



Providing high quality healthcare in partnership with our patients

January 2026

Dear Prospective New Patient

WELCOME TO BRUNTSFIELD MEDICAL PRACTICE

Thank you for expressing an interest in joining our Practice. We take considerable pride in the high standards of our patient care.

As one aspect in maintaining these standards, we consider it is most important to get to know you quickly. We ask you, therefore, to complete a 'New Patient Health Questionnaire' as part of the registration process. This requirement applies to all family members.

For those who are elderly or infirm and cannot attend the Health Centre, we would be grateful if a family member or carer could help in the completion of the form and its return to the Practice.

As you may know, it often takes some time to obtain your medical records from your previous doctor and therefore the background information you provide in the health questionnaire associated with this leaflet will help us give you more useful clinical advice in the short term.

Yours sincerely

The Partners of Bruntsfield Medical Practice

PATIENT INFORMATION LEAFLET

BRUNTSFIELD MEDICAL PRACTICE

11 Forbes Road

Edinburgh, EH10 4EY

Telephone: (0131) 228 6081

<https://bruntsfieldmedicalpractice.co.uk/homepage>

PARTNERSHIP

Dr Nicholas I Walls	MB ChB (Edinburgh)	1996	MRCGP MBA
Dr Judith L Boyd	MB ChB (Edinburgh)	2001	MRCGP DRCOG
Dr Caroline J Calvert	MB ChB (Edinburgh)	2002	MRCGP DCH DRCOG DFFP
Dr David MacSorley	MB ChB (Nottingham)	2011	MRCGP DCH
Dr Susan M Carswell	MB ChB (Dundee)	2003	MRCGP DFSRH

OTHER DOCTORS

Dr Emma Dickie	MB ChB (Hons) (Edinburgh)	2021	MRCGP
Dr Robert Gilhespy	MB ChB (Edinburgh)	2022	BSc
Dr Kiran Jayaprakash	MB ChB (Dundee)	2014	MRCGP BMsc
Dr Sarah Tulloch	MB ChB (Edinburgh)	2017	MRCGP
Dr Zaid Alkhadire	GPST		
Dr Al Habaibeh	GPST		

THE PREMISES

The Medical Centre was purpose built and completed in 1980. A major refurbishment of the premises was undertaken in 2001.

Features of the building include wheelchair access, toilet facilities for the disabled and lift access to the first floor. The car park is for staff use only, as there are many more staff needing to use the facility than there are spaces. Metered street parking is available nearby, but this can be severely restricted by other users of the facilities in the area, so please arrive in good time to find a parking place. Those with 'blue badges' can park on the single yellow line outside the front door.

The Medical Practice is open at the following times, excepting public holidays

Monday to Friday 8.00 am - 6.00 pm
Saturday and Sunday Closed

The Practice telephone lines close daily between 12.45pm and 1.45pm. This is to allow for staff training and staff meetings. During this period, urgent cover will continue to be provided by the Practice.

ACCESS TO SERVICES BY PEOPLE WITH DISABILITIES

A wheelchair is available for those with difficulty in walking, which may be obtained through the reception staff.

An induction loop is available to help the hard of hearing have clearer conversations. This service can also be provided for individual consulting rooms when necessary. Please feel free to ask the receptionist for any help that you may require.

OTHER ACCESS ISSUES

Pram and Bicycles

Pram and bicycles should be left in the outer foyer of the main entrance to the Practice and at your own risk. Bringing prams into the main waiting area is strongly discouraged as they become a potential hazard to other patients who may not be as agile as those controlling the pram. A metal wall bar is available in the foyer for securing bicycles and/or prams; however, patients must provide their own chains/locks. It is recognised that there are exceptional circumstances when it's necessary for a parent/guardian to take a pram in.

Dogs

All dogs, with the exception of guide dogs, should be left outside the building. There are metal eyes available to secure a leash either side of the main door.

Smoking and Food

The building is a non-smoking building, and we request that this be honoured. We would also request that patients do not eat or drink while waiting for their appointments. Water is available from reception, on request.

APPOINTMENTS SYSTEM

We offer a combination of telephone or face to face appointments for the doctors. We have an allocation of appointments that can be prebooked 4 weeks in advance and appointments that are only available on the same day. The Practice nurses only undertake advance booked appointments. Semi urgent and urgent patient requirements will be accommodated within this booking structure, where possible. Otherwise, this service is provided by the emergency doctor.

