

Consultations

All consultations are 10 mins and by appointment. Appointments can be made for both telephone and face to face consultations.

The GPs deal with one problem per consultation - therefore if you have more than one problem to discuss, please make a double appointment.



<https://support.patientaccess.com/>

SMS Messaging App—a reminder service for routine appts, one day prior to your appt. It is also used to ask patients to make an appointment for their annual review. Please update your mobile telephone number at Reception or inform us if you don't own a mobile telephone.

PLEASE CANCEL UNWANTED APPOINTMENTS

as these can then be offered to someone else.

Services where you can self refer-

- Pharmacy—[NHS Pharmacy First Scotland | NHS inform](#)
- Physiotherapy - see over page
- Podiatry - form Reception/website
- Sexual Health - 01896 663700
- Smoking Cessation, Lauder Pharmacy - 01578 722302
- Borders Carers Centre - 01896 752431
- Citizens Advice - 01896 753889
- Social Work - 01835 824000
- Social Care - 0300 100 1800
- Dental care (if not registered with a Dentist) - 0845 300 0930
- Optician—eye problems
- Wellbeing Service—01896-824502

Urgent Problems

By GP request, if your problem is **urgent**, the Receptionist will ask for an indication of the issue to triage you appropriately.

If your problem is non-life threatening, but may require A&E, you can contact NHS 24's 111 service who will provide further support and direct you to the most appropriate place of care.

Practice Nurse

The Practice Nurse can see patients re:-

- Chronic Disease Management
- Cervical Smears
- Cryotherapy
- New Patient Health Checks

Health Care Assistant

The Health Care Asst can see patients re:-

- Taking bloods
- ECGs
- B12 Injections
- New patient Health Checks
- Pill Checks
- Ear Syringing

Community (Stow & Lauder)

- District Nurse—01896-823629
- Treatment Room—01896-661366
- Health Visitor--01578 757322/01896-661367
- Midwife—01896 661369
- School Nurses West Team—01896 663780

Useful Numbers

NHS 24 - 111
Borders General Hospital on 01896 826000

Out of Hours

NHS 24 - Tel: 111
Supportive information on [NHSinform.Scot](#)

Disabled access

There is disabled access to both Lauder Health Centre and Stow Health Centre. Toilet facilities are also available for those in wheelchairs.



Stow & Lauder



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www.stowandlauderhealth.scot.nhs.uk

Information for Patients

Contact Us



Lauder Surgery
Crofts Road
LAUDER
TD2 6QJ

Tel: 01578 718670

Stow Health Centre
Station Road
STOW
TD1 2SQ

Tel: 01896 661440

Opening Hours

Monday - Friday	8am-1pm & 2pm-6pm
Saturday & Sunday	Closed

Updated - Apr 24



Doctors

Dr John Usher—GP Partner
Dr Bethan Williams—GP Partner
Dr Pippa Hart—GP Partner
Dr Gladys McCollum—GP Partner
Dr Robin Kerr—Salaried GP
Dr Matt Coles—Locum GP
Dr Claire McLean—Locum GP

Practice Staff

Practice Manager
Practice Nurse
Dispensary Manager
Dispenser/Receptionists

Aileen
Nicola
Jacki
Sally
Sandi
Lisa
Kathy
Maureen
Shona
Pauline
Susan
Emma
Cheryl

Attached Staff -

Community Nurses
Health Visitors
Podiatrist
Pharmacist/Pharmacy Tech

New Patients

To register with the Practice, you must live within our Practice boundary. You will be asked to fill in a Registration Form and a New Patient Questionnaire—collect one from the Surgery or get one off the Practice website. Once we have accepted your registration, your medical records will be transferred to the Practice. If from England, this can take longer.

Wellbeing Service

For patients who need help with smoking cessation, weight management or emotional support. You can self refer by downloading a referral form:-
<https://www.nhs.uk/borders.scot.nhs.uk/wellbeing>
Tel 01896-824502

Access to Physiotherapy

We now have a First Contact Physiotherapist (FCP) based at the Practice on a Wed and Thurs. FCP's will see patients with bone, muscle and joint problems directly and arrange appropriate investigations and follow up. Please book an appt via Reception. For self-referral to the outpatient Physiotherapy Dept collect a form at Reception.

Test Results

It is the patient's responsibility to contact the Surgery for test results. Blood test results can take up to 5 days, other tests can take longer—but you will be informed at the time of taking the test. We will only give your results to someone else with your expressed permission—you can ask for a 3rd party consent form at Reception.

Prescriptions

There is a Pharmacy in Lauder where you can collect your medications from. There is a Dispensary at Stow Health Centre. The Practice deals with more than 25,000 repeat prescriptions annually. There is a **6 working day turnaround** to process your prescription. You can request your repeat prescription in a variety of ways:-



- EMIS Patient Access (on-line app)
- Post your completed repeat slip
- Hand in your request at either Surgery (box provided)
- Hand in your request to Lauder Pharmacy

WE NO LONGER TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE

Lauder Pharmacy - 01578 722302
Stow Dispensary - 01896-661440

EMIS Patient Access is available for you to order your Repeat medications - please ask at Reception for an application form.

In line with NHS recommendations, most prescriptions will bear the generic (scientific) name rather than the brand name. The effectiveness and safety of the generic preparation is identical to that of the brand name. If you are at all uncertain, please check with the local Pharmacy or Practice-based Pharmacy Support.

IUCD/Coil Clinic

Please ask at Reception to make an initial appt with Dr Williams.

Non-NHS Services

Some services provided by the Practice are not part of our NHS commitment. We therefore have to charge for these services. If you require any of the following, please contact the Health Centre for up to date arrangements and fees. :-

- HGV Medicals
- Firearms Licence
- Private insurance forms

For info—these can take up to 6 weeks to be processed.

Minor Ailments

Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your local Pharmacist. If the problem does not get better then please contact the Surgery. Please also see <https://www.gov.scot/publications/nhs-pharmacy-first-scotland-information-patients/>



Home Visits

Home visits are intended for patients that are housebound through ill-health.

Please try to phone before 10am.

The Receptionist has been asked to request details of the problem so that the doctor can assess the urgency.

Suggestions/ Complaints

The Practice is always open to reasonable and helpful suggestions. Please speak to a member of staff.

We endeavour to provide a good service. However, if things go wrong we will try to resolve the problem as quickly as possible.

If you have experienced a problem then please contact the Practice Manager at Lauder Health Centre. You can discuss your concerns informally and in private if you wish.

