

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.

Use the EMIS Patient Access app which is now available for you to make your own routine appointments with a GP. Please ask at Reception for an application form.

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

SMS Messaging App is used as a reminder service for routine appointments, one day prior to your appointment. It is also used to inform patients to make appointments for routine reviews. Please update your mobile telephone number at Reception or inform us if you don't own a mobile telephone.

PLEASE CANCEL UNWANTED APPOINTMENTS - these can then be offered to someone else.

Services where you can self refer:-

- Physiotherapy - see over page
- Podiatry - form from 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

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
- Childhood vaccinations/immunisations
- Cryotherapy
- Ear Syringing
- New Patient Health Checks

Phlebotomists

The Phlebotomists can see patients re:-

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

Community (Stow & Lauder)

- District Nurse - 01896-823629
- Health Visitor - 01578 757322
- Midwife - 01896 661369
- School Nurses West Team - 01896 663780

Useful Numbers

NHS 24 - 111

For any enquiries about a hospital appointment you should contact the 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
Fax: 01578 718230

Stow Health Centre
Station Road
STOW
TD1 2SQ

Tel: 01896 661440
Fax: 01896 661449

Opening Hours

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

Updated - Jan 22



Doctors

Dr John Usher—GP Partner
Dr Bethan Williams—GP Partner
Dr Pippa Hart—GP Partner
Dr Gladys McCollum—GP Partner
Dr Matt Coles—Regular GP Locum

Staff

Practice Manager
Practice Nurse
Dispensary Manager
Dispenser/Receptionist

Phlebotomist

Senior Receptionist
Receptionists

First Contact Physiotherapist
Community Nurses

Health Visitor

Podiatrist

Aileen Monaghan
Nicola Lawson
Jacki Cooper
Sally Shepherd
Sandi Caine
Bronwen Young
Lisa Ingram
Kathy Harrison
Maureen Stevenson
Dawn Dunn
Shona Dunne
Pauline Gettel
Carolyn Thomson

Amy French
Ann Brown
Alyson Paul
Wendy Scott
Margaret Taylor
Gillian Mackay
Diane Devlin
Kay McFall
Kathryn White
Elissa Miller

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 :-

<https://www.nhsborders.scot.nhs.uk/wellbeing>

Access to Physiotherapy

We now have a First Contact Physiotherapist (FCP) based at Lauder on a Tuesday and Stow on a Thursday. FCP's will see patients with bone, muscle and joint problems directly and arrange appropriate investigations and follow up. Please book an appointment via reception.

For self-referral to the outpatient Physiotherapy Department please see further information on our Practice website.

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 so you will be able to collect your medications from there.

There is a Dispensary at Stow Health Centre.

The Practice deals with more than 25,000 repeat prescriptions annually. Please help us by giving the Practice **4 working days** 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 the Surgery (box outside)

Lauder Pharmacy - 01578 722302
Stow Dispensary - 01896-661440

EMIS Patient Access is now available for you to order your own 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.



Training

Stow HC & Lauder HC will be closed for staff training occasionally on a Wednesday afternoon.

Non-NHS Services

Some services provided by the Practice are not part of our National Health Service commitment. We therefore have to charge patients 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
- Travel advice/vaccinations/malaria tablets

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.

Pls 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.