When you book an appointment, you will be asked for a brief description of the issue. This is so that the Medical Administrators (MAs) can direct you to the most appropriate service as the GP is not always the best person to deal with your issue.

Booked appointments may be made with the doctor of your choice given their availability, which can be found in a timetable at the back of this leaflet. The appointments are only 10 minutes long, so we do ask you to come prepared to discuss just one issue. Longer appointments can be booked if there is more than one issue you need to discuss.

On the Day Appointments are with a designated doctor. They are only available to be booked from 8am on the day of the appointment and are available throughout the day. The numbers/timings of these appointments are determined by the availability of the GPs on any particular day.

Medical Emergency – The Emergency Doctor will speak to a patient who feels that they need to be seen as a medical emergency and an appropriate consultation will be arranged, if necessary.

HOME VISITS

If you are too unwell to visit the practice or you are housebound, please phone the surgery at 8am and ask to speak to one of the GPs as you feel you need a house visit. The GP that speaks to you will then arrange for a visit if necessary. In order to make the best use of the time available, we cannot necessarily offer you the doctor of your choice, since we try to arrange our visiting programme geographically. Urgent visits requested after 11am are arranged through the Emergency Doctor.

When you request a home visit you will be asked for brief details of your problem. This is done so that an initial assessment of the urgency of your need may be made and planned accordingly. Where access is known to be difficult, it is preferable for patients to have someone with them when the Doctor visits.

MISSED APPOINTMENTS

If you are unable to keep your appointment, please let us know quickly so that it can be offered to someone else. Each month, there is a large proportion of our appointments that go unused due to failure to attend or failure to answer the phone call. This is obviously very time consuming for the clinicians and a significant waste of capacity that could be re-allocated to other patients or tasks.

TEXT MESSAGING SERVICE

When you register with the Practice, if you include a mobile phone number in your registration documentation, you will receive confirmation and reminder texts when you book appointments at the Practice.

You can opt out of this service using the appropriate section of the Patient Health Questionnaire or by texting the word STOP at any time to 07860 035 293.

The service is available to all registered patients, aged 14 years or older, who have their own mobile number entered into their clinical records (i.e., **we don't send texts to patients who have a relative's mobile number in their records**).

As well as appointment reminders, the Practice may use the texting service to inform patients of clinic cancellations, service announcements (e.g., informing patients of public holidays when the Practice will be closed), and routine care reminders (inviting patients in for chronic disease review appointments etc).

For a more complete explanation of the service ask for an information sheet at reception, or visit the Practice website at:

<https://bruntsfieldmedicalpractice.co.uk/text-messaging>

FACEBOOK

The Practice launched our Facebook feed in October 2023. We use this to let patients know of things going on in the Practice such as closures or public holidays as well as different health campaigns that might be of interest. <https://www.facebook.com/bruntsfieldmedicalpractice/>

MEDICAL EDUCATION AND TRAINING

Bruntsfield is a Training Practice. Our GP Specialist Trainees (GPST) are qualified doctors undertaking a three or four year specialist course. They may be in any year of this training when you see them. For teaching purposes, it is sometimes necessary to record their consultations with patients onto digital media. Patient approval will always be sought, and you are at liberty to refuse, without detriment to the consultative process.

We also teach final year medical students who are usually with us for three to four week blocks. You will occasionally be asked whether you are willing to see your doctor in the presence of a student. Patients may also be invited to have a consultation with the medical student first, in order for them to provide their diagnosis at a subsequent consultation with a qualified doctor who is there to ensure the maintenance of your current care. Similarly, you are free to refuse this request.

A notice will be provided at the reception desk when medical students are present in the Practice for training.

CHANGE OF ADDRESS / PRACTICE BOUNDARY

It is important that you notify us of any change of address as soon as possible, so that we can update our own and central records for the correct addressing of any clinical correspondence. If you move outside the boundary of our Practice area, you must register with a new doctor who covers your new area. To update your address please use the form on the website:

<https://www.bruntsfieldmedicalpractice.co.uk/admin-forms>

Our Practice area is bounded by Lauriston Place to Potterrow to Hope Park, thence South Clerk St, Craigmillar Park, Liberton Road to the Braid Burn, the course of the Braid Burn to Hermitage of Braid and then south to the Braids, Buckstone and Fairmilehead north of Frogston Avenue; thence westwards along Oxbangs Road to the Hunter's Tryst Inn; thence northwards to the Braidburn then westwards to Colinton Road, Patie's Road, Craiglockhart Dell to Slateford Road (but excluding the Allan Park estate), Fountainbridge, Earl Grey Street leading to Lauriston Place.

