart, Patricia Chisholm	537 9903
Loanhead	Julie Cocker & Team	440 0590

### Community Midwives

Bonnyrigg/Loanhead	Moira Darling & Team	537 9886
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### Treatment Room Nurses

Bonnyrigg	Elaine Laidlaw & Team	537 9945
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### Physiotherapists

Bonnyrigg	Cindy Leung & Team	537 8959
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### Chiropodist

Bonnyrigg	Kyle Scotland & Team	537 9856
Loanhead		440 4612

# Drummond Grange Care Home

## Premium quality care home providing nursing care for

Elderly persons over 65  
 Elderly persons with memory impairment in our specialised Memory Lane unit  
 Younger adults with physical and sensory impairment in our dedicated young disabled unit (age 18 or over)

- All rooms are single with en suite facilities
- Excellent home cooking
- Full social and recreational activities programme
- Physiotherapy service and hairdressing salon on site. Visiting professional services in attendance.
- Extensive grounds and sensory garden



For further information or to arrange to view the home please contact

**Home manager Mrs Maria Hutchison (RGN) on 0131 654 2881**

drummond@barchester.com

7 Kevock Road, Lasswade, Midlothian, EH18 1HT

## Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice. Generally there are two types of home: a Residential Home provides assistance with personal care such as dressing and washing if required and staff can care for residents during short periods of illness. Nursing Homes are better suited where more committed medical attention is needed, sometimes constantly. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS - it is your right to choose!

To advertise your business in our booklet call 0800 612 1516

## AERIAL A.B.W. CABS

Midlothian's largest fleet of computer-controlled taxis and private hire cars

0131 663 3232



0131 663 2000

MINIBUSES  
 12 PHONE LINES

**ASK FOR RING BACK**

## Let the taxi take the strain!

You know the feeling - you have been 'a bit under the weather' for some time, and have finally got around to making an appointment to see the Doctor. Do you really feel well enough to drive to the surgery? Of course it is vital to arrive in plenty of time for your appointment, and not to arrive stressed as that could mask other symptoms. So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

Many older or disabled patients regularly use their local taxi firm for all kinds of trips. They appreciate the convenience and relatively low cost. Mums find a taxi has many advantages for transporting all the paraphernalia associated with keeping an appointment, at a fixed time, and having to take a baby and/or a young child with them.

Of course, your local taxi firm is just as valuable when the car has broken down or even going out for a meal or other social occasion: going by taxi means you can enjoy the evening without worries. Or that holiday with an early flight and all that luggage? No problem! Door to door - at your convenience - and no parking charges at the airport. On all such occasions, you need reliability, and that is where the local taxi firm with a good reputation comes in.

Once you have found a good reliable firm you will use them again on a variety of occasions.

## What is Shiatsu?

Shiatsu is a traditional healing art, steeped in the theory of Chinese medicine.

Shiatsu works by stimulating the flow of Ki (best translated as energy) to the organs and all the areas of the body through channels called meridians. Located along the meridians are points, like acupuncture, where we can best stimulate or rebalance the body's natural energy. When Ki is flowing well in the body we feel well. Sometimes these channels (meridians) may become blocked or unbalanced producing physical, mental or emotional ailments. Shiatsu is a deeply relaxing yet invigorating experience and regular sessions may help prevent the build up of stress in our daily lives.



