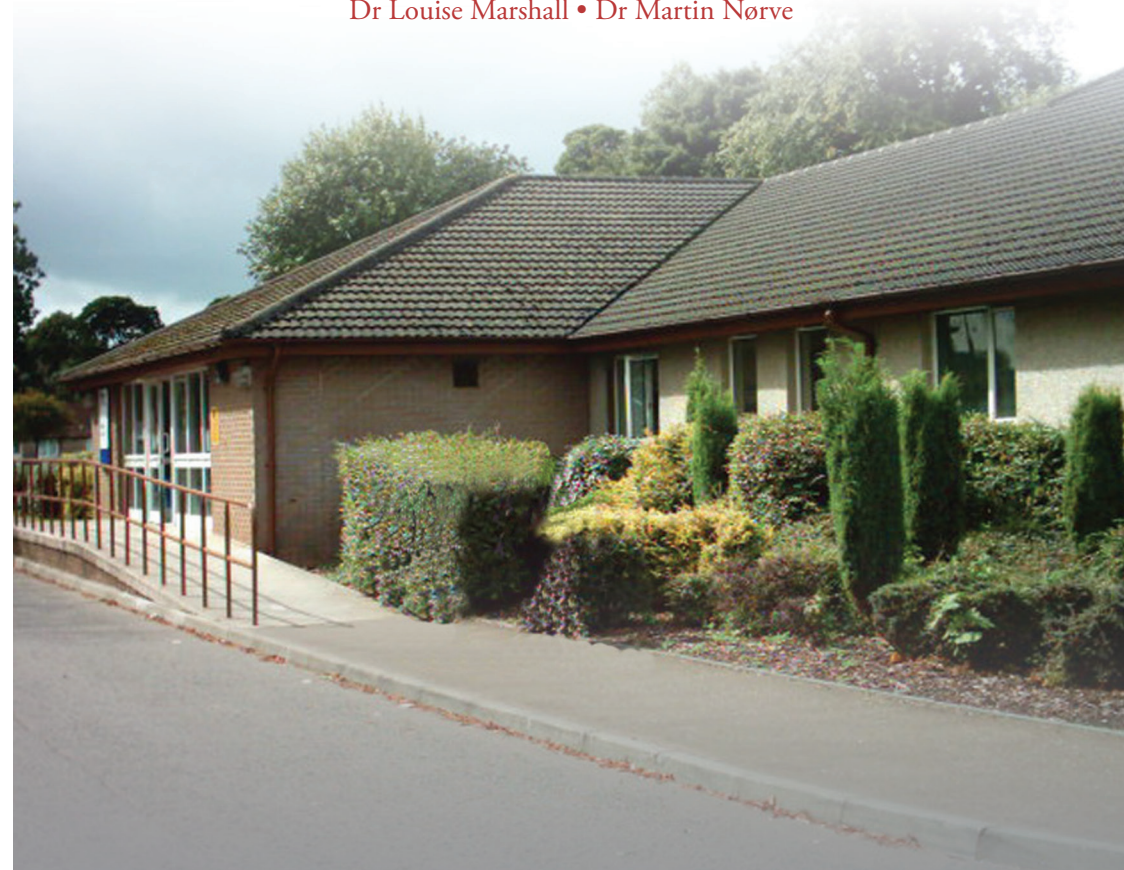


Antonine Medical Practice

Dr Peter W McCalister • Dr Bridget McCalister
Dr Louise Marshall • Dr Martin Nørve



Larbert Road, Bonnybridge, Stirlingshire FK4 1ED

 01324 812315

Fax 01324 814696

Opening Hours: Monday to Friday 8.00am to 6.00pm

Welcome To Antonine Medical Practice

THE PRACTICE

Bonnybridge Health Centre is a purpose-built building built in 1989 to house the Community Health Department, Bonnybank Medical Practice and our practice, Antonine Medical Practice. Our practice reception area is situated to the right-hand side of the front foyer. The waiting area has a children's corner with books and toys available to keep children amused while waiting for appointments.