A map of this area is available for reference to the right of the reception area and is available on our website at:

<https://www.bruntsfieldmedicalpractice.co.uk/practice-area>

RESULTS OF TESTS

The majority of test results will return to the Practice within a few days, but we also need some time for those results to be sent to the correct GP and to be reviewed. This means most results are ready to communicate within a week of the sample being taken. Your doctor or nurse will let you know if your particular result will take longer.

If those results are abnormal or need to be followed up in any way, someone from the Practice will be in touch over the phone or in writing to let you know, or you will be asked to come back in for a review in person with your GP.

If your results are normal and need no further follow-up, it is **NOT** our policy to contact patients to let them know.

If you would still like confirmation of this for yourself, you are free to call the Practice on **0131 228 6081 after 2pm**, to speak to one of our reception staff. Please remember that our reception team

are not permitted to give any clinical opinions on your results and can only communicate any comments left by the GPs.

OUT OF HOURS ARRANGEMENTS HOW TO OBTAIN HELP IN AN EMERGENCY

What hours does the out of hours service cover?

The hours are between 6.00 pm and 8.00 am Monday to Thursday, and from 6.00 pm on Friday until 8.00 am on Monday.

Whom to call

You should call NHS 24 on 111 or text on 18001111 as NHS 24 is responsible for the management of the out of hours service on behalf of NHS Lothian. However, should you call the Practice telephone number you will be advised of the NHS24 number.

You may also find detailed information on the service at the website www.nhs24.scot

What do I do in an emergency?

If you have a life-threatening emergency, call 999. Anyone requiring urgent medical advice should contact: NHS 24 on 111 or text on 18001111. An experienced NHS 24 Nurse will assess your symptoms and provide advice or arrange for you to have further assessment or treatment.

What do I do if I require repeat medication out of hours?

The Out of Hours Service is **not** able to prescribe routine repeat medication. You should ensure you have adequate medication requested during the normal working week and in accordance with the advice of your usual doctor.

Will my own doctor be informed of my contact with NHS 24?

The Practice **will be** informed of any contact you have with the Out of Hours Service.

NEW PATIENTS AND REGISTRATION

If you are living within the Practice boundary, we would be happy to provide you with medical services. To register we ask that you fill in an online form with some basic details. The form opens automatically at 11am each Tuesday and closes automatically once our quota has been reached, as we have a limited number of spaces each week. If you have been successfully allocated a place you will be emailed/posted registration forms for everyone in your household that would like to register, these forms can also be collected from the Practice.

The process is also described on our Practice website at:

<https://www.bruntsfieldmedicalpractice.co.uk/new-patients>

Formal identification will be necessary as part of the registration process (e.g., passport, driving licence etc.) to assist us in verifying your identity as well as something to confirm your address is within our boundary (e.g., council tax bill or utility bill).

As part of the registration process, we ask that you complete a New Patient Health Questionnaire. This gives us the opportunity of recording basic clinical information to help in offering you the immediate care you need. Your medical record can often take a considerable time to arrive from your previous doctor.

You should be aware that you will be registered with the Practice rather than a specific doctor as used to occur, but you have a right to ask to see any or a particular doctor. If you are under regular treatment and have a need for a repeat prescription, then you should arrange an appointment with

a doctor of your choice at the earliest opportunity. In the interests of your clinical safety, you will not be issued any prescription until this initial review of your care is carried out.

We do not exclude patients from the Practice on grounds of race, sexuality, religion, social class, age, disability or medical condition.

The process for the transfer of patient medical records, may be found at the following website:
<https://www.nss.nhs.scot/medical-services/patient-registration-and-medical-records/movement-of-patient-records/>

CONTINUITY OF CARE

Patients are encouraged to consult the health professional of their choice.

We like to offer patients the flexibility in choosing which doctor or nurse they wish to see, recognising that individuals offer differing consulting styles, expertise and areas of special interest.

We also recognise that patients may prefer to consult with a male or female doctor. We do, however, strongly recommend that patients try to see their 'usual' doctor or nurse for the regular review and management of long-term conditions.

