

Welcome To The
MAUVE PRACTICE

Dr L J Compson

Dr C L Hutton

Dr E A Harvey

Drumhar Health Centre
North Methven Street
Perth PH1 5PD

Telephone: 01738 622421

Prescription Line: 01738 564236

Prescription Email: mauveprescriptions.tayside@nhs.uk

www.themauvepractice.co.uk

WELCOME TO THE MAUVE PRACTICE

Mauve Practice, Drumhar Health Centre, North Methven Street, Perth PH1 5PD

Telephone - 01738 622421

Fax - 01738 444077

Repeat Prescription - Answer Machine 01738 564236
or by E-mail - mauveprescriptions.tayside.nhs.uk

We are a small three partner GP Practice in Perth city centre situated within a modern Health Centre. It has good wheelchair and disabled access and is close to major bus routes. We cover the Perth area and extend out to incorporate a number of country villages (see back cover). Our aim is to provide a high level of family medical care.

GENERAL PRACTITIONERS

Dr Lindsey Compson MB BS - 1984 London

Dr Claire Hutton MBChB, DFRH, DRCOG, MRCP - 1996 Edinburgh

Dr Elizabeth A Harvey MBChB, BSc, DFRH, MRCP - 2002 Dundee

Areas Of Special Interest To The Doctors

Dr Compson - Child Health, Minor Surgery, Addictions and Asthma.

Dr Hutton - Women's Health and Mental Health.

Dr Harvey - Diabetes.

SURGERY TIMES

The surgery is open Monday to Friday from 8.00am until 6.00pm.

Saturday And Sunday

Emergency service only provided by NHS 24 - **Telephone 08454 24 24 24.**

CONSULTATION HOURS

Doctors

Consultations with the doctors are available by appointment on the following days:

Dr Compson - Monday and Wednesday all day
Thursday and Friday mornings

Dr Hutton - Monday, Tuesday, Wednesday and Friday all day

Dr Harvey - Tuesday and Thursday all day
Friday afternoon

Doctors' availability may vary due to unforeseen circumstances.

Evening surgery for working people on Thursday evening 6.00 to 7.30pm by appointment only.

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

Practice Nurses

The Practice Nurses are also available on the following days:

Monday, Thursday and Friday until 2.30pm

Tuesday all day

1st and 3rd Wednesday until 3.30pm

Practice Pharmacist

Elaine MacLean, the Practice Pharmacist, is available all day Wednesday and Friday to discuss any problems or queries with your medication.

PRACTICE STAFF

Practice Manager

Marlen Fairweather

Practice Nurses

Carol Fullerton RGN RM

Fiona Rogers RGN

Health Care Assistant

Maureen Reid

Reception Staff

Lorraine McBey - Senior Receptionist

Alison Shaw, Linda Ronketti, Amber Reid and Debbie Hepburn

Practice Pharmacist

Elaine MacLean

ATTACHED COMMUNITY TEAM

District Nurses

District Nursing Sister Terry Barker

Margaret Lamb

Jackie Kay

Annemarie White

Health Visitors

Morag Inglis

Louise Blundill

Drug Problem (DP) Counsellor

Midwives

Joyce Hazelton

Veronica Mitchell

Social Workers

Psychiatric Team

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

CONSULTATIONS WITH THE PRACTICE TEAM

All surgeries are run on an appointment system. Appointments can be made by telephone or at the reception desk. You can choose to have either a face-to-face or a telephone consultation with the health professional of your choice. If the matter is urgent, we operate a triage system whereby the doctor allocates emergency appointments on the day. Please call at 8.00am or soon after and inform the receptionist if you feel that you need to be seen that day. Remember that it may be appropriate to see the nurse rather than a doctor.

A locum doctor will cover surgeries when the doctors are on holiday or away on training updates. Extra surgeries will be made available at times of high demand.

SURGERY CLOSED

When the surgery is closed and you need to contact a doctor urgently, a message will redirect you to NHS 24 on 08454 24 24 24. This service can only be accessed out of normal surgery hours and is for **EMERGENCIES ONLY**.

APPOINTMENT CANCELLATIONS

If you cannot attend for an appointment we would appreciate you letting us know as soon as possible so that it is available for another patient.