THE DOCTORS

- Peter McCalister** MB ChB DRCOG DCCH Dip Med Ed qualified from Edinburgh University in 1987 and has special interests in children's health and medical education.
- Bridget McCalister** MB ChB DRCOG MRCP qualified from Edinburgh University in 1987 and has special interests in children's and women's health.
- Louise Marshall** MB ChB DRCOG DCH DFSRH MRCP qualified from Aberdeen University in 2005 and has special interests in family planning and children's health.
- Martin Nørve** MB ChB MRCP BSc (Hons) qualified from Aberdeen University 2000 and Glasgow University 2005 and has special interests in children's and men's health.

OUR PRACTICE TEAM

Morag Spinks, our practice manager and **Lorraine Miller**, our assistant practice manager are responsible for the routine running of the practice.

Jean Proffit, Christine Mochrie, Jacqueline Ross and Aileen Bell are our four front-line receptionists.

Elaine McMurdo is our secretary/receptionist/phlebotomist and runs phlebotomy clinics three mornings a week.

Andrea Davidson BSc in community nursing, RGN practice nurse, assists the doctors with chronic disease management such as diabetes, heart failure and blood pressure. Andrea also has an interest in family planning, well-woman and foreign travel medicine. She is available Monday, Wednesday and Thursday by appointment.

Gill Sword RGN practice nurse, assists the doctors with chronic disease management such as asthma, heart disease and hypertension. She has a special interest in COPD and is also involved in family planning, well woman and travel medicine. She is available Tuesday, Wednesday and Friday by appointment.

Carol Barclay is our health visitor and works to promote health within the practice population and the local community through discussion about health issues and offering support. Anyone can contact her, whatever their age, by telephoning 815105.

LINDSAY & GILMOUR • PHARMACY •

BONNYBRIDGE

For a range of health
care services and
confidential advice.

Health Centre
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Bonnybridge
FK4 1ED
01324 812342

1 High Street
Bonnybridge
FK4 1BX
01324 812332

www.lindsayandgilmour.co.uk

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Attract more business by placing your advert here. Simply call 0800 0234 196.

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!

ADVERTISING FEATURE



FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at **LINDSAY AND GILMOUR PHARMACY** to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient's name.....

Address.....

.....

.....

Telephone no..... Signature

Antonine Medical Practice

Larbert Road, Bonnybridge, Stirlingshire FK4 1ED

Telephone Number 01324 812315

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Helen Docherty, Elizabeth Bowie, Rhona Ferns and Sandra Cavanagh are our district nurses. They provide nursing care to people at home who are frail, ill or just out of hospital. Contact them by telephone 815105.

The **Tulip Midwifery Team** look after expectant mothers at home and in our antenatal clinics and also care for mother and baby when they return home after delivery. Contact them by telephone at Forth Valley Royal Hospital on 01324 566000.

There are other people in the health centre who can provide services for you:

The Treatment Room Nurse is available by appointment for dressings, injections, ear syringing, etc. Tel: 815105.

Podiatrist: to be referred by GP.

Speech Therapist: to be referred by GP.

Dietician: to be referred by GP.

Optician: open 5.30 - 7.00pm Monday and Wednesday 1.30 - 5.30pm, Friday 12.30 - 3.00pm.

Contact optician by telephone: 818207.

RECEPTION - 812315

The reception is open for making appointments, general enquiries and collection of prescriptions from 8.00am to 6.00pm Monday to Friday.

APPOINTMENTS - 812315

To make an appointment to see the doctor telephone 812315. For routine appointments it is better to see the same doctor so that you may get to know each other well. Urgent cases will always be seen the same day although sometimes it may not be with the doctor of your choice. If you are unable to keep your appointment please let us know so that it is not wasted and can be offered to another patient.

HOME VISITS - 812315

Patients who are too ill or housebound will be visited at their home.

Please telephone before 10.00am to request a house call. When requesting a house call, the receptionist will ask about your symptoms and the nature of your problem so that the doctor can assess the urgency and priority of calls. Whenever possible please attend the surgery - the doctors have many more facilities in the surgery to examine you, investigate you and treat you, as well as it being more time efficient.