CHAPERONES

If you feel it is appropriate, you may ask your doctor for a chaperone to be present during your consultation or examination.

MEDICAL SERVICES PROVIDED

The Practice provides a number of services to its patients, including:

- Anti coagulation monitoring (INR)
- Cervical smears
- Child Health Surveillance
- Chronic disease management
- Health Promotion
- Lithium monitoring
- Care for patients with learning difficulties and patients with complex needs.
- Care for patients within Nursing and Residential Homes
- Minor Surgery
- Long-Acting Reversible Contraception clinics

The Health Visiting team-led childhood vaccination clinics are held on a Wednesday (by appointment only):

The clinical staff provide contraceptive services and minor surgery in normal consulting time.

PRIVATE MEDICAL SERVICES

You may require some services which are not covered by the National Health Service and a charge will be made for those as recommended by the British Medical Association.

They include BUPA and other private insurance forms, private medical certificates and

examinations for sports, education, driving or employment.

A list of fees is displayed on our notice board and is also available on our Practice website.

INTERPRETER SERVICES

If a patient requires the assistance of an interpreter at their appointment, we will make arrangements with the Interpretation & Translation Service (ITS). Where there is no notice for urgent appointments, this may not be possible.

PRESCRIPTIONS

The Practice is **not** a dispensing practice so all prescriptions must go to a Pharmacy. We ask that you select a pharmacy that collects from the Practice, and they will come and pick it up. Urgent prescriptions can be collected directly from the Practice. See the list on our website for Pharmacies that collect from the Practice.

<https://www.bruntsfieldmedicalpractice.co.uk/prescriptions>

REPEAT PRESCRIPTIONS

What is a repeat prescription?

A Repeat Prescription is one where your GP has authorised repeat issues of a medication in your medical record, which, at maximum is current until your next annual birthday review check is due.

Notice period

Prescription requests take up to two full working days to process (see notice period table below). If requesting this through a Pharmacy, the timescale may take a further 24 hours to achieve, dependent on the pharmacy pick-up schedule. The time we take to prepare your prescription allows your doctor adequate time to review your medication, where appropriate. We believe this system ensures a high standard of care. Please avoid asking our staff to process your request any quicker.

Expired authorisation of prescribed medicines

To ensure that there is correct clinical oversight of medication, a medication review is carried out annually for each patient. This means you will need to make an appointment with your usual GP and this will be advertised on your script counterfoil. If you fail to carry out the instruction to see your GP at the end of the authorisation period, delays and unnecessary irritation may result in obtaining subsequent prescriptions.

If you require further supplies of a medicine which may have been prescribed to you in the past but which is not currently authorised for issue, or if you are at all unsure of anything about your prescription, make an appointment or ask to speak to our Practice Pharmacist.

How to request repeat medication

You should simply tick the items you need on the counterfoil of your last prescription. The default for collection is where you asked for it to be last collected from (Practice or Pharmacy). There is no need for an accompanying letter and, if you are bringing your request to reception, we prefer that you do not use an envelope. If you do not have your counterfoil, simply write your name, address,

date of birth and a list of the required medication on a piece of paper. You can also request your medication on our website via Patient Services, please contact the Practice to sign up for this.

Please note that the staff have been instructed by the doctors not to accept telephone requests. This is to ensure mistakes are not made.

You should ask for your repeat medication well in advance of the actual requirement. Please ask for everything you need during the next period of requirement.

Quantity of medication

Please note that repeat prescriptions are for a predetermined quantity that cannot be changed by the administrative staff. If you believe you need a different quantity please contact your GP.

On-Line service

An online repeat prescription request service is available at <https://www.patient-services.co.uk/login> (link on the home page through medication).

Please remember that we deal with a large number of prescription requests every day and it is difficult for the staff and the doctors to process last minute urgent requests. We are contracted to carry out this service within a 48 hour time span.

If you are consulting a doctor

He or she will be happy to give you your repeat prescription at your consultation. Owing to constraints of time please do not request prescriptions for other members of your family.

