## A black and orange logo Description automatically generated

Dr B L Finlayson

Dr K M Jack

Dr D Earley

Dr A Mishra

Dr H Anindo

Dr S Mir

Dr F Wahid

Dr A Ifezulike

Dr E Woon

Telephone 01224 492828

[www.woodsidemedicalgroup.co.uk](http://www.woodsidemedicalgroup.co.uk)

Facebook page: Woodside Medical Group

## 

## The Doctors

Dr Brett L Finlayson MBChB FRCGP

Full-time Male GP

Dr Kerry M Jack MBChB FRCGP DRCOG

Part-time Female GP

Dr David Earley MBChB MRCGP

Full Time Male GP

Dr Apurva Mishra MBBS MRCGP DPD

Part-time Male GP MScPD

Dr Hansa Anindo MBChB MRCP MRCGP

Part-time Female GP

Dr Shahid Mir MBBS MRCGP

Full-time Male GP

Dr Ferdous Wahid MBBS MRCGP

Part-time Male GP

Dr Adaeze Ifezulike MBBS FRCGP MBE

Part-time Female GP

Dr EeLaine Woon

Part time Female GP

We hold a General Medical Services (GMS) contract with NHS Grampian. Patients can get more information about primary care (GP) medical services in the area from Aberdeen City Health and Social Care Partnership, Primary Care Team, Marischal College, Broad Street, Aberdeen, AB10 1AB

**The Practice Team**

## Practice Manager

Shona Alexander is our Practice Manager who looks after the day to day running of the practice along with Michelle Lorimer, Assistant Practice Manager and the team of administrative, secretarial and reception staff. Shona is your first line of contact if you have any questions or issues.

## Receptionists & Administrative Team

Our highly trained team of receptionists are who you speak to first. They are make sure you receive the right appointment at the right time with the right person, and answer any questions you have. Please remember that their job can be difficult so please be patient when we are busy and you are kept waiting. Our reception team is led by Angela, our Reception Supervisor

Our Administration team includes secretaries, senior administrator and an administrator working behind the scenes to deal with correspondence received by the practice, including reports and results from all departments within NHS Grampian. Invitation letters are also sent by this department for the various clinics that are available at the practice. The team is also responsible for ensuring that our patients' records are kept up to date.

## Advanced Nurse Practitioner

Our Advanced Nurse Practitioner, Julie, consults in the same way as our GPs and deals with a wide variety of issues. Our trained reception team will book your appointment with Julie when it is appropriate to do so, Julie can prescribe medication and complete referrals – referring to a GP when necessary to do that.

## Practice Nurses

Our practice nurses offer a wide range of nursing services by appointment. The minimum appointment time is 10 minutes but this may be longer depending on the reason for your visit. To make an appointment with the practice nurse please contact our reception staff who are happy to help you. It is extremely helpful if you let our receptionist know the reason for the appointment so they can make it with the right person for the right amount of time.

## Health Care Support Worker

Our in Practice Health Care Workers take blood samples, blood pressure readings, ECGs and other tests a doctor has asked for. This service is also available at Community Treatment and Care (CTAC) Clinics located throughout Aberdeen – their services include blood pressure reading, blood tests, removal of stiches and sutures and wound care. To book an appointment at a CTAC Clinics please call 01224 550200

## District Nursing Team

We work very closely with our District Nursing teams who carry out nursing care for the patients who are not able to leave their homes (housebound patients). Our GPs ask them to visit and, once you have been allocated to a team, you will receive contact details for them.

## Health Visitors

We also work closely with the Health Visiting teams covering our practice area.

The Health Visiting teams offer health advice and support to new mums and families with young children. They arrange to see children in their homes. Immunisations are provided at local clinics. Health Visitors also provide Sleep Clinics, Continence Clinics and Parents Early Education Programmes.

Anyone with a child under 5 will be given details of the Health Visitor looking after their child. .

## Midwife

Our community midwifes are based at the Maternity Hospital (Telephone 552071). They are responsible for your care before you have your baby and will see you for appointments at the Practice. Your midwife will continue to care for you and your baby at home until your baby is about ten days old.