HOME VISITS

Please contact the surgery before 10.00am, where possible. If an urgent call is required tell the receptionist and the doctor will call as soon as possible. A doctor may contact you prior to the visit to assess the urgency.

REGISTERING AS A PATIENT

When registering, please bring your NHS medical card to the Practice and those of any other persons registering with you. If you do not have a medical card, you will be asked to complete a registration form and a questionnaire for each person registering. The questionnaire allows us to provide medical care in the interim period, while your medical records are transferred from your previous Practice.

You will be registered with the Practice, not an individual doctor, although your medical card will be issued showing one named doctor. You may choose to receive services from the doctor of your choice within the Practice.

DISABLED ACCESS

The Health Centre has suitable access for disabled patients, and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access. A hearing loop is in place at the reception desk.

A wheelchair is available at the front door. Designated disabled parking spaces are located nearest to the entrance to the Health Centre.

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

REPEAT PRESCRIPTIONS

Please use the re-order slip on your prescriptions where possible. You can then send this by post (enclose an SAE if you wish it posted back) or hand it in at the reception desk. You may also drop it in the prescription box at the entrance to Drumhar Health Centre. Alternatively, you might prefer to telephone the 48-hour repeat prescription answer machine on 564236; please have the details of your medication to hand. We can also accept e-mail requests, which are checked daily. **ALLOW 48 HOURS BEFORE COLLECTION.**

TELEPHONE CONSULTATIONS

The doctors and nurses are available for telephone consultations and you can book these as an appointment in the normal way. Please ensure we have your correct telephone number, as the doctor will need to call you back.

SPECIALIST CLINICS

We provide a variety of specialist services and clinics, all run by an appointment system.

Asthma Clinics

Alternate Thursdays (1st and 3rd) between 10.30am - 12.30pm.

Diabetic Clinics

Alternate Thursdays (2nd and 4th week) between 10.15am - 12.30pm

Minor Surgery

By appointment

Child Health Surveillance/Immunisation

Wednesday 9.30 - 11.15am (babies) and Monday 2.45 - 3.30pm (pre-school) immunisations by appointment only

Baby Clinics

Every Wednesday 11.30am - 4.30pm. By appointment with Health Visitor. Tel 564241.

Maternity Services

Provided with Midwife support every Wednesday 12 noon - 1.00pm.

Pre-conception counselling is also available.

Cardiovascular Clinics

Alternate Wednesdays 12.30 - 2.30pm.

Travel Advice And Vaccines

Available during normal consultations with the Practice Nurses.

Contraceptive Services

Available during normal consultations with either doctor or nurses.

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

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WOULDN'T it be nice if there were someone who would come into your home and take care of the boring, time-consuming chores that seem to take up so much of our free time?

What a nice treat for you to come home after a hard day at work and know that the household chores have already been done and you can just sit back and enjoy your home.

And how about someone who could help when the jobs that have always seemed so easy to start just become a little too much for us?

Maid To Perfection offer a complete domestic cleaning and household help service, covering everything from keeping a house neat and tidy to changing the bed, turning the mattress, washing internal windows and hanging out the washing.

Proprietor Arlene Pitcaithly is proud of her motto: "If a job is worth doing, it's worth doing to perfection" and tailors her service to the needs of the individual client.

"I arrange to see them in their home, we talk about what kind of help they are looking for and I tailor the service to their particular requirements," said Arlene.

This can range from regular visits to take care of the cleaning for people at work all day to help with heavy work for the elderly or infirm.

One-off deep cleans, such as those following building work, are also available.

Maid To Perfection are cleared by Disclosure Scotland and can be contacted for further details on 0800 9700 229 or 07718 000499.

To feature your business in our booklet call 0800 612 1516

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How can a Personal Trainer help?

Some people are happy to follow their own programme in their own time and place, and at their own pace. However, for those who lack the time, motivation, or energy to train effectively on their own, a personal trainer can be the answer. So, when should you consider a personal trainer? Well, when you are overweight or underweight, when you are unfit or want to get fitter, when you are in training, when you are bored with training, when the kids have left home, when the jeans don't fit, when you are too busy to keep fit, when you are going skiing, when Christmas has happened, when Summer is about to happen, when aerobics has got boring, when you can't avoid the mirror, when you always avoid the scales; in short when you want to!