## NOW & ZEN THERAPY

**Benefits of Shiatsu:**

- Relaxes mind and body
- Restores and balances energy
- Eases tension and stiffness
- Improves circulation
- Improves breathing
- Improves posture
- Enhances wellbeing

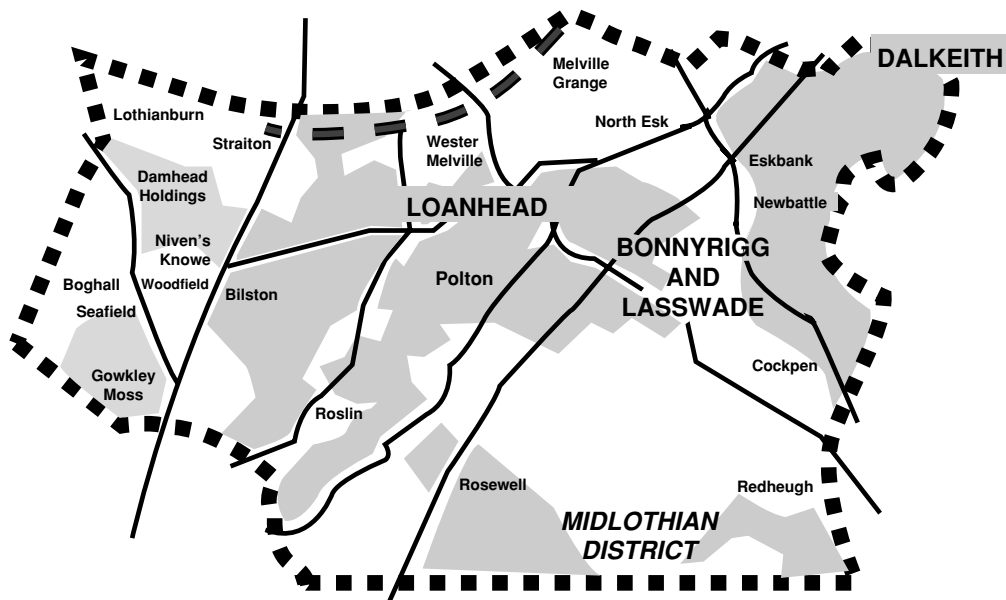
Local yoga classes available

For an appointment with Lesley please call:

**Tel: 0131 654 9451**  
**Mob: 0789 6758328**  
[www.nowandzen.me.uk](http://www.nowandzen.me.uk)

To feature your business in our booklet call 0800 612 1516

## Practice Area



## Useful Numbers

### Reception

Bonnyrigg ..... 537 9977  
 Loanhead ..... 440 0149

### District Nurses

Bonnyrigg/Loanhead ..... 537 9894

### Health Visitors

Bonnyrigg ..... 537 9903  
 Loanhead ..... 440 0590

### Midwives

Bonnyrigg & Loanhead ..... 537 9886

## Make The Most Of Your Pharmacy...

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. All the more reason to make the most of your local pharmacist!

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for Drs Combe, Dickson, Rother, Heggie, Dyson, Doyle, Smith, Walker, Russell, Eakin, MacKenzie & Devin of Bonnyrigg

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**rowlands**  
**PHARMACY**



**Rowlands Pharmacy**  
**48 High Street, Bonnyrigg EH19 2AB**  
**Tel 0131 663 8353**

*Also at*

**W.J. Jack**  
**55 Clerk Street, Loanhead EH20 9RE**  
**Tel 0131 440 0511**

### **Our friendly staff are always happy to help!**

Your local Rowlands Pharmacy can offer a friendly service and good advice. Please come in and see how you might benefit from any of the services listed below.

#### **Pregnancy Testing**

Home pregnancy tests are available to buy. Alternatively, if you would like an anonymous professional pregnancy test please speak to our pharmacist to see if this service is available.

#### **Prescription Collection Service**

We are able to collect your prescription from your doctor's surgery and dispense your medicines ready for you to collect from the pharmacy. Please ask for more information about this service.

#### **Minor Ailments**

Any patient exempt from prescription charges may benefit from the minor ailments service.

Our pharmacist may be able to prescribe medicines after a brief consultation.

Prescriptions - NHS, private and veterinary

Prescriptions dispensed

Truss fitting

Medicine sales

Support hosiery

Disposal of medicines

Urgent prescriptions

Independent living aids

Medicine containers

Your medication records

Residential & nursing homes