## Drug Problem Service

Our practice-attached community drug problem service nurses are based at Cornhill Hospital and see patients at the Practice.

## Registration Process

When registering with us, please fill out a registration form and patient questionnaire. We will ask to see identification to make sure we have all your details written down correctly. We ask that you provide details of all your immunisations, especially those for children, as your child may be immunised unnecessarily without this information. We also ask for information about any current medical needs and details of all your regular medicines (including dosages). This lets us look after you whilst your records are transferring to us.

We are able to offer interpreter services or language line at your appointments. When you register please let us know if you need an interpreter.

## Preference of Practitioner

Patients are registered with the practice, not with an individual GP, however, you can ask for the GP you would like to deal with when booking a routine appointment and we will let you know when they are next available and if they can provide the service you need. If your issue is urgent this will be assessed by our Duty Doctor and, if needed, an appointment will be given with an available clinician.

If you move out of the practice area, you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

## Surgery Opening Times

### Standard hours –

### Monday to Friday 8.00am – 6.00pm (from 4:30pm we deal only

### with medical issues which can’t wait until the

### next day)

Saturday and Sunday Closed

We open at 7:30am for pre-booked nursing appointments and reception queries. You can also call to book an appointment for your Chronic Disease Review at that time. The normal phone line (including standard appointment line) opens at 8:00am

We hold Protected Learning Time sessions for staff learning and training and are closed approximately six half days each year for these. When we are closed our telephone message will tell you where to contact if you need a doctor.

There are times we close over the lunchtime period for training. Advance notice of any closure is posted on the front door, in the reception area and in our waiting room.

Advice is available 24 hours per day from NHS 24 – telephone number 111

## Appointments

Appointments are made by phoning us between 8.00 am to 5.00 pm, Monday to Friday (after 4:30pm each day we can book routine appointments or deal with medical issues that cannot wait). Our reception team work alongside a duty doctor to make sure any requests for on the day care are dealt with as clinically needed. Our reception team will ask questions to help our duty doctor understand what you need.

Appointment slots are for 10 minutes. Separate appointments should be made if more than one family member requires to see a Doctor or you have a number of issues you want to speak to the doctor about.

If you cannot keep an appointment, please let us know as soon as possible so we can offer this appointment to another patient.

**Text Messages**

We send text messaging to remind you of appointments, when we need to cancel an appointment or to give you information quickly (for example - after a blood test, we may text you if we have needed to prescribe medicine and want you to pick up this prescription). Please ask at reception or phone to opt out of this service.

## On-line services

We offer On-Line Services to order repeat medication quickly and easily, this service is open 24 hours a day, every day. To get this service, please complete a registration form which is available at reception or from our website [www.woodsidemedicalgroup.co.uk](http://www.woodsidemedicalgroup.co.uk). You will need to provide proof of ID in order to register for this service.

## Services Available

All GP practices provide “essential services” which is the basic treatment of patients who are unwell. We also provide the following additional services:

* physiotherapy service
* child health surveillance
* contraceptive services
* smears
* maternity medical services
* minor surgery services
* health checks (blood pressure & weight etc)
* regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems.
* a methadone substitution programme for patients with drug dependency problems.

The Practice holds Quality of Life clinics to review patients with a range of diseases such as diabetes, heart disease, stroke, asthma and COPD. We will invite you to make an appointment to have this review.

## Home Visits

If you want a home visit then, wherever possible, please phone before 10.00am to ask for this. The receptionist will take details and you may then speak to our duty doctor as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. House visits are only available for patients who are not able to leave their house because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the practice.

## Ordering Repeat Medications

Some patients require regular medicine and do not have to see the doctor each time they require a prescription.

Requests for medicine you have received before (within the last year) can be made online or by calling our prescription line and will be picked up by your chosen pharmacy and available 4 working days after receiving your order. We will contact you if a clinician needs to speak to you about your request.