EMERGENCY NIGHT AND WEEKEND CALLS 6.00pm - 8.00am AND WEEKENDS - 111 NHS 24

When the surgery is closed please call NHS 24. An experienced NHS 24 nurse will assess your symptoms and provide advice to help you look after yourself at home. If you need further assessment or treatment, either from a GP or at a local hospital, NHS 24's nurse will arrange this for you with existing local services. This service is only for emergencies that cannot wait until the surgery re-opens. An explanatory leaflet is available at reception.

THE DOCTORS CONSULT BY APPOINTMENT DURING THE FOLLOWING TIMES

DOCTOR	DAY	MORNING	AFTERNOON
Dr P McCalister	Tuesday	8.20 - 10.40	3.30 - 5.40
	Wednesday	8.20 - 10.40	
	Friday	8.00 - 8.20	10.30 - 12.20
Dr B McCalister	Monday	8.00 - 10.30	
	Thursday	8.00 - 8.30 10.30 - 12.20	3.30 - 5.40
	Friday		2.00 - 4.20
Dr L Marshall	Monday	8.00 - 8.20 10.20 - 12.10	15.10 - 17.30
	Tuesday	7.30 - 8.30 8.40 - 11.00	
	Wednesday	7.30 - 8.30 8.30 - 11.00	
	Thursday	7.30 - 8.30 8.30 - 11.00	
	Friday	8.20 - 10.40	
Dr M Nørve	Monday	8.30 - 11.30	3.00 - 5.30
	Tuesday	10.30 - 1.20	
	Wednesday	10.30 - 1.10	3.20 - 5.30
	Thursday	8.30 - 11.20	
	Friday	8.30 - 11.10	2.30 - 5.10
Andrea Davidson Practice nurse	Monday	8.30 - 3.45	
	Wednesday	8.30 - 3.45	
	Thursday	10.00 - 5.15	
Gill Sword Practice nurse	Tuesday	8.00 - 4.30	
	Wednesday	8.00 - 12.00	
	Friday	8.00 - 3.30	

The doctors can be contacted by telephone outwith surgery times.

REPEAT PRESCRIPTIONS

If you are on long-term regular medication you may receive medication by repeat prescription. A re-order slip will be issued with your prescription. Tick the items you require and send or deliver your re-order slip to the reception. Your prescription will be ready for collection within 48 hours. Alternatively, enclose a stamped, addressed envelope and your prescription will be sent to you. For safety reasons and to avoid mistakes, **we do not accept requests for medication by telephone.**

THE CHEMIST - TOLL 812332 - HEALTH CENTRE 812342

There is a chemist in the health centre and at the Toll, where you can get your prescriptions. Open from 8.30am to 6.00pm Monday to Friday and 9.00am to 5.00pm Saturday (Toll only). Closed from 1.00 to 2.00pm daily for lunch and Toll closed Wednesday from 1.00pm.

CLINICS

Antenatal Clinics

Antenatal clinics are held every Friday afternoon at 1.30pm with the midwife, by appointment only. These are important as they ensure that the mother and her baby are progressing well.

Immunisation Clinics

Immunisation clinics are held on alternate Tuesday afternoons at 2.00pm. These are important for your child to be immunised against polio, measles, whooping cough, diphtheria, tetanus, Hib, German measles and meningitis. Your child's development will be assessed and you will be able to ask about any concerns you may have about their progress. By appointment only.

Diabetic Clinics

Diabetic clinic appointments will be sent out to diabetic patients. Patients will be required to attend the week before the clinic for blood tests.

Teenage Clinics

Teenage clinics are for confidential advice on any topic. This can be arranged with either the practice nurse or the doctor by appointment.

Well Man And Well Woman Check-ups

Check-ups are available with the practice nurse during her surgery hours.

Ischaemic Heart Disease Clinic

Appointments will be sent out to patients with heart disease on an annual basis. Patients will be required to attend the week before the clinic for blood tests.

Wart Clinics

If you have a wart to be treated you can be seen by the practice nurse during her normal working hours.