Prescription collection

Depending on your written requirement, your prescription will be forwarded to the pharmacy of your choice from a specified and agreed list (this may add up to 24 hours to pick-up time), kept at the Practice for collection, or it will be posted if you have supplied a stamped addressed envelope. If you are using the postal service to send your request and receive your prescription back, we suggest you allow seven days. Information on the repeat prescribing procedure is available on-line at the Practice website:

www.bruntsfieldmedicalpractice.co.uk

List of Pharmacies Agreeing to Pick Up Prescriptions from Practice

- Apple Pharmacy (Dalry Road)
- Boots (Morningside)
- Bruntsfield Pharmacy (Bruntsfield Place) (formerly Lloyds)
- Carewise Pharmacy (Polwarth Garden) (formerly Polwarth)
- Clear Pharmacy (Brougham Place)
- Craiglockhart Pharmacy (Craiglockhart Road)
- Dears Pharmacy (Mayfield Road) (formerly Wells)
- Dears Pharmacy (Oxgangs Broadway)
- Lindsay & Gilmour (Comiston Road)
- Lindsay & Gilmour (Slateford Road)
- Lorimer's Pharmacy (Morningside)
- M&D Green (Dundee Street)
- Marchmont Pharmacy (Marchmont Road)

- MacKenzie's Pharmacy (Forrest Road)
- New Town Pharmacy (Eyre Place) (formerly Rightdose)
- Omnicare (Causewayside)
- Omnicare (Ardmillan Terrace)
- Paton & Findlay Pharmacy (Bruntsfield Place)
- Right Pharmacy (Beaufort Road)
- Right Medicine (Marchmont Road) (formerly W. Kings)
- Tollcross Pharmacy (Home Street)

How the notice period for a repeat prescription works:

Request Received at Practice	Ready for Collection at Practice	Ready for Collection at your chosen Pharmacy
MONDAY	WEDNESDAY	THURSDAY
TUESDAY	THURSDAY	FRIDAY
WEDNESDAY	FRIDAY	MONDAY
THURSDAY	MONDAY	TUESDAY
FRIDAY	TUESDAY	WEDNESDAY
SAT/SUN	WEDNESDAY	THURSDAY

Please allow a full 48 hours for us to process your prescription. Meaning if you submit the request near the end of the day, please leave it until near the end of the day, two working days later, to collect.

If you asked for the prescription to go to your chosen Pharmacy, then please add another 24 hours to the notice period to allow time for them to pick up the prescription from the Practice on your behalf and process the request.

INFORMATION TECHNOLOGY

GENERAL DATA PROTECTION REGULATION (GDPR) PRIVACY NOTICE

The full text of our Privacy notice is available in a separate leaflet issued along with this one, as well as on our website at: <https://www.bruntsfieldmedicalpractice.co.uk/data-protection>

DATA SHARING

Patients should be aware that some of their medical data will be shared anonymously with NHS Lothian and NHS Scotland as well as two medical research organisations. These bodies use information from GP Surgeries to help with various clinical research projects as well as NHS resource planning. The security of your data is of primary concern when it comes to the sharing of any confidential information, and all data is shared securely, encrypted and anonymised where appropriate.

Detailed information on the research bodies can be found via the following links:

<https://www.nhs24.scot/get-in-touch>

<https://www.cprd.com/public>

<http://www.spire.scot/>

Should you decide you do not wish for your data to be included in the services mentioned you can

choose to opt-out. You should inform us if you do not wish your data to be included. Simply ask at reception and they will pass your wishes on to the Practice IT Department. Depending on which service(s) you wish to opt-out of, you may be asked to complete and sign a disclaimer form.

CONSENT FOR CHILDREN'S TREATMENT

(Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment. Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

OTHER MEMBERS OF THE PRACTICE HEALTH CARE TEAM

Practice Nursing Staff:

Angela MacArthur Pauline Tang
Shona Swain Siobhan Badger
Lynda Clark (Health Care Assistant)

Our Practice Nurses deal with chronic disease management, dressings, blood tests, removal of stitches, & minor injuries. For their consulting days/times, see the timetable at the end of this leaflet.

Advanced Nurse Practitioner:

Claire Hill

Our Advanced Nurse Practitioner Claire can deal with a range of issues including respiratory, urine or wound infections. She does not see anyone under the age of 16, any mental health issues or any pregnant people.

Health Visiting (HV) Team:

Sarah Cunningham - Health Visitor
Alexa Joyce – Health Visitor
Emma Sutherland – Nursery Nurse
Aimee Hutton – Health Visitor

Our Health Visitors are registered nurses with HV qualifications and midwifery training. They are concerned with the health of pregnant women, and children under school age. They manage the baby clinics, under 5's immunisation and child health assessments. Their direct line telephone number (with answer machine) is 0131 228 7502.