**Telephone number 01224 283977** is a dedicated line for patients to use when ordering repeat prescriptions. You will be asked to leave details of your name, date of birth, items required and a contact telephone number. It should be noted that messages left out of hours on this number will only be dealt with by practice staff during normal office hours.

## Test Results

The Practice has a strict policy regarding confidentiality and data protection. We will only release your test results to you unless you have already let us know that we should give these to someone else.

**When phoning for test results, please phone us between 10.00am - 12noon or 2.00pm - 6.00pm.**

## Non-NHS Fees

Some services are not available for free, for example medical examinations for special purposes, information to insurance companies or some certificates. If we need to charge you for a service, we will let you know before you go ahead with this.

## Medical Conditions which Cannot Wait

**IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE**

During surgery opening hours telephone 01224 492828.

Please give as much information as possible to the receptionist who will then contact the duty doctor to arrange the best way to deal with your problem – this may be telephone advice, an urgent consultation or a home visit.

## Out of Hours

**IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE**

In addition to providing 24 hour advice, NHS 24 along with GMED (Grampian Medical Emergency Department) provides emergency cover from 6:00pm to 8:00am when the practice is closed. If you need medical assistance then, telephone NHS 24 on 111 (if you have any difficulties contacting NHS 24, please dial 100 for the operator).

A receptionist from NHS 24 will answer your call. They will either:

* Arrange for you to speak to a doctor or nurse
* Invite you to attend the centre to be seen by a doctor
* Arrange a home visit if you are too ill to visit the centre

Transport to and from the centre may be available if you cannot arrange this yourself. Out of hours cover is the responsibility of the local Health Board. You can get more advice and information from NHS 24 on 111 or by visiting [www.nhs24.com](http://www.nhs24.com).

## Training

We are an approved General Practitioner training practice and are privileged to often have the services of doctors who are completing their training. As part of training we have to make video recordings of some consultations to help improve our skills. If any doctor wishes to video your consultations you will be asked before your appointment and in writing before and after any recording is done. You do not have to agree to this.

## Teaching

Medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. If you do not want them to be present at a consultation, please let us know that. This will not affect your treatment in any way.

## Locum Doctors

Occasionally we employ locum doctors to give us more appointments at the practice, this happens more at holiday times. These doctors are fully qualified and able to provide adequate cover for our patients.

## Disabled Access

Disabled patients can access the practice using a ramp to the front door, all our doctor and nurse rooms are on the ground floor. We also have a specially designated disabled toilet. .

## Carers and Housebound Patients

The Practice keeps a list of patients who are truly housebound and a record of patients who are carers. If you are housebound or a carer, please let us know.

## The Family Medicine Chest

It is quite useful to have a small supply of medicines in the house in case of emergencies. Here is a list of useful and inexpensive medicines that every household should have and a description of their use:-

## Paracetamol

Useful for headaches, fever, minor sprains and bruises.

## Calpol/Disprol

Useful for fever, earache and pain relief in young children.

## Calamine Lotion

Useful for itchy rashes, chickenpox, sunburn and insect stings.

## Menthol crystals

Add to hot water to make steam inhalations for catarrh and dry coughs.

## Vapour rub

Rub on the chest for your children with snuffly noses or dry coughs.

**REMEMBER TO KEEP ALL MEDICINES IN A LOCKED CUPBOARD OR STORE OUT OF REACH OF CHILDREN**

### **Self Treatment of Minor Illnesses**

**Colds**

Colds are very common in the winter months, especially in children who never seem to be free of them.

1. Colds are caused by a virus infection and unfortunately there are no specific drugs to kill cold viruses. Treatment consists of controlling the symptoms until the body’s defences overcome the virus.
2. A runny or blocked nose can be treated with steam inhalations and/or a decongestant, e.g. Sudafed, which can be bought from the pharmacy. Be careful of driving as some decongestants can make you slightly drowsy.
3. Sore throats are helped by warm drinks containing honey or by sucking throat pastilles. Adults can gargle with a solution of soluble Aspirin every four hours. Most people find sore throats will take 2-3 days to improve.
4. Coughs are helped by steam inhalations, especially at bedtime as this helps irritating coughs and loosens catarrh. Steam is also good for croupy coughs in young children. Cough mixtures are expensive and may not make much difference. Care must be taken when using hot water, especially with children. Pharmacists are happy to advise on medication for self-limiting illnesses.