Asthma Clinic

Asthmatic patients are advised to have a check-up at least once a year. Patients can be seen by the practice nurse during her surgery hours.

Family Planning Services

The practice offers a wide range of contraceptive services, including coil fitting, Implanon insertion and removal.

OTHER MEDICAL SERVICES

We provide a comprehensive range of extra services:

- HGV, PSV, taxi driver, elderly driver medicals.
- Insurance, pre-employment medicals.
- Minor surgery for the removal of warts and injection of joints.
- Family planning - all the doctors have certified training in family planning and offer full advice on the various contraceptive pills, barrier methods, the coil and sterilisation.
- Administration of some foreign travel vaccinations.
- **Please note that some of these services are not covered by the NHS, and a fee may be payable.**
- **PLEASE NOTE - The doctors no longer fill out passport forms.**

THE DRIVING FORCE

This registered charity has volunteer drivers who take people with cancer, who are registered with a GP in Bonnybridge, Banknock or Denny, to hospital appointments and treatment sessions. This is a free service. If you would like to use our service, or would like information on becoming a volunteer, please contact the receptionists on 812315.

HEALTH PROMOTION

- If you keep active, watch your weight, drink alcohol only in moderation and do not smoke, you will go a long way to leading a healthy life.
- We recommend that if you are over 30 then you should have a blood pressure and urine check every five years.
- We recommend that all our female patients, aged 20 to 60, have a cervical smear test every three years.
- Tetanus vaccine is no longer given routinely every 10 years if you have received all your childhood vaccinations. However, if your vaccination schedule is incomplete or you have had a tetanus prone wound (eg animal bite, wounds involving soil, puncture wound) please ask advice especially if you are worried.
- We recommend that all our female patients aged 50 to 64 take part in the breast screening mammography every three years (ladies aged 65+ may also be screened if they wish).

MINOR AILMENT SERVICE

The Minor Ailment Service is a new NHS service in community pharmacies throughout Scotland for those who don't pay for their prescriptions. It involves patients presenting with common minor illnesses receiving a consultation from a pharmacist and receiving appropriate treatment and/or advice. Speak to your local pharmacy team for further details.

DATA PROTECTION

When you attend the surgery, details will be recorded of your visit. This information is shared with other members of the health profession so that you can be cared for properly. Sometimes your health information may be used in audit, research and payment verification purposes. This is usually anonymous and is used so that we can improve healthcare for everybody.

SUGGESTIONS AND COMPLAINTS

Our staff are here to help you and our aim is to provide the best family doctor service. The doctors and the practice manager will always be happy to receive written or verbal comments on ways to help us achieve this standard.

If you have any complaints or concerns about the service you have received from the doctors or staff working for this practice, you are entitled to ask for an explanation. We hope that most problems can be sorted out simply and quickly, by speaking to the person concerned. We operate an informal, in-house complaints procedure to deal with your complaints. Any complaints will be dealt with the strictest confidentiality and as soon as possible.

CHANGE OF PERSONAL DETAILS

Please advise reception if you change your name, address or telephone number. It would be a great help if you would also ensure that we have your telephone number and your postcode.

FREEDOM OF INFORMATION ACT 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.

The Practice Publication Scheme Document is available to view. Please contact the practice manager for more information.

STAFF PROTECTION

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

HOW TO CONTACT YOUR DOCTOR

All consultations are by appointment which can be made in person or by the telephone between 8.00am and 6.00pm. Patients who need to be seen urgently will always be seen as an emergency during that day. Some problems can be resolved over the telephone.

LABORATORY SPECIMENS

Specimens are sent to the hospital on Monday to Friday. If you are asked to bring a specimen on those days please ensure that we receive it before 11.00am or 4.00pm.

RESULTS OF MEDICAL TESTS

These may be obtained by telephoning 01324 812315 after 3.00pm, two working days after the test has been done. The receptionist may then inform you of the result, or she may ask you to arrange an appointment with your doctor to discuss your result. It is practice policy only to give results to the patient concerned if over 16 or to the parents of those below this age.