District Nursing (DN) Team:

Nicola Cullen – Lead District Nurse

The District Nurses are based out of Astley Ainslie Hospital and work closely with the doctors to provide treatment and advice to the housebound and to patients recently discharged from hospital. Their direct line telephone number (with answer machine) is 0131 537 9031. The nursing team also cover patients registered with Grange and other Medical Practices.

Pharmacist:

Claire Hyslop

Integrated Care Pharmacist (ICP):

Rose Kai-Kai

Prescribing Support Technician:

Stephanie Morris

Katarzyna Kochaniec

The Pharmacy team based at the Practice provide support to the GPs on our prescribing practices, performing safety checks and medication reviews. They can also answer medication queries you may have.

Advanced Physiotherapy Practitioner (APP): Hayley Barclay & Mairead Kellett

Hayley and Mairead see patients (age 16 and over only) at the Practice on a Mon-Fri for a range of musculoskeletal issues such as sprains, strains, sports injuries, joint pain and stiffness, sore back/neck, arthritis and muscle, ligament, tendon or bone problems. These appointments are 20 minutes long and are an alternative to seeing a GP, for assessment and diagnosis as well as advice, support and exercises. These appointments aren't for ongoing treatment, but they can refer patients on to physio and secondary care, as well as for further investigation including x-ray.

Link Worker: Heather MacDonald

A Community Link Worker (CLW) is a **generalist social practitioner** based in a GP practice. They offer **non-clinical** support to people, enabling them to set goals and overcome barriers, in order that they can take greater control of their health and wellbeing. They will support them to identify, access and attend relevant resources or services in the community. Anyone within the Practice can refer you to the Link Worker if appropriate.

Business Manager: Melissa Reilly

Melissa is responsible for the overall management of the Practice with regard to finance, premises, staff and the strategic planning of service development and delivery.

Assistant Business Manager: Marianne Boyd

Marianne assists Melissa with the day-to-day running of the Practice and has responsibility for the management of personnel. She also acts as the Health & Safety Officer and Complaints Officer.

Medical Records Summarisers: Natalie Nicholls

Service Manager Hollie Ennis

The Service Manager is responsible for the day-to-day supervision of the reception staff and the efficient operation of the reception and records office.

Medical Secretary Julie Simkiss

Registrations Administrator: Lyndsey Turner

Medical Administrators

Susan King	Lucy Sinclair
D Fernandez	Sarah McKee
Nicola Dawson	Rachel Clark
Anna Turner	

Our staff make your appointments, take requests for home visits or emergency care, prepare your repeat prescription requests, and deal with many telephone enquiries and with significant levels of record keeping and secretarial work. Their job is considerably more complex than is commonly thought. It is often extremely difficult for this team to meet patient demand when the capacity is limited. As a result, they are generally very busy, and this sometimes affects their ability to deal with individual routine requests in the desired timescale. They will, however, help you as quickly and as courteously as they can. We ask you to be patient and courteous in return.

MISSION STATEMENT

We Provide High Quality Healthcare In Partnership With Our Patients

The Practice mission statement is underpinned by three core values:

Professionalism

We provide high quality, up-to-date healthcare as safely as possible.

We communicate effectively with our patients, healthcare colleagues and other members of the community care team.

We work to build and maintain trusting relationships with our patients, healthcare colleagues and members of the community care team.

Caring

The foundation of providing a professional, high-quality service is listening to our patients and respecting their choices. We do this in an empathetic, confidential and non-judgemental environment.

Fairness

We will provide and equitable and high-quality service that puts the welfare of all of our patients at the heart of what we do.

RIGHTS & RESPONSIBILITIES OF PATIENTS

Our Commitment to Patients

- To be treated as an individual with courtesy and respect.
- To have the right of support from a relative, friend, patient advocate or any other individual.
- To offer consultations with health professionals taking account of personal requirements.
- To advise you when surgeries are running more than 30 minutes late, or if a doctor has had to attend to an emergency outwith the Practice.
- To be asked whether you wish to participate in training or research. Your decision to refuse will be respected and adhered to.
- To be guaranteed confidentiality of information relating to your care.
- To be invited to comment on our services and help us make improvements of existing and future services.
- If you feel we have not met our guarantees, you have the right to ask for and receive an explanation.