## Influenza

**“**Flu” is commonly seen in the winter months you can have the following symptoms:- fever, shivers, muscular aches and pains, headache, runny nose, sore throat and sometimes vomiting. The best treatment for flu is bedrest, regular Paracetamol or Ibuprofen and plenty of fluids. The same advice applies to children. The symptoms can last up to one week. If symptoms are very severe or prolonged you should consult the doctor. Antibiotics do not cure colds or flu.

## Gastroenteritis

Most gastroenteritis is caused by a virus and is self-limiting. Symptoms are diarrhoea and vomiting with abdominal cramps plus fever and generalized aches and pains. Treatment in most cases consists of bedrest, resting the stomach by taking clear fluids only and paracetamol for fever and aches. If symptoms are prolonged or severe the doctor should be consulted.

## Toothache

Toothache may be helped by trying simple analgesia, e.g. paracetamol but if symptoms do not settle consult your Dentist. Dentists are now available for emergency treatment 24 hours a day if you are a registered dental patient. Dental helpline 0845 456 5990.

## Nose Bleeds

Small nose bleeds are not uncommon, especially in children. Nose bleeds are treated by leaning forward and pinching the lower soft part of the nose firmly for 10 to 15 minutes. Nose bleeds can be more severe in the elderly and if the bleeding does not stop after pressure contact the Doctor.

## Chickenpox

The rash of chickenpox starts with small red patches and small blisters develop within three to four hours. During the next three to four days these will crust over and fall off although new crops of blisters may occur. The rash is usually itchy and application of Calamine Lotion soothes the skin. Cool baths may also help. Chickenpox is caused by a virus and is self-limiting. Children may return to school once the rash scabs over. Remember to notify us if you or a member of your family contracts Chickenpox.

## Sunburn

Wash sunburn with cold water to remove the heat. Calamine lotion will relieve irritation and paracetamol will relieve pain. Remember that children tend to burn easily even in the Aberdeen sun, so apply sunblocks early. Prevention is better than cure.

## Bites and Stings

Anti-histamine tablets, which can be purchased at your local pharmacy without prescription, usually relieve most symptoms of bites and stings.

## Pharmacy First Information

You can receive advice and treatment for a wide range of minor illnesses from your local pharmacy, our reception team will direct you to this service when appropriate to do that.

## Confidentiality

**How we use your medical records**

* This practice handles medical records in line with laws on data protection and confidentiality.
* We share medical records with those who are involved in providing you with care and treatment.
* We may also share medical records for medical research and to check the quality of care provided to you.
* We share information when the law requires us to do.
* For more information ask at reception for a leaflet or visit our website: <http://www.woodsidemedicalgroup.co.uk/>

## Information Sharing

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

* To provide further medical treatment for you, e.g. from district nurses, hospital services and out of hours services
* To help you get other services e.g. from social work department. This requires your consent.
* When we have a duty to others e.g. in child protection cases

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

**Patients Rights and Responsibilities**

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

* Ensure our patients have access to medical advice
* Provide access to a suitably qualified medical professional, in cases where urgent care is required, this will be provided on the same day
* Work in partnership with you to achieve the best medical care possible
* Involve you and listen to your opinions and views in all aspects of your medical care
* Advise and inform you of the steps you can take to promote good health and a healthy lifestyle to aid in the prevention of disease, illness and injury.

We would respectfully ask that you:

* Let us know if you intend to cancel an appointment or are running late
* Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to help us provide you with the best service
* Inform the practice staff of any changes such as change of surname, address or telephone number. Please make sure we have your correct telephone number, even if it is ex-directory

As patients you are responsible for your own health and that of any dependents. It is important that you follow information and advice given to you by health professionals, and co-operate with the practice to keep you healthy.