NEW PATIENTS

It is necessary for all new patients wishing to register with the practice to pick up a new patient pack from reception. The practice request that all members of a household be registered with the same practice. All new patients are welcome to attend the practice nurse for a general health check if they so wish.

DISABLED ACCESS

The health centre has suitable access for disabled patients. Wheelchair access to the building is through the main door. A disabled patients' WC is provided. The practice booklet is available in large print and on audiotape.

PRACTICE STANDARDS OF CARE

All members of our primary care team would like to give you good service. We will try to keep to good standards of care. In particular:

1. We should greet you politely.
2. Your medical history should be completely confidential.
3. We will begin surgeries on time. We will only start late if we are held up by an emergency. When we are more than 20 minutes late, the receptionist should tell you so that you can make a new appointment if you want to.

4. We should give you information about your health, particularly:-
 - * Your illness and its treatment.
 - * Alternative sorts of treatment.
 - * What is likely to happen during an illness.
5. You should be allowed to see your health records, subject to any limitation in the law.
6. The practice will tell you about:
 - * What you can do to stay healthy and to avoid illness. For example, take plenty of exercise and don't smoke.
 - * What you can do yourself when you have a minor illness.
7. The practice will tell you of the services we can give you by means of our booklet, notice board and leaflets.
8. If you have an urgent medical problem, we will deal with it quickly, even if people with less serious problems have to wait.
9. You may choose not to take part if we are doing research or training.
10. If you need to be referred to a consultant, we will try to refer you to a consultant you are happy with.
11. If you make a suggestion about improving the way we work, we will consider it and give you a reply.
12. If you want a routine appointment during the week, you should normally be able to see a doctor or nurse within 48 hours.
13. You should be able to see a named doctor within five working days (except when a doctor is on holiday or having study leave).
14. If you ask for a repeat prescription, you should be able to collect it in 48 hours. This is only for prescriptions that you normally have repeated. We do review repeat prescriptions at times, so you may occasionally be asked to see a doctor.

With These Rights Come Responsibilities. For You This Means:

1. Please be polite to the staff always - remember they are following the doctors' instructions.
2. Please be on time for appointments. Please tell the practice in plenty of time if you need to cancel an appointment. If you are late, or do not turn up, this wastes an appointment and is a nuisance to other patients.
3. Please make a separate appointment for everyone who needs to be seen. An appointment is for one person only.
4. Please try to come to the surgery if you can. House calls take up a lot of our time. They should be for people who really cannot come to the surgery, not just because it is more convenient for you.
5. Please ask for repeat prescriptions at least two days before you need them.

TRAVEL ADVICE

We offer a small number of vaccines for foreign travel, but the majority are not part of the NHS work, and we will recommend that you visit a specialist travel advice clinic.

Before You Go

At least six weeks before departure please complete a travel form available from the doctor's reception desk. After the practice nurse has completed her part of the form you will be advised on what vaccines are required and whether you need to attend the travel advice clinic.

When Abroad

Check on the quality of the drinking water. If in doubt either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

On Your Return

If you fall ill, don't forget to tell your doctor that you have travelled abroad. If you have received treatment abroad, tell your own doctor on return. When donating blood, tell the transfusion staff which countries you have visited.

INFLUENZA AND PNEUMONIA VACCINE

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients over the age of 65 or patients under 65 with diabetes, chronic heart, lung or kidney disease and residents of nursing homes. The influenza vaccination is available annually in October, while the pneumonia vaccine is given once only, at any time of year. The practice holds a flu day in October when everyone in these categories is welcome to attend. Please look out for posters in the surgery and announcements in the local press nearer the time.

FAMILY FIRST AID KIT

This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of reach of children.