Your Commitment to the Practice

- To be courteous to all members of Practice staff.
- To attend your appointment on time.
- To be patient if surgeries are running late. You will be seen, or if you prefer, offered an alternative appointment.
- To give adequate notice if you no longer need your appointment so that it may be offered to another patient.
- Home visits should be medically justified and not requested because it is socially inconvenient to come to the Practice.
- To be flexible in accepting alternatives when the doctor of your choice is not available.

ACTION TAKEN WHERE A PATIENT IS VIOLENT OR ABUSIVE

(Clause 203 of Practice Contract)

The Practice will remove patients from our list if an act of violence or aggression is committed on any doctor, member of staff or any other person present on the Practice premises. This removal will be highlighted in medical records and confirmed in writing to the patient by the Lothian Health Board.

SUGGESTIONS AND COMPLAINTS

We constantly strive to give you the best possible care and attention. There is a comments book available in the entrance foyer, or you may put any suggestions in an envelope addressed to the Assistant Business Manager. There is also the facility, on our practice website, to submit feedback through a specifically designed webform. In each case feedback will be provided, either in the space available in the comments book, or by personal letter in response to the personal suggestion. We are always pleased to hear your comments about the Practice - good or bad!

We hope you never have cause to complain but, should you feel you need to do so, a leaflet explaining the procedure is available on our website following the link below. This includes information on how you can obtain advice from the Citizens Advice Bureau on making a complaint.
<https://www.bruntsfieldmedicalpractice.co.uk/comments--complaints>

Contact Details of Complaints Officer, NHS Lothian

(in the event you feel you cannot raise your complaint with the Practice direct)

NHS Lothian Patient Experience Team,
2nd Floor, Waverley Gate
2-4 Waterloo Place
Edinburgh, EH1 3EG.
Telephone No: 0131 536 3370
feedback@nhslothian.scot.nhs.uk

Contact Details of Health Board

(Which is a party to the GP Contract and from whom details of Primary Medical Services may be obtained)

Primary Care Contracts Organisation (PCCO)
NHS Lothian
Pentland House, Ground Floor
47 Robb's Loan,
Edinburgh, EH14 1TY
Tel: 0131 537 8423

DOCTOR & PRACTICE NURSE CONSULTING HOURS

DOCTORS	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Nicholas Walls	ALL DAY	ALL DAY	AM	ALL DAY	ALL DAY
Dr Jude Boyd	NA	AM	AM	ALL DAY	ALL DAY
Dr Caroline Calvert	AM	NA	ALL DAY	ALL DAY	AM
Dr David MacSorley	ALL DAY	ALL DAY	NA	ALL DAY	ALL DAY
Dr Susan Carswell	AM	ALL DAY	ALL DAY	AM	NA
Dr Emma Dickie	ALL DAY	NA	ALL DAY	AM	NA
Dr Robert Gilhespy	ALL DAY	ALL DAY	NA	ALL DAY	ALL DAY
Dr Kiran Jayaprakash	NA	ALL DAY	ALL DAY	NA	ALL DAY
Dr Sarah Tulloch	NA	ALL DAY	ALL DAY	NA	NA
Dr Zaid Alkhadire	ALL DAY	ALL DAY	NA	ALL DAY	ALL DAY
Dr Al Habaibeh	ALL DAY	NA	NA	AM	ALL DAY

NURSES	Monday	Tuesday	Wednesday	Thursday	Friday
Angela MacArthur	ALL DAY	ALL DAY	ALL DAY	AM	NA
Pauline Tang	NA	NA	ALL DAY	ALL DAY	ALL DAY
Shona Swain	ALL DAY	ALL DAY	AM	NA	NA
Siobhan Badger	NA	NA	NA	ALL DAY	ALL DAY
Lynda Clark (Health Care Assistant)	AM	AM	AM	NA	AM

OTHER HEALTHCARE	Monday	Tuesday	Wednesday	Thursday	Friday
Advanced Nurse Practitioner	ALL DAY	ALL DAY	ALL DAY	ALL DAY	NA
Physiotherapist	NA	AM	ALL DAY	AM	NA
Community Link Worker	NA	ALL DAY	NA	NA	ALL DAY

The above times are to indicate the set days the Doctors and Nurses practice. They take no account of other activities, such as leave or requirement to attend meetings or training when sessions may be altered or not take place.