A personal training session will normally last for one hour. This will usually follow along the lines of a brief warm-up followed by your main training programme then a cool down or relaxation period. Programmes may vary from one session to the next according to your progress.

ADVERTISING FEATURE

Let the taxi take the strain!

You know the feeling – you have been feeling '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 especially 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.

Once you have used Perth Taxis, a most reliable company, you will use them over and over again for a variety of occasions.



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ADVERTISING FEATURE

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Drug Problem Clinic

Held weekly by arrangement.

Health Care Assistant

She does the following checks as well as performing routine bloods and blood pressure checks:

- Well Person
- New Patient

ZERO TOLERANCE POLICY

The Practice considers aggressive behaviour to be personal, abusive and/or aggressive comments, offensive language, 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, other patients, or who damages property. All instances of actual physical abuse by a patient or their relatives will be reported to the police as an assault.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information (Scotland) Act 2002 came into force on 1st January 2005 and enables any person requesting information from a public body to receive that information, subject to certain exemptions. This scheme is available from reception.

CONFIDENTIALITY

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

- To provide further medical treatment for you eg from District Nurses or hospital services.
- To help you access other services eg from the Social Work Department. This requires your consent.
- When we have a duty to others eg in child protection cases.

Anonymised patient information will be used at local and national level to help the Health Board and Government plan services eg for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

CONSENT TO THE TREATMENT OF CHILDREN

There is a Practice policy available which complies with the Children (Scotland) Act, for the treatment of children under 16.

COMPLAINTS

There is a statutory complaints procedure in place in the Practice, but we would advise that you address any complaints to the Practice Manager, either in person or by letter, in the first instance.

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

OUR RESPONSIBILITIES TO YOU

- We are committed to working in partnership with you to provide the best possible primary health care to you and your family.
- You will be treated as an individual with respect and courtesy irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.
- We wish to allow you to fully participate in all decision-making relative to your health care.
- We will keep you fully informed about our services and any changes that are likely to affect your care.
- We will make available a Practice booklet, setting out the services provided to all patients including methods of contacting the Practice and members of the Practice team and their availability.
- We will ensure that all staff members are readily identifiable.
- We will ensure that all members of staff are appropriately trained to deal with your queries and problems.
- We will provide the full range of services commensurate with current general practice and refer you to appropriate or specialist services where necessary.
- We will ensure that systems are in place to allow you to receive any medication safely and efficiently.
- You will have the right to review your medical records, subject to the provisions of the relevant Acts, and to know that those working for the NHS are under a legal obligation to keep the contents confidential.
- We will provide a full and prompt reply to any complaints about the services provided by the Practice.
- We will ensure that you are offered a range of appropriate appointments, including telephone consultations, with the clinical staff. Home visits will be available for those too ill or infirm to attend the surgery.
- We will try to ensure that you are seen on time wherever possible but if there is a significant delay you are advised of the reasons.
- We will aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours or, in an urgent case, the same day.

YOUR RESPONSIBILITIES

- Help us to help you.
- Please read our Practice booklet as this will help you get the best out of the services we offer.
- Please treat all members of our Primary Health Care Team with the same courtesy you would expect to receive.
- Inform the Practice of any change in your circumstances, such as name, address or telephone number.
- Follow the medical advice offered and do take any medication as advised. Please ask if you are unsure of anything.

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

- Be on time for appointments or notify us in good time if an appointment cannot be kept.
- Remember that your appointment is for one person only.
- Request out-of-hours visits for emergencies only.
- Request repeat prescriptions in good time, giving us at least two working days' notice.
- Only ask for home visits if really necessary.
- Avoid telephoning for non-urgent matters, blood and x-ray results during the peak morning time.
- Please try and request appointments that are appropriate to your needs and condition. The receptionist will be able to inform you of what might be best suitable. Remember that a nurse will often be able to deal with your problem.

Please take responsibility for your own health and that of your children by taking regular exercise, eating healthily, not smoking and avoiding excessive alcohol consumption.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the Practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Back Pain

This is very common and usually follows awkward lifting or bending. Lying on a firm surface with a pillow under the knees can help as can paracetamol or ibuprofen. Consult a doctor if the pain persists, if the pain goes down the leg or there is a sudden difficulty in passing water or opening the bowels.