- Soluble aspirin (**over 16 year olds only**)
- Antiseptic solution
- Dressing strips
- Thermometer
- Cotton wool
- Paracetamol mixture
- Calamine lotion
- Crepe bandage
- Sling

USEFUL TELEPHONE NUMBERS

Forth Valley Royal Hospital.....	01324 566000
Falkirk Royal Community Hospital	01324 624000
Stirling Royal Community Hospital.....	01786 434000
NHS Forth Valley.....	01786 463031
Practitioner Services Edinburgh	0845 300 1661
Social Work Department	01324 504160
Strathcarron Hospice.....	01324 826222
Community Department, Bonnybridge Health Centre.....	01324 815105
Bonnybridge Pharmacy, The Toll	01324 812332
Bonnybridge Pharmacy, Health Centre	01324 812342
NHS 24 Out Of Hours.....	111
Family Planning Clinic.....	01768 433697
Genito Urinary Medicine	01324 613994
Addiction Support and Counselling	
Falkirk	01324 874969
Stirling.....	01786 450721

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common illnesses, aches and pains can be simply treated at home without the need to consult your doctor.

Colds

There is no magic cure for the common cold. Go to bed and take plenty of drinks. If you have a headache or are feverish, take aspirin (if over the age of 16) or paracetamol. Antibiotics will not help, unless you happen to have a secondary bacterial infection.

Diarrhoea And Vomiting

Usually due to a viral infection or a sudden change of diet, the best treatment is to rest, eat nothing and drink clear fluids such as Dioralyte or flat lemonade. It is unwise to take 'over-the-counter' preparations, as these may prolong the illness. Young children and babies need careful attention and advice should be sought from your doctor.

Nosebleeds

Sit in a chair, leaning forward with your mouth open and pinch your nose just below the bone for approximately 30 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist consult your doctor.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Chickenpox

On first day a rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three to four days further patches occur and the earlier ones turn crusty and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash appears and until all lesions have become scabs. Children may return to school as soon as all lesions have scabbed over. Please let the doctor know if your child has chickenpox so that it can be recorded in the records.

Head Lice

Regular application of hair conditioner and fine tooth combing the hair is the best prevention. We have a detailed head lice leaflet for advice that can be collected at our reception desk. If you receive free prescriptions you can contact your local pharmacist who will be able to prescribe treatment for head lice, if necessary, through the minor ailments scheme.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 20 minutes. If the skin is unbroken but blistered apply a loose dry dressing. If the burn is severe please attend A&E.

Sunburn

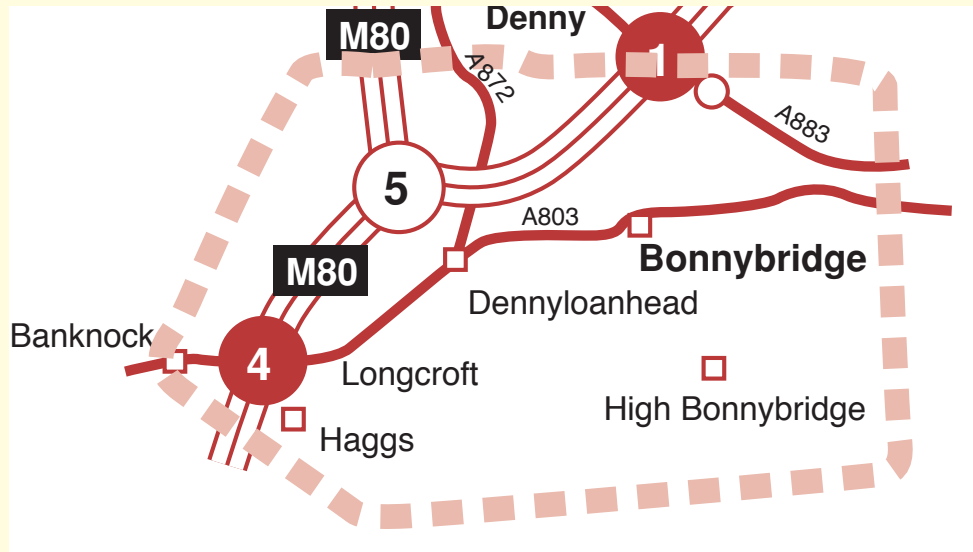
Treat as for other burns with cold water and remove the heat. Calamine lotion will help to relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to ensure sufficient protection is taken.



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business
for you!

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and Appointment Cards
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Veronica Smith
now on 0800 612 1516.

PRACTICE AREA



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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