

Our staff are here to help

Our staff are trained by GP's to help signpost patients to the correct clinician or service.

Staff will always ask you why you want to see a GP/Nurse i.e. the intention of your appointment. Please do not be offended—this helps GP's triage appointments and allows staff to signpost you in the right direction.

Privacy

Overtoun Medical Practice take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on NHS Lanarkshire website www.nhslanarkshire.scot or ask a member of staff for a copy of our Data Protection Notice.

District Nurse

We have linked District Nurses with the Practice who are all highly trained and offer a full range of domiciliary nursing services.

Health Visitor

We have a highly qualified Health Visiting Team who can be contacted on 0141 531 6022.

NHS24

NSH24 is a 24 hour Nurse led confidential helpline providing advice and information by telephoning 111.

Weekend and Night Cover

By dialing 0141 531 6010 you will be connected to Glasgow Emergency Medical Services, or NHS24 by dialing 111. Please note that these services are for urgent problems that cannot wait for a GP appointment.

Home Visits

Patients are requested to telephone before 10am if a home visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the Doctor to prioritise house calls.

Practice Nurse

The Practice Nurse works in close liaison with the Doctors. She is involved in preventative health screening and in the care and chronic disease management.

OVERTOUN MEDICAL PRACTICE

This booklet will provide details about our practice and the services we can offer to you. The team will provide a high standard of medical care to our patients in a friendly environment.

The General Practitioners

Dr J Lynch, MB ChB DRCOG MRCGP
(Female)

Dr L Henderson, MB ChB DRCOG MRCGP
(Female)

Dr S Khan, MRCGP FRCS

Opening Times 8am-6pm Monday to Friday (closed Wednesday 1-2pm)

Meet our staff:

Sarah McDade — Practice Manager
Linda Hardie — Deputy Manager
Michelle Connelly— Receptionist & Healthcare support worker
Linda Carson — Receptionist
Patricia Meikle — Receptionist
Danielle Anderson— Receptionist
Denise Philbin - GP Typist

Mara Fraser— Practice Nurse
RGN

Preference of Practitioner

Patients are registered with the Practice, not an individual GP. For administrative purposes, your medical card will be issued in the name of one of the GP's, however you can at any time express a preference for a particular Doctor.

New Patients

The Practice is happy to register anyone who lives in the G73 area. All new patients will be required to complete a registration form and a medical questionnaire. New Patients are invited to attend for a free health check .

Please do not register after 4pm as you will be asked to return the following day. You must bring 2 forms of ID, one photographic and one with your current address.

Appointments

Appointments can be made by telephoning 0141 531 6010/6025 or by calling into the Practice. Appointments can be made in advance .

Telephone consultations may take place at the discretion of the GP. If you cannot keep an appointment, please inform us as soon as possible. The practice offers extended hours on Thursday's.

If you fail to attend 3 appointments in a 6 month period you will be asked to leave the Practice.

New Patients who do not attend either their Nurse new patient appointment or their first GP appointment will be asked to leave the Practice.

Repeat Prescriptions

If you require regular medication, the Doctor will issue you with a computer printed reorder form.

Requests may be made by submitting this form either directly to us or via your usual pharmacy, always allowing 48 hours notice.

Prescriptions can be returned via the post if you enclose a stamped addressed envelope.

You can also request a repeat prescription online via our website www.overtounmedicalpractice.co.uk

If your item is not a repeat medication, you must order on a white slip in the practice or on the website.

If you normally collect your medication from your local pharmacy, please direct all enquiries via them.

IT IS OUR PRACTICE POLICY THAT NO PRESCRIPTION REQUESTS WILL BE TAKEN OVER THE TELEPHONE

Website

[Www.overtounmedicalpractice.co.uk](http://www.overtounmedicalpractice.co.uk) is our Practice website. Here is where we share all of our latest news and helpful resources.

You can also order prescriptions here or tell us of any changes to your personal details.

Text Services

We provide a text messaging service which offers the following:

- Confirmation of appointment
- Reminder of appointment
- Important Practice updates such as changes to service or public holidays
- Health recalls

Please remember this is an additional service and should not be relied upon.

It is important that you tell us your up to date mobile number if you wish to receive texts. You can opt out at any time.

CLINICS

We offer a range of clinics as follows:

- Heart/Stroke/COPD/Asthma
- Diabetic
- Full Family Planning Services
- Well Woman
- Non-NHS Examination
- Cryotherapy

Details available from Reception.