Burns

Immediately apply large quantities of cold water to the affected area and maintain this until the pain starts to subside (this can be up to 15 minutes). Apply cling film, if extensive. If the skin is blistered or the affected area large, or if the burn has happened to a child, it is usually advisable to attend hospital as soon as possible for further assessment.

Colds

Even in this day and age there is still no magic cure for the common cold. It is important to take plenty of rest and drink plenty of fluids. Avoid physical exercise. If you have a headache or are feverish, take aspirin (NOT children under 16) or paracetamol regularly as per the directions. As it is a virus that causes the cold, antibiotics have no place in the treatment.

Sore Throat

Viruses cause most sore throats and antibiotics cannot help. Simple treatment with paracetamol and gargles with salt water will help.

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

Cough

Again, most coughs are due to viruses. The best treatment is often steam inhalation to soothe the throat. For small children a steamy room, such as the kitchen or bathroom is appropriate. Antibiotics will have no effect but simple cough linctuses from your local pharmacy may help to relieve the symptoms.

Diarrhoea And Vomiting

This almost always has a viral cause. Antibiotics are very rarely helpful and can actually make things worse. It is important to drink small amounts of fluids often in order to replace fluid loss. (Water, diluting squash or fizzy drinks allowed to go flat are ideal replacement fluids, but fresh juice and milk should be avoided.) Diarrhoea in very young children and babies need careful attention. Most babies have loose bowel movements during the first six months due to their predominantly liquid diet. Taking the baby off solids and, in the case of bottle-fed babies, by reducing the strength of the feed to a quarter or half strength, should be effective in treating sudden bouts of unusually watery diarrhoea. Breast-fed babies should be offered either water or juice. If vomiting or weakness accompanies the symptoms, or if the symptoms are not improving within 24 hours, consult your doctor.

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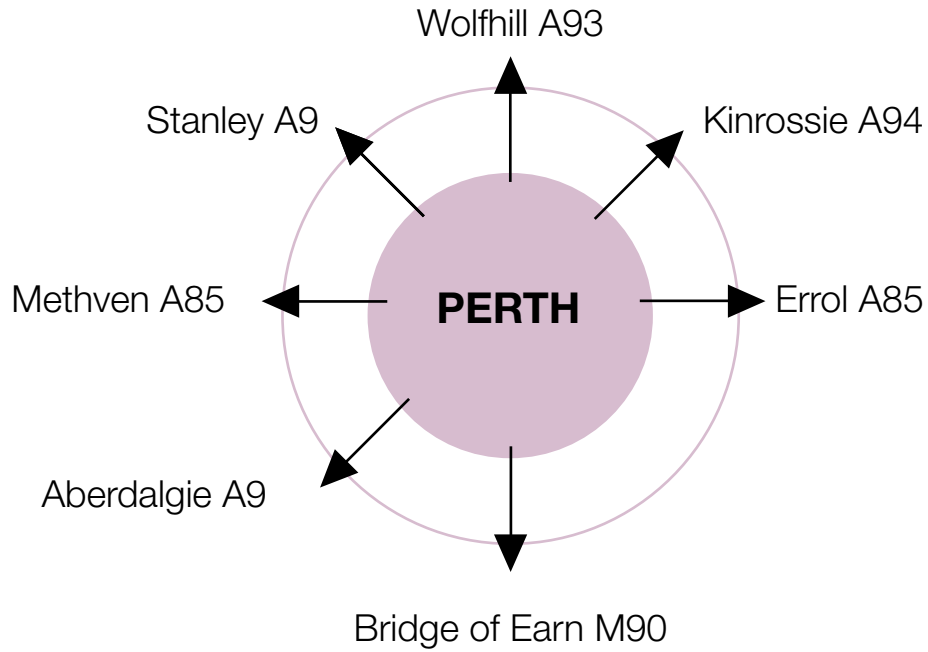
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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

ADVERTISING FEATURE

PRACTICE AREA



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for Drs Compson, Hutton & Harvey of Perth

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