**If you are removed from the practice list, you will not be permitted to re-register until 3 years after the date you were removed.**

**Feedback and Complaints Procedure**

Woodside Medical Group is committed to providing high quality care and treatment to all of our patients. We understand, however, that sometimes things go wrong. If you are dissatisfied with something we have done, or have not done, please tell us and we will do our best to put things right. If you have a comment, complaint or concern about the service you have received from the doctors or any of the staff working in this Practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. This leaflet tells you about our complaints procedure and how to make a complaint. It includes information about what you can expect from us when we are dealing with your complaint.

**How do I complain?**

We hope that most problems can be sorted out quickly and easily so wherever possible we encourage you to speak to a member of staff or doctor at the time the problem arises. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible.

If this is not possible, please let us have the details of your complaint:

* within 6 months of the event you want to complain about; or
* within 6 months of finding out that you have a reason to complain, but no longer than 12 months after the event itself.

You can ask at reception for a feedback form or contact the Practice Manager:

Shona Alexander,

Practice Manager,

Woodside Medical Group,

Woodside Fountain Health Centre,

Great Northern Road,

Aberdeen,

AB24 2AS

Tel: 01224 492828

When complaining, please tell us:

* your full name and address, and your email address if this is your preferred method of contact;
* the full name, address and date of birth of the person affected if you are complaining on behalf of somebody else;
* as much as you can about the complaint;
* what has gone wrong;
* when did this happen;
* where did this happen; and
* how you want us to resolve the matter.

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter signed by the person concerned will be needed unless they are incapable of doing so due to illness.

**What we shall do**

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within 20 working days. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

* find out what happened and what went wrong
* arrange for you to discuss the problem with us if you would like this
* give an apology where this is appropriate
* identify what we can do to make sure the problem doesn’t happen again

If you feel you cannot complaint directly to us you can contact the NHS Grampian Feedback Service:

NHS Grampian Feedback Service,

Summerfield House,

2 Eday Road,

Aberdeen,

AB15 6RE

Tel: 0345 337 6338

E-mail: nhsgrampian.feedback@nhs.net

**Getting help to make your complaint**

The Patient Advice and Support Service (PASS) is an organisation that provides free and confidential advice and support to patients and other members of the public in relation to NHS Scotland. If you would like help to make your complaint you can contact PASS:

Telephone: 0845 330 5012

Website: [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk/)

**Scottish Public Services Ombudsman**

If you are unhappy with the outcome or the way in which we have dealt with your complaint when we have sent you our full response, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

You can contact the SPSO at:

SPSO, Freepost EH641, Edinburgh, EH3 0BR

Freephone: 0800 377 7330 Website: www.spso.org.u

**Quick guide to the NHSG complaints procedure**

**Complaints procedure**

You can make your complaint in person, by phone, by e-mail or in writing.

We have **a two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

**Stage one: early, local resolution**

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage two.

**Stage two: investigation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days.** We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

**The Scottish Public Services Ombudsman**

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

## Violence Statement

## Zero Tolerance Policy

We consider aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

We will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property.

All instances of actual physical abuse on any doctor or member of staff by a patient or their relatives will be reported to the police as an assault.

## Sources of Information

The Practice does not produce its own leaflets; however, leaflets and written information about various illnesses and conditions are available on display and from the practice nurses.

## Woodside HC map colour[1]

**PRACTICE LOCATION**

**Car Park**

Woodside Fountain Health Centre has a car park which patients can use. The entrance to the car park is off Marquis Road. The post code for sat nav is AB24 2QY.

**Public Transport**

The main bus routes closest to the practice are operated by First Bus and there are various stops on Great Northern Road.

## Practice Boundary

Woodside Medical Practice provides general medical services for patients who live in north part of the city. We do not accept patients who live in Cults, Kingswells, Dyce, Bridge of Don or other areas outwith our boundary. Our boundary can change and, to check if you live in our practice area, please just contact us

Patients who move out of the practice boundary must register with another doctor who covers their area.

## Other Formats

## If you need this leaflet in any other language or format, please contact the surgery as we may be able to organise this for you.

**Updated – March